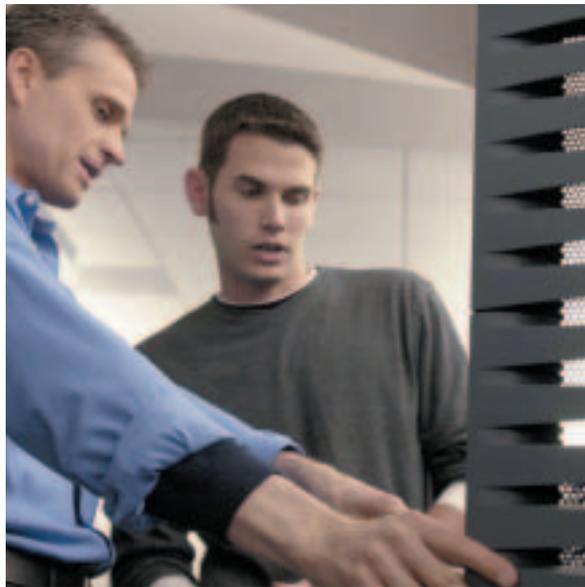


# HP Proactive Essentials Service: SW Unlimited or SW Incident

HP Customer Support Contractual Services



HP Proactive Essentials Service: SW Unlimited or SW Incident (PE) provides comprehensive software support paired with proactive services designed to improve the effectiveness of your IT assets. Through combining proactive services for selected distributions of Windows®, Linux®, HP-UX, MPE, OpenVMS, and Tru64 UNIX®; storage and/or storage area networks (SANs) with reactive technical assistance, PE may serve to increase system performance, expedite problem resolution, and decrease downtime due to software defects.

PE enables you to leverage HP best practices by providing access to the global technical resources of HP. An assigned account support manager will serve as your primary proactive services contact within the HP support organisation and can coordinate additional specialised resources if necessary. Initially, your assigned account support manager develops an understanding of your IT infrastructure in order to assist you in identifying gaps in supportability. Subsequently, your assigned account support manager will review with you annually your Account Support Plan to help maintain continued goal alignment. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, help reduce downtime, and resolve problems faster.

Although problem avoidance through proactive measures is the goal, PE includes comprehensive assistance in case a software problem does occur. To resolve your problems quickly, PE provides a standard-business-hours, standard-business-days coverage window with 2-hour remote response for software issues. You may optionally upgrade your software support coverage window or response time. You may also add hardware support with a choice of repair commitments, coverage windows, and response times.

For your Windows and Linux operating system software, both unlimited and incident-based software support are available. Incident-based software support enables you to purchase a fixed number of calls (incidents) for use during the one-year contract term. An incident is defined as one problem submission. For HP-UX, MPE, OpenVMS, Tru64 UNIX, and your storage and SAN devices, unlimited software support is available if the device is eligible for software support. PE with incident-based software support is not available for HP-UX, MPE, OpenVMS, Tru64 UNIX, storage, and SAN.



	HP Proactive Essentials Service: SW Unlimited	HP Proactive Essentials Service: SW Incident
Windows*	Yes	Yes
Linux*	Yes	Yes
HP-UX, MPE, OpenVMS, and Tru64 UNIX	Yes	No
Storage	Yes (for eligible devices)	No
SAN	Yes (for eligible devices)	No

\*Selected distributions

In order to address your individual needs, this service is available for selected servers running selected distributions of Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX operating environments as well as storage and SANs. Each of these services is delivered by a team of specialists in that particular technology area and is managed overall by your assigned account support manager.

HP offers additional technical and educational services to complement your PE package, allowing you to add on to your PE services to better fit your IT infrastructure requirements.

When you make PE a part of your computing environment, you work with HP to improve the effectiveness of your IT assets. HP supports your organisation's IT endeavors – so you can stay focused on your business and your profitability.

