



HP Proactive 24 Service

HP Services

HP Proactive 24 Service (P24) is an integrated hardware and software support solution that combines technical assistance with proactive account services to cover your IT infrastructure and to help you improve the stability, availability, and operational effectiveness of your IT environment.

P24 enables you to leverage HP best practices through access to highly trained IT professionals. An assigned Account Support Manager (ASM) will serve as your primary proactive services contact within the HP support organization and will coordinate additional specialized resources, where appropriate. As first steps, your ASM forms a close working relationship with designated members of your IT management staff and develops a clear understanding of your IT infrastructure* and your IT goals, as well as your business objectives. This information is used to design an account support plan, which is intended to assist you with the overall support of your IT infrastructure*, identify any potential gaps in supportability, and capture the progress towards meeting your business and IT objectives. Subsequently, your assigned ASM will meet with the designated members of your IT management staff semi-annually to review the performance and make the necessary adjustments.

Although problem avoidance through proactive measures is the goal, P24 also includes comprehensive assistance in case a hardware or software incident does occur. In addition, the HP team of specialists is equipped with leading-edge remote technologies and tools to proactively monitor specific operations, as needed, to help you reduce downtime and resolve IT problems faster.

HP recognizes that your IT infrastructure* includes a variety of different technologies such as servers, storage devices, SANs, networks, and operating systems. To address the needs of your diverse IT

infrastructure*, P24 is both modular and scalable. The main component of P24 is an environment services module that contains a robust set of proactive features designed to meet the needs of your overall IT infrastructure*. In addition, P24 includes various technology services modules designed to meet the specific proactive needs of the servers, storage devices, SANs, networks, operating systems, and hypervisors that are in your IT infrastructure*. Each technology services module can be purchased, as applicable, for the first device of each technology type. The features contained in the various technology services modules are delivered by specialists in the appropriate technology areas.

If you require proactive attention for any additional device in your IT infrastructure*, P24 provides technology-specific services extension modules that are intended for each additional server, storage device, SAN, network, operating system, and hypervisor type. These modules may be purchased as needed.

Optional proactive services focused on SAP, ITSM improvements, HP Education, or HP Proactive Select services (addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, security, performance analysis, and firmware management) can also be purchased to complement your P24 Service. These additional optional services allow you to further customize P24 to fit your business and IT requirements.

*IT infrastructure or environment as specified by you to be within the scope of P24

Service benefits

P24 helps you improve your IT environment's effectiveness with:

- An assigned ASM focused on operational and technical improvement specific to your environment*
- Shared HP best practices
- Proactive services across your IT infrastructure*

P24 helps you solve complex problems quickly by using:

- Integrated processes and problem diagnosis for your IT infrastructure*
- A single point of support
- Rapid response to software and hardware incidents

*IT infrastructure or environment as specified by you to be within the scope of P24

Service feature highlights

Table 1. HP account team

Core features

- Assigned ASM

Table 2. Proactive features

Core features

- Environment services module core deliverables:
 - Operational and technical advice
 - Account support plan
 - Support planning and review
 - Support activity review
 - Site environmental survey
 - HP IT Resource Center
 - HP Education planning assistance
- Server services module core deliverables:
 - Operating system patch analysis and management
 - System Health Check
 - HP Proactive Select service credits

- Storage services module core deliverables:
 - Storage firmware and software analysis and management
 - Storage high availability evaluation
 - Storage array preventive maintenance
- SAN services module core deliverables:
 - SAN firmware and software analysis and management
 - SAN supportability assessment
- Network services module core deliverables:
 - Network firmware and software analysis and management
 - Network critical incident notification
 - Network asset report

Optional features

- Additional operating system patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional HP Proactive Select service credits
- HP Education credits
- Technology-specific services extensions:
 - Proactive server services extension
 - Proactive operating system services extension
 - Proactive storage services extension
 - Proactive SAN services extension
 - Proactive network services extension

Service feature highlights *continued*

Table 3. Reactive features

Core features (available with P24 Care Pack services and P24 Contractual service)

- Default service coverage window (24x7)
- Flexible call submittal
- Escalation management
- Remote hardware and software incident diagnosis and support
- HP electronic remote support solution
- Assistance on non-HP products
- Access to electronic support information and services
- Default hardware reactive support features:
 - Onsite hardware support
 - Default hardware support onsite response time, 4-hour, 24x7
 - Parts and material
 - Work to completion
- Default software reactive support features:
 - Software support, 2-hour remote response, 24x7
 - Software product and documentation updates
 - License to use software updates
 - HP recommended software and documentation updates method

Additional core feature available for P24 with Defective Media Retention Care Pack services

- Hardware reactive support feature:
 - Defective media retention
 - Comprehensive defective material retention