Service benefits	Service feature highlights
<p>Improve the effectiveness of your IT assets:</p> <ul style="list-style-type: none"> <li>Leverage skills of an assigned account support manager</li> <li>Improve availability with patch and firmware management</li> </ul> <p>Quickly solve software problems:</p> <ul style="list-style-type: none"> <li>Formalised processes and problem diagnosis</li> <li>Quick access to global technical resources</li> <li>Rapid response to software problems</li> </ul>	<p><b>Customer support team</b> (see Table 1)</p> <ul style="list-style-type: none"> <li>Core features: <ul style="list-style-type: none"> <li>Assigned account support manager</li> <li>Solution centre resources</li> </ul> </li> </ul> <p><b>Proactive features</b> (see Table 2)</p> <ul style="list-style-type: none"> <li>Core features: <ul style="list-style-type: none"> <li>Operational and technical advice</li> <li>Account support plan</li> <li>Semi-annual support planning and activity review</li> <li>Annual OS/OE patch analysis and management<sup>1</sup></li> <li>Semi-annual storage firmware and software analysis and management<sup>1</sup></li> <li>Semi-annual SAN firmware and software analysis and management<sup>1</sup></li> </ul> </li> <li>Optional features: <ul style="list-style-type: none"> <li>Annual system health check<sup>1</sup></li> <li>Configuration review</li> <li>HP electronic information support</li> <li>Education planning assistance</li> <li>Additional OS/OE patch analysis and management</li> <li>Additional advice and assistance</li> <li>Additional hardware advice and assistance<sup>2</sup></li> <li>Technical services</li> <li>Availability health check</li> <li>Availability checkup</li> <li>Education credits</li> <li>Comprehensive environmental analysis</li> </ul> </li> </ul> <p><b>Reactive features</b> (see Table 3)</p> <ul style="list-style-type: none"> <li>Core features (software support<sup>1</sup>): <ul style="list-style-type: none"> <li>2-hour software remote response support commitment</li> <li>License to use and copy software product updates</li> <li>Software product and documentation updates</li> </ul> </li> <li>Optional features (hardware support): <ul style="list-style-type: none"> <li>Onsite response time commitment options</li> <li>Call-to-repair time commitment options (in lieu of onsite response time options)</li> </ul> </li> <li>Optional features (software support): <ul style="list-style-type: none"> <li>Software response commitment upgrade to 30-minute response for critical calls</li> <li>Additional named callers</li> </ul> </li> <li>Coverage window options (hardware and software)</li> </ul> <p><b>Optional enhancements</b> (see Table 4)</p> <p><b>Enabling technologies and tools</b> (see Table 5)</p> <p><b>Optional HP technical services</b> (see Table 6)</p>

<sup>1</sup> Delivery of these features within specific technology areas is dependent on purchase of the appropriate technology service module(s) (Windows, Linux, HP-UX, MPE, OpenVMS, Tru64 UNIX, storage, SAN)

<sup>2</sup> Requires optional HW support

## Specifications

Table 1. Customer support team

Feature or service	Delivery specifications
<b>Core features</b> <b>Customer support team</b>	<p>A customer support team works with the Customer's organisation. The team – composed of trained, experienced, HP-certified IT specialists – works with the Customer to address business and IT objectives.</p> <p>The team includes:</p> <ul style="list-style-type: none"><li>• An assigned account support manager</li><li>• Solution centre resources</li></ul> <p>The Customer's team is available at standard business days 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.</p>
<b>Assigned account support manager</b>	<p>The assigned account support manager (ASM) is the Customer's HP advocate and technical focal point for the ongoing HP PE support of the IT environment. To help address Customer objectives, the account support manager works with the Customer to develop and routinely review a mutually agreed-upon account support plan. The account support manager also coordinates additional HP resources when specific skills are needed. For example, technology specialists may be used to deliver the various services (operating systems or technical services). The account support manager also coordinates support services, conducts support reviews, and transfers knowledge of HP best practices.</p>
<b>Solution centre resources</b>	<p>Solution centre resources monitor calls placed to the HP solution centre identify potential problems, and handle calls in a timely manner. To help minimise risks, the solution centre resources perform a detailed patch analysis and review it with the Customer. If a software class problem arises, these resources contact and work with the Customer or account support manager to manage the implementation and correct the problem.</p>