Optional features (available with P24 Contractual service ONLY)

- Optional hardware reactive support features:
 - Hardware response upgrade to 2-hour onsite response
 - Hardware call-to-repair time commitment
 - Upfront audit (for call-to-repair option only)
 - Enhanced parts inventory management (for call-to-repair option only)
 - Defective media retention
 - Comprehensive defective material retention
- Optional software reactive support features:
 - Software response upgrade to 30-minute remote response for critical incidents
 - Additional named callers
 - Software and documentation updates options

Table 4. Service-level options (available with P24 Contractual service only)

Coverage window

- Default coverage window:
 - 24 hours, seven days a week (24x7)
- Coverage window options:
 - Standard business hours, standard business days (9x5)
 - 13 hours, standard business days (13x5)
 - 16 hours, standard business days (16x5)
 - 24 hours, standard business days (24x5)
 - Coverage extension for additional hours
 - Coverage extensions for additional days

Hardware reactive support options

- Onsite response time for hardware support
- Onsite response time for hardware support options:
 - 4-hour onsite response (default)
 - 2-hour onsite response
- Hardware call-to-repair time commitment
- Call-to-repair time commitment options:
 - 4-hour call-to-repair time
 - 6-hour call-to-repair time
 - 8-hour call-to-repair time

Service feature highlights *continued*

Table 5. Optional enhancements (available with both P24 Care Pack services and P24 Contractual service, unless otherwise noted)

- Enhancement for SAP
- HP fundamental ITSM improvement service
- Open SAN environment support (available with P24 Contractual services only)
- Open network environment support (available with P24 Contractual services only)

Specifications

Table 1. HP account team

Feature or service	Delivery specifications
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Core features

Assigned ASM

HP assigns an ASM to the Customer's organization. The ASM is the Customer's technical focal point for the ongoing support of the IT environment. The ASM, together with trained IT experts, form the HP account team. The ASM acts as the lead for this HP team and works with the Customer to develop, and routinely review, a mutually agreed-upon account support plan designed to help meet the Customer's IT objectives. Additional activities are:

- Operational and technical advice and sharing of HP best practices
- Coordination of proactive activities
- Coordination of additional HP resources when specific skills are needed (such as storage or network specialists)
- Conducting support planning and reviews
- Conducting support activity reviews
- Monitoring issues, patches, and advisories that could impact Customer's environment
- Operating system patch analysis and management
- Firmware analysis and recommendation (for storage and SAN devices)
- Trend and service activity reporting
- Recommendation of preventive activities

The required deliverables will be provided either remotely or onsite, at the discretion of HP. The account team is available Monday through Friday excluding HP holidays, during standard HP business hours. If requested, the team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately and is subject to local availability. Please check with a local HP office for details.)