## Specifications

Table 2. Proactive features

Feature or service	Delivery specifications
<b>Operational and technical advice (OS/OE)</b>	<p>The HP account support manager builds a working relationship with the Customer, helping to align IT goals with Customer resources and enhancing the capabilities of the Customer's IT infrastructure. In addition to the guidance and advice provided by the account support manager during ongoing operations, HP can help minimise risk and possible business disruptions through change management assistance.</p>
<b>Account support plan</b>	<p>The account support plan is developed by the account support manager in collaboration with the Customer's IT staff. It describes the services HP will provide, defines roles and responsibilities, provides site-specific information, and reviews the Customer's assets covered by PE. The plan is updated semi-annually during the contract period.</p>
<b>Support planning and activity review</b>	<p>The assigned account support manager conducts semi-annual support planning and activity review sessions. During the review, the Customer and the assigned account support manager discuss the support activity, evaluate ongoing support activities, review agreed-upon metrics, and detail changes in the Customer's IT environment. This review also provides an opportunity to discuss trends, planned changes to the IT environment and operations, and the impact these changes will have on the Customer's support requirements. In addition, planned software updates to the Customer's environment will be discussed. These sessions are open communication forums.</p>
<b>OS/OE patch analysis and management (single server)</b>	<p>For selected operating systems (OSs) on a single designated server, the solution centre resources monitor all patches as released. Annually, the resource will perform a patch analysis to determine applicability within the Customer's configuration and remotely review the results of the analysis with the Customer. For selected Windows operating systems, HP delivers a written Windows service pack briefing on the designated server, addressing the features of the latest Windows operating system and server application service packs. For HP-proprietary OSs, HP provides a bundle of patches for Customer installation. If requested by the Customer, the resource will provide basic information and telephone assistance to enable the Customer to install the patches.</p> <p>The Customer is responsible for registering to use the ITRC in order to obtain software product information and download HP software patches.</p> <p>Additional patch analyses may be ordered to increase the frequency of analysis.</p>
<b>Storage firmware and software analysis and management (single array)</b>	<p>For a single designated storage array, HP monitors all general revision updates and, on a semi-annual basis, provides recommendations regarding installable firmware and software updates for the designated storage array. Basic support for the installation of these updates is provided via telephone.</p>