Specifications

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
General description of core proactive features	<p>P24 contains a set of proactive services for the mission-critical IT infrastructure. This service is both modular and scalable. The main component of P24 is an environment module that addresses the proactive needs of the Customer's overall mission-critical IT infrastructure (as specified by the Customer).</p> <p>P24 also contains various technology-specific modules that are designed to meet the unique proactive needs of the servers, storage devices, storage area networks (SANs), networks, and operating systems.</p> <p>While purchase of the P24 environment module is mandatory, each technology-specific module is purchased as requested by the Customer and applicable to the Customer's specified mission-critical IT infrastructure.</p> <p>Throughout the following sections within Table 2, each subtitle is followed by a proactive module title in parentheses—for example, Operational and technical advice (environment). This is to facilitate the understanding of the list of activities that are performed within each P24 proactive module.</p>
Environment services module core deliverables	<p>HP will perform the following environment services module core deliverables as part of P24.</p>
Operational and technical advice (environment)	<p>The ASM builds a strong working relationship with designated members of the Customer's IT management staff and helps to align the Customer's IT goals with the Customer's resources while enhancing the capabilities of the Customer's IT infrastructure. In addition to the guidance and advice provided by the ASM during ongoing operations, HP can help minimize risk and potential business disruptions through change management assistance.</p>
Account support plan (environment)	<p>The account support plan is developed by the ASM after meeting with designated members of the Customer's IT management staff. It is aligned with the Customer's business goals, IT goals, and critical success factors to help improve the operation of the Customer's IT environment. The plan details the services HP will provide by documenting the Customer's environment and describing the in-depth plan to assist the Customer in meeting internal service-level agreements. Key objectives of the account support plan are to help the Customer mitigate risk and drive continual improvement. The plan is updated semi-annually during the contract period to reflect any changes in the Customer's IT goals and business objectives and to help ensure service alignment.</p> <p>At the beginning of the P24 Service support period, HP will record technical configuration information specific to the covered environment, including host hardware and operating system information, storage logical unit number (LUN) maps, and SAN and IP network topologies, as applicable. This information supports the Customer's daily operations, assists in future planning efforts, and serves to accelerate fault isolation. The technical configuration information is refreshed semi-annually and documented in the account support plan as well as posted on the HP document repository, www.hp.com/go/esmg, for the Customer's referral.</p>
Support planning and review (environment)	<p>The ASM conducts semi-annual onsite support planning and review sessions. During these reviews, the Customer and the ASM review the support provided by HP over the previous period, including key topics arising from the support activity report and the outcome of P24 activities. These reviews also provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. Any additional support requirements can be identified and discussed.</p> <p>These reviews provide an open communication forum to help the Customer share their business and IT goals and help align P24 with the Customer's needs on an ongoing basis. During these reviews, the ASM may share HP best practices and provide IT operational and technical advice related to the Customer's current and future operational needs and projects.</p>
Support activity review (environment)	<p>HP provides the Customer with a quarterly support-activity report that documents reactive support-call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.</p>
Site environmental survey (environment)	<p>HP products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the Customer is fully responsible for ensuring that the IT environment meets these specifications, HP periodically (typically together with other scheduled onsite activities) monitors environmental conditions at the Customer site and advises the Customer of any modifications recommended on the basis of such reviews.</p>
HP IT Resource Center (environment)	<p>HP provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available.</p>
HP Education planning assistance (environment)	<p>As part of the operational and technical advice activity noted above, the Customer may request a review of training and development that would help improve the IT staff's technical and process knowledge. If requested, the ASM conducts a brief meeting with the Customer to identify the Customer's specific training needs, and drafts a training plan. The ASM can also provide assistance in contacting the HP Customer Education Center. The Customer may access training curricula and detailed course descriptions at the HP Education Services website at www.hp.com/learn.</p> <p>As a separate optional activity, the HP Education Services team can help develop customized courses or end-to-end learning solutions, which are tailored to the Customer's specific training requirements.</p>

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features	
Server services module core deliverables	HP will perform the following server services module core deliverables when the Proactive Server Services module is purchased. The server services module covers the first server and one operating system instance on that server.
Operating system patch analysis and management (server)	<p>Patch analysis and management is provided for one operating system or hypervisor installed on a single server or a single partition.</p> <p>Semi-annually, HP will review with the Customer all the patches released since the previous patch analysis and make recommendations applicable to the environment covered under the support contract. HP will also make recommendations to assist with change management considerations.</p> <ul style="list-style-type: none"> For HP-UX and NonStop proprietary operating systems, HP provides a customized bundle and report of the recommended patches for Customer installation. For Tru64 UNIX® and OpenVMS operating systems, HP provides a customized report of the recommended patches for Customer installation. For MPE proprietary operating systems, HP will provide the latest Power Patch Bundle of the recommended patches for Customer installation. For Microsoft® operating systems, HP delivers a written Microsoft Service Pack Briefing, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HP provides monthly notification on Microsoft Security Releases and quarterly notification on HP-Microsoft Supported Products, applicable to servers outlined in the Customer's account support plan. For the Linux operating system, HP reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment based on Red Hat and SUSE Linux versions, for Customer installation. For VMware and Microsoft Hyper-V Hypervisors, HP reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to the Customer's environment. <p>Additional patch analysis may be ordered to increase the patch analysis frequency or extend analysis to other versions of operating systems or hypervisors in the Customer's P24 service environment.</p>
System Health Check (server)	<p>Annually, HP uses diagnostic tools to assess the computing environment for a single operating system on a single physical server or partition*. HP performs a series of diagnostic tests to compare the Customer's computing environment to accepted system management practices. HP then provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommends a suitable course of action.</p> <p>(* Additional instances of System Health Check are available (as an option) to evaluate each additional server or operating system in the Customer's P24 environment. The ASM can provide further assistance based on the Customer's needs.</p>
HP Proactive Select service credits (server)	For Customers who purchase P24 Service with servers in their environment, HP provides 30 credits per year, from the Proactive Select services menu. The Customer has the flexibility of choosing an activity from the pre-defined menu addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, performance analysis, and firmware management. Alternatively, the Customer may choose to work with the ASM and use these 30 service credits for a customized activity. More detailed information is provided in Table 7.
Storage services module core deliverables	
Storage firmware and software analysis and management (storage)	On a semi-annual basis, HP reviews any storage-related software and firmware updates and provides a recommendation for applicable software and firmware updates specific to the Customer's P24 environment. HP will also provide upgrade planning assistance for the recommendations. Per Customer request, HP will provide basic support for the installation of recommended updates via telephone.
Storage high availability evaluation (storage)	Annually, HP performs a high-availability evaluation on one Customer storage array. The evaluation includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. Upon completion, HP provides the Customer with a report and briefing to review the findings and recommendations.
Storage array preventive maintenance (storage)	For the HP StorageWorks XP Disk Array product family, HP proactively provides an annual onsite visit at a mutually agreed-upon time. During these visits, a hardware specialist performs preventive maintenance of electronic system components in accordance with the storage array operational specifications.
SAN services module core deliverables	
SAN firmware and software analysis and management (SAN)	On a semi-annual basis, HP reviews any SAN-related software and firmware updates and provides a recommendation for applicable software and firmware updates specific to the Customer's P24 environment. HP will also provide upgrade planning assistance for the recommendations. Per Customer request, HP will provide basic support for the installation of recommended updates via telephone.

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features	
SAN supportability assessment (SAN)	HP assesses the supportability of the Customer's SAN. Issues with the potential to impact stability or supportability are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected. The assessment is updated in each subsequent year for which SAN support is continued.
Network services module core deliverables	HP will perform the following network services module core deliverables when the Proactive Network Services module is purchased.
Network firmware and software analysis and management (network)	Periodically, there are new releases of network firmware and software updates from HP and from organizations for which HP is an authorized service provider. These updates may address potential incidents, may provide added functionality, and may help improve performance. If they are applicable to the Customer's P24 environment, the HP account team will review these new releases with the Customer during the support planning and reviews.
Network critical incident notification (network)	HP will notify the Customer about critical software incidents that may impact network operation, when HP determines that it is necessary. The notification is specific to HP network device software and network device software from organizations for which HP is an authorized service provider, and when all devices are within the scope of the P24 environment.
Network asset report (network)	Annually, HP completes a network equipment audit to map the Customer's network topology. In addition, the Customer will receive a report describing the network hierarchy, network software versions, hardware devices, and changes made since the previous audit.
Optional features Optional features are available at an additional charge.	
Additional operating system patch analysis and management (server)	If the Customer's IT environment includes multiple versions of an operating system or a hypervisor, HP will provide additional patch analysis and management, at Customer's request. This option provides one occurrence of patch analysis and management for one operating system or hypervisor.
Additional advice and assistance (environment)	Customers who require additional proactive help may purchase additional advice and assistance to be performed by various members of the HP account team. Topics addressed may be either technical or operational. The ASM will assist in determining these activities based on the Customer's needs. Additional agreed-upon services are provided during standard HP business hours unless after-hours assistance has been purchased. Please contact a local HP representative for further details.
Additional hardware advice and assistance (environment)	Additional proactive, customized hardware assistance is available for purchase. Additional agreed-upon services are provided during standard HP business hours unless after-hours assistance has been purchased. Please contact a local HP representative for further details.
Additional HP Proactive Select service credits (environment)	This option provides ten (10) Proactive Select service credits. The Customer has the flexibility of choosing an activity from the pre-defined Proactive Select services menu, or working with the ASM to define a custom activity based on the Customer's needs. See Table 7 for more detailed information.
HP Education credits (environment)	The Customer may purchase credits for HP Education to allow staff members to expand and strengthen their technical and process knowledge.
Technology-specific services extensions	In many Customers' IT environments, multiple numbers of hardware and software products require proactive attention and inclusion in the overall IT planning. HP provides the proactive features described in the above core technology services modules for the first device of each technology type. Each additional device is called an extension. The technology-specific services extensions, described below, are designed to provide a consistent proactive experience across the additional hardware and software products included in such environments. Purchase of the technology-specific services extensions requires prior purchase of the associated core technology service module, as noted in parentheses below.
Proactive server services extension (server)	This extension incorporates an additional server into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, and semi-annual patch analysis and management for one OS instance on the server.

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Optional features	Optional features are available at an additional charge.
Proactive operating system services extension (server)	This extension incorporates an additional operating system or hypervisor type into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, annual system health check, and semi-annual patch analysis and management.
Proactive storage services extension (storage)	This extension incorporates an additional storage device into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, semi-annual storage firmware and software analysis and management, and the annual storage high-availability evaluation.
Proactive SAN services extension (SAN)	This extension incorporates additional SAN devices into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, semi-annual SAN firmware and software analysis and management, and the SAN supportability assessment.
Proactive network services extension (network)	This extension incorporates additional network devices into the account support plan, semi-annual support planning and reviews, quarterly support activity reviews, periodic network firmware and software analysis and management and critical incident notification, and the annual network asset report.