## Specifications

Table 2. Proactive features, continued

Feature or service	Delivery specifications
<b>SAN firmware and software analysis and management (single switch)</b>	For a single designated SAN switch, HP monitors all general revision updates and, on a semi-annual basis, provides recommendations regarding installable firmware and software updates for the designated SAN switch. Basic support for the installation of these updates is provided via telephone.
<b>System health check (single server running Windows or proprietary OS)</b>	Annually, HP uses diagnostic tools to assess the computing environment of one server (for selected devices and operating systems). A series of diagnostic tests will be performed to compare the Customer's computing environment to accepted system management practices. HP then provides a report that details the findings and highlights the conditions that require resolution or investigation. Additional reviews can be included optionally.
<b>Configuration review</b>	To assist with problem resolution, the Customer will provide inventory, configuration, and topology information, including hardware and software configurations and firmware revision levels. The account support manager will review the configuration data with the Customer via teleconference within 30 days of the start of the contract period to establish a configuration baseline, which will be used to develop configuration recommendations. These recommendations will be discussed in conjunction with the semi-annual support planning and activity review meeting.
<b>HP electronic information support</b>	HP provides a comprehensive online resource for instant, customised knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalised, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available. This site may be accessed on the Web at <a href="http://www.itrc.hp.com">www.itrc.hp.com</a>
<b>Education planning assistance</b>	The Customer can receive customised course recommendations designed to improve the IT staff's technical and process knowledge. The Customer's account support manager can provide assistance in contacting the HP Customer Education Centre. The Customer can also get advice online by visiting the interactive training planner at <a href="http://education.hp.com/training_planner.htm">http://education.hp.com/training_planner.htm</a>
<b>Optional features</b>	
<b>Additional OS/OE patch analysis and management</b>	If the Customer's IT environment includes multiple versions of an operating system, additional OS/OE patch analysis and management should be performed on each version. This option provides one occurrence of additional OS/OE patch analysis and management for one OS or OE.
<b>Additional advice and assistance</b>	Customers who require additional proactive help may purchase additional customer support team days to be performed by the account support manager or solution centre resources. Topics addressed during these days may be either technical or operational. The Customer's account support manager will assist in determining these activities based on the Customer's needs. Additional customer support team days are provided during normal HP business hours unless after-hours assistance has been purchased.
<b>Additional hardware advice and assistance</b>	If hardware support is optionally added, additional proactive, customised hardware assistance is available for purchase. Additional hardware specialist days are provided during normal HP business hours unless after-hours assistance has been purchased.
<b>Technical services</b>	HP technical services are an essential part of how HP helps Customers maintain their IT systems performance. HP technical services improve the Customer's ability to proactively manage IT configurations and operational practices in order to deliver the stability, performance, and security required. On occasion, specific services may need to be purchased to meet specific objectives. The Customer's account support manager can assist in determining these activities based on the Customer's needs. See Table 6 for more detailed information.
<b>Availability health check</b>	The availability health check provides the Customer with a summary of potential risks to the business's computing environment. Through personalised interviews between HP and appropriate members of the Customer's IT and corporate staff, HP identifies strengths and weaknesses that affect information technology service availability. This check provides recommendations for implementing industry-accepted IT service management practices as well as HP proven best practices, focusing on the elements that directly impact system availability, performance, and reliability.
<b>Availability checkup</b>	The availability checkup provides a high-level review of the Customer's IT infrastructure versus availability requirements. HP evaluates areas including technology, processes, people, and the physical environment. The results are summarised in a document that provides HP best practices and identifies areas for improving availability levels and mitigating IT risk factors.
<b>Education credits</b>	The Customer may purchase credits for education to allow staff members to expand and strengthen their technical and process knowledge.
<b>Comprehensive environmental analysis</b>	The analysis provides a complete, detailed review of the physical environment of the Customer's data centre in regards to temperature, humidity, electromagnetic fields, electrical systems, radio frequency interference, and emergency systems. A comprehensive report identifies conditions that are out of specification and recommends ways to reduce downtime due to physical and environmental factors. For an additional charge, HP can provide guidance in planning and implementing the recommendations.

## Specifications

Table 3. Reactive features

Feature or service	Delivery specifications
<b>Core features</b>	
<b>Software support</b>	
<b>2-hour software remote response support commitment</b>	<p>Once a software problem is logged, an HP solution centre engineer will respond to the call within 2 hours. 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. The Customer receives assistance in troubleshooting problems and resolving configuration parameters.</p> <p>Software technical support may be purchased per device, with unlimited calls, for Customers who require unlimited HP support centre access. Incident-based software support (available for Windows and Linux only) is available for Customers who want coverage for a fixed number of incidents for their OS/OE during the one-year contract term. For more information, please see "Ordering information."</p>
<b>Coverage window</b>	<p>The basic coverage window for this service is during HP standard business hours, standard business days, excluding HP holidays. For additional coverage windows, refer to Table 3, "Optional reactive features."</p> <p>Calls received outside this window will be logged the next day for which the Customer has a coverage window.</p> <p>All coverage windows are subject to local availability. Check with the local office for detailed coverage hours.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to solve very complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP and within selected third parties.</p>
<b>License to use and copy software product updates (selected software)</b>	<p>The Customer receives the license to use and copy the software product updates for all supported systems covered by the original software license. The Customer can use and copy updates to HP or selected third-party software on each system covered by this service as described in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.</p>
<b>Software product and documentation updates (selected software)</b>	<p>As HP releases updates to the Customer's HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. 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. For certain software products, the Customer may be able to select from a choice of media types. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when it is required to install or run the latest software revision