Specifications

Table 3. Reactive features

Feature or service	Delivery specifications
P24 Care Pack services and P24 Contractual service features	The following features are available for P24 Care Pack services, as well as P24 Contractual service.
Default service coverage window (24x7)	The coverage window specifies the time during which the described reactive services are delivered onsite or remotely. The default coverage window for P24 service is 24 hours a day, Monday through Sunday including HP holidays.
Flexible call submittal	Incidents with covered HP hardware, HP software, or HP software updates can be reported to the HP Solution Center via telephone, Internet, e-mail, or fax, where locally available. HP will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported incidents. Based on Customer preferences, responses may be delivered via telephone, Internet, e-mail, or fax, where locally available. Onsite response times for hardware service requests submitted electronically may vary.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
Remote hardware and software incident diagnosis and support	<p>Once the Customer has placed a service request and HP has acknowledged* the receipt of that request, HP will work during the coverage window to isolate the hardware or software incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>Incidents with covered hardware or software can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p> <p>* Please see "Service prerequisites" for more detail.</p>
HP electronic remote support solution	The HP electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration and an enterprise view of open incidents and history. An HP service specialist will only use the remote system access with the Customer's prior written authorization as agreed in the account support plan. The remote system access may enable the HP service specialist to provide more efficient troubleshooting and faster incident resolution.
Assistance on non-HP products	If, during the course of incident resolution on supported products, it is determined that the problem lies with another vendor's product, HP will where possible assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
P24 Care Pack services and P24 Contractual service features	The following features are available for P24 Care Pack services, as well as P24 Contractual service.
Access to electronic support information and services	<p>As part of this service, HP provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving• Certain HP proprietary service diagnostic tools with password access• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• HP and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches. This service may be limited by third-party access restrictions.• The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HP Support Center
Default hardware reactive support features	
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgment, be quickly resolved remotely, an HP customer support engineer is quickly engaged and, if necessary, sent to the Customer's site to provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP. The installation of engineering improvements or firmware updates is not part of the call-to-repair time commitment, if applicable.</p>
Default hardware support onsite response time: 4-hour, 24x7	<p>The default hardware support onsite response time for P24 Service is 4 hours with a 24x7 coverage window. For incidents with covered hardware that cannot be resolved remotely, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HP, as specified in "Service prerequisites".</p>
Replacement parts and materials	<p>HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Work to completion	<p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion applies to onsite response time hardware service levels only and may not apply to onsite support provided for desktop, mobile, and consumer products.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Default software reactive support features	
Software support	Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Software product and documentation updates	<p>As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.</p>
License to use software updates	<p>The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms.</p> <p>The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or third-party hosted website.
Additional core feature for P24 with Defective Media Retention Care Pack Services	Please note this feature is available for P24 with Defective Media Retention Care Pack services. It is not available for standard P24 Care Pack services.
Hardware reactive support feature	
Defective media retention	For eligible products, this service feature allows the Customer to retain defective hard disk or solid state disk (SSD)/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at www.hp.com/services/cdmr .
P24 Contractual service optional features (eligible products only)	The following optional features are available for eligible products and are only available as part of P24 Contractual service. Optional features are available at an additional charge.
Optional hardware reactive support features	
Hardware response upgrade to 2-hour onsite response	<p>This upgrade changes the 4-hour hardware onsite response time to a 2-hour hardware onsite response time.</p> <p>An HP authorized representative will arrive at the Customer's site within the contracted coverage window to begin hardware maintenance service within 2 hours after the service request has been logged.</p>

Specifications

Table 3. Reactive features *continued*

Feature or service **Delivery specifications**

Optional hardware reactive support features

Hardware call-to-repair time commitment A call-to-repair time commitment may be purchased for eligible products in lieu of an onsite response time for hardware support. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in "General provisions."

Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HP, as specified in "Service prerequisites." Call-to-repair time ends with HP's determination that the hardware is repaired, or when the reported service request is closed with the explanation that HP has determined it does not currently require onsite intervention.

Repair is considered complete upon HP verification that the hardware malfunction has been corrected, that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Upfront audit HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows an HP resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe unless the delay is caused by HP.

Enhanced parts inventory management To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible support requests.

Defective media retention For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.

Comprehensive defective material retention In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at www.hp.com/services/cdmr.

Optional software reactive support features

Software response upgrade to 30-minute response for critical incidents This upgrade provides 30-minute callback for critical software service requests (severity 1 and 2). This coverage is available for all selected coverage windows.

Additional named callers Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.

Software and documentation updates options The Customer may decline the delivery or notification of new software updates when the Customer already has delivery or notification of new software updates provided through an existing Support Agreement.

For certain products, the Customer may choose to have software and documentation updates delivered on physical media (typically CD or DVD). If the media type selected is not available the updates will be delivered using the HP recommended software and documentation updates method.

Specifications

Table 4. Service-level options (available with P24 Contractual service only)

Service-level option	Delivery specifications
Service-level options availability	Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.
Coverage window	The coverage window specifies the time during which the described services are delivered onsite or remotely. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the Customer has a coverage window. Coverage window options available for eligible products are specified in the Service-level options table. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Default coverage window:	
24 hours, seven days a week (24x7)	Service is available 24 hours per day, Monday through Sunday including HP holidays.
Coverage window options	
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
13 hours, standard business days (13x5)	Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
16 hours, standard business days (16x5)	Service is available 16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HP holidays.
24 hours, standard business days	Service is available 24 hours per day, Monday through Friday excluding HP holidays.
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Coverage extensions for additional days	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Hardware reactive support options	
Onsite response time for hardware support	For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within a specified time period. Onsite response time specifies the period of time that begins when the initial service request has been received and acknowledged* by HP. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability. * Please see "Service prerequisites" for more detail.
Onsite response-time for hardware support options:	

Specifications

Table 4. Service-level options (available with P24 Contractual service only) *continued*

Service-level option	Delivery specifications																		
Hardware reactive support options																			
4-hour onsite response (default)	<p>The default onsite response time for hardware support is 4 hours for P24 Service.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been acknowledged and logged by HP.</p>																		
2-hour onsite response	<p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the call has been received and acknowledged by HP.</p>																		
Travel zones—onsite hardware response	<p>All onsite hardware response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.</p> <p>Travel zones and charges may vary in some geographic locations.</p> <p>Response times to sites located more than 25 miles (40 km) from an HP designated support hub will have the modified response times for extended travel, as noted in the table below:</p> <table border="1"> <thead> <tr> <th>Distance from HP designated support hub</th> <th>2-hour onsite hardware response time</th> <th>4-hour onsite hardware response time</th> </tr> </thead> <tbody> <tr> <td>0–25 miles (0–40 km)</td> <td>2 hours</td> <td>4 hours</td> </tr> <tr> <td>26–50 miles (41–80 km)</td> <td>Established at time of order and subject to availability</td> <td>4 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>Not available</td> <td>4 hours</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>Not available</td> <td>8 hours</td> </tr> <tr> <td>Greater than 200 miles (320+ km)</td> <td>Not available</td> <td>Established at time of order and subject to availability</td> </tr> </tbody> </table>	Distance from HP designated support hub	2-hour onsite hardware response time	4-hour onsite hardware response time	0–25 miles (0–40 km)	2 hours	4 hours	26–50 miles (41–80 km)	Established at time of order and subject to availability	4 hours	51–100 miles (81–160 km)	Not available	4 hours	101–200 miles (161–320 km)	Not available	8 hours	Greater than 200 miles (320+ km)	Not available	Established at time of order and subject to availability
Distance from HP designated support hub	2-hour onsite hardware response time	4-hour onsite hardware response time																	
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Greater than 200 miles (320+ km)	Not available	Established at time of order and subject to availability																	
Hardware call-to-repair time commitment	<p>A hardware call-to-repair time commitment may be selected for eligible products in lieu of an onsite hardware response time. For incidents with covered hardware, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service, after the service request has been acknowledged and logged by HP, as specified in "Service Prerequisites".</p>																		
Hardware call-to-repair time commitment options:																			
4-hour call-to-repair time	<p>HP will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours, after the service request has been acknowledged and logged by HP, if this time falls within the coverage window.</p>																		
6-hour call-to-repair time	<p>HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours, after the service request has been acknowledged and logged by HP, if this time falls within the coverage window.</p>																		
8-hour call-to-repair time	<p>HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours, after the service request has been acknowledged and logged by HP, if this time falls within the coverage window.</p>																		

Specifications

Table 4. Service-level options (available with P24 Contractual service only) *continued*

Service-level option	Delivery specifications																
Hardware reactive support options																	
Travel zones— hardware call-to-repair time commitment	<p>A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub. For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.</p> <p>Travel zones may vary in some geographic locations.</p> <p>Please note that the call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.</p> <table border="1"> <thead> <tr> <th>Distance from HP designated support hub</th> <th>4-hour hardware call-to-repair</th> <th>6-hour hardware call-to-repair</th> <th>8-hour hardware call-to-repair</th> </tr> </thead> <tbody> <tr> <td>0–50 miles (0–80 km)</td> <td>4 hours</td> <td>6 hours</td> <td>8 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>6 hours</td> <td>8 hours</td> <td>10 hours</td> </tr> <tr> <td>Greater than 100 miles (160+ km)</td> <td>Not available</td> <td>Not available</td> <td>Not available</td> </tr> </tbody> </table>	Distance from HP designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair	0–50 miles (0–80 km)	4 hours	6 hours	8 hours	51–100 miles (81–160 km)	6 hours	8 hours	10 hours	Greater than 100 miles (160+ km)	Not available	Not available	Not available
Distance from HP designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair														
0–50 miles (0–80 km)	4 hours	6 hours	8 hours														
51–100 miles (81–160 km)	6 hours	8 hours	10 hours														
Greater than 100 miles (160+ km)	Not available	Not available	Not available														

Specifications

Table 5. Optional enhancements (available with both P24 Care Pack services and P24 Contractual service, unless otherwise noted)

Feature or service	Delivery specifications
Note	Please note that the delivery of some of these features within specific technology areas (servers, storage, SAN, network) of the Customer's IT environment is dependent on PRIOR purchase of the appropriate technology service module(s). Please refer to "Service prerequisites" for more detail.
Enhancement for SAP (server)	<p>Systems running SAP are critical to business operations. To assist the Customer in making the SAP infrastructure meet its operational and technical goals, P24 enhancement for SAP provides optional proactive support and integrated problem resolution between HP and SAP. Enhancement for SAP deliverables are:</p> <ul style="list-style-type: none"> • Semi-annual operating system patch assistance, which includes coordination analysis with SAP products, taking into account the specific combination of OS, database, and SAP components • Quarterly performance trend analysis, reports, and recommendations • Annual capacity planning • SAP-focused operational and technical advice <p>HP remote support technologies act as a platform for enhanced collaboration by providing an operations bridge into the SAP Solution Manager (SoLMan) at customer site for automated incident synchronization. Customers who use SAP SoLMan Service Desk can integrate with HP remote support technologies for seamless incident management of the entire SAP landscape. If a problem should occur, HP and SAP support processes are linked to provide fast and integrated problem resolution. HP SAP customer support teams are comprised of ASMs who are SAP trained and certified SAP technical consultants, enabling them to better understand interactions between HP and SAP and to prevent and solve SAP-related problems effectively.</p>
HP fundamental ITSM improvement service (environment)	This optional service is initiated with an ITSM assessment to identify potential risks in the areas of service support, service delivery, and technology management. This assessment is used to create a service improvement plan, which is used to help address and mitigate the risks identified during the ITSM assessment. During the term of the service, HP also provides ongoing advice and assistance for the Customer to help meet the objectives outlined in the service improvement plan.
Open SAN environment support (SAN)*	HP provides a single point of contact for reactive and proactive support for many open (multivendor) SAN infrastructures. HP will troubleshoot and perform fault isolation for the Customer's multivendor SAN infrastructure and manage problem resolution. In addition, HP will incorporate the multivendor SAN infrastructure devices in the Customer's account support plan, support reviews, and activity reviews.
Open network environment support (network)*	HP can also offer a single point of contact for reactive and proactive support for many open (multivendor) networks. HP will troubleshoot and perform fault isolation for the Customer's multivendor network and manage problem resolution. In addition, HP will incorporate the multivendor devices in the Customer's account support plan, support reviews, and activity reviews.
	* The "Open SAN environment support" and "Open network environment support" features are only available as part of P24 Contractual service.

Specifications

Table 6. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support P24 Customers, HP uses a powerful suite of tools and technologies for managing complex and diverse IT environments. HP remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices.</p> <p>This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help HP service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations against HP standard best practices.</p> <p>Recognizing that any remote support solution must provide security for the Customer's IT environment, these remote support technologies comply with industry-standard security tools and practices. HP's rigorous security architecture helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>The Customer is responsible for maintaining the contact details configured in the remote support solution that HP will use in responding to a device failure.</p>

Specifications

Table 7. HP Proactive Select services

Service focus	Description
HP Proactive Select services	<p>HP Proactive Select services address the Customer's need to maintain efficiency, cost-effectiveness, and quality within the IT environment. The Customer has the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management. These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, and ISV software. The goal of HP Proactive Select services is to provide the flexibility that the Customer needs by filling resource gaps and providing specialized expertise whenever it is required.</p> <p>The ASM can help determine how these services can be tailored to fit the Customer's needs. Consult an HP representative for a comprehensive list of available services.</p>

Information highlighted in the following sections covers all features available with both HP P24 Care Pack services and HP P24 Contractual service. Please refer to specification Tables 3, 4, and 5 for more detail on additional features available only as part of HP P24 Contractual service.

Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours. Delivery of specific features on technologies in the Customer's environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s).

This service is available for selected servers, software, storage devices, storage arrays, networks, and storage area networks only. Features of this service may differ, or be limited, based on specific devices or software. Please check with an HP sales office for specific limitations or local availability.

The HP account team will provide the required proactive deliverables during HP standard business hours, standard business days, either remotely or onsite, at the discretion of HP.

Delivery of proactive support outside HP standard business hours, standard business days can be purchased separately and is subject to local availability.

HP retains the right to determine the final resolution of all reported incidents.

The scope of optional HP Fundamental ITSM Improvement Service does not include any remedial activity, configuration changes, specialized system configuration analysis, or patch or firmware analysis.

HP does not act in the capacity of or take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HP's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from P24:

- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Backup and recovery of the operating system, other software, and data
- Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment

Hardware onsite support

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

In the event that only a customer-replaceable part is required to return the system to operating condition, the onsite response time, if any, shall not apply. In those cases HP intends to ship the Customer Self Repair part or a replacement unit to the Customer location using the fastest locally available commercial carrier option.

Hardware call-to-repair commitment

It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide service with a 4-hour onsite response time.

Hardware call-to-repair time options are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended server recovery procedures.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or if agreed by the Customer, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply. In those cases HP intends to ship Customer Self Repair parts that are critical to the product operation to the Customer location using the fastest locally available commercial carrier option.

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third party actions or inaction impacting the repair process
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system
- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

Open SAN environment support and Open network environment support

The following are excluded from HP Open SAN environment support and Open network environment support:

- Establishment of a contract between the third-party vendor and Customer
- Service-level agreement establishment or performance of the third-party vendor's products or services
- Resolution of third-party product changes; repair as required to restore solution to original operable state
- Subcontracting to a third-party vendor and billing the vendor on the Customer's behalf

HP will not be able to contact a third-party vendor on the Customer's behalf unless the Customer has appointed HP as a special agent.

Software

For all the servers that are included in the P24 environment, if the Customer has not purchased the operating system license and the related reactive support from a third party, then software support must be purchased for each license and/or device that is covered under this service.

For the Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. It does not apply to any exchange of data retentive components that have not failed.

Data Retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP

reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DATA RETENTIVE COMPONENT RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

Service prerequisites

For call-to-repair time commitment or onsite response times of less than 4 hours, an upfront audit may be required by HP. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment or onsite response times of less than 4 hours will not take effect until five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service.

For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for the manual collection of system information for proactive analysis activities.

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start. Incident severity levels are defined in "General provisions".

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

For the optional Enhancement for SAP service, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of this option.

Customer responsibilities

The Customer will identify a focal point and an internal Customer team to work collaboratively with the HP account team in the development, implementation, and ongoing review of the account support plan.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

For P24, HP strongly recommends that the Customer install the appropriate HP remote support solution, with a secure connection to HP, and to provide all necessary resources in accordance with the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions. For scheduled calls the Customer shall promptly make the equipment available for remedial activities at the agreed-upon time.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer will:

- Take responsibility for registering to use the HP or third-party vendor's electronic facility in order to access knowledge databases, to obtain product information. HP will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HP's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to <http://www.hp.com/go/mediahandling>.

If the customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by HP; HP is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information for each data retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental or lease products the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

Open SAN environment support and Open network environment support

The Customer will appoint HP as special agent and grant HP full power and authority to act for the Customer and in the Customer's name for the limited purposes as set forth below:

- To contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with the Customer's product
- To follow up directly with non-affiliate vendor(s) until the problem is resolved
- To facilitate communication between non-affiliate vendor(s) and other vendor(s) related to the Customer's network or between non-affiliate vendor(s) and HP during the process of fault isolation and problem resolution
- To provide telephone numbers and call logging instructions for each vendor the Customer wants HP to contact on the Customer's behalf
- To provide contract information that describes the level of service the Customer is to receive from the vendor

If the Customer does not comply with these Customer responsibilities, HP or an HP authorized service provider will not be obligated to deliver the services as described.

General provisions/Other exclusions

Hardware support onsite response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Ordering information

To obtain further information or to order HP Proactive 24 Service, contact a local HP sales representative and reference the following product numbers:

- HP Care Pack services: HP Proactive 24 Service HA111Ax or HP Proactive 24 Service with Defective Media Retention HG931Ax (x denotes the service length in years: options are 1, 3, 4, or 5 years)
- HP Contractual services: HP Proactive 24 Service HA111AC

Service coverage requires the existence of a valid Proactive 24 Environment module at all times.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

Please note, for HP Proactive 24 Contractual Service (HA111AC):

- Optional hardware call-to-repair time commitments are selected in lieu of hardware onsite response times. The Customer may not select both an onsite response time and a call-to-repair time commitment for the same hardware device.
- Enhanced parts inventory management and upfront audit are included with the hardware call-to-repair time commitments and may not be sold separately.

For more information

For more information on HP Proactive 24 Service or other HP Systems Support Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/support
www.hp.com/services/carepack

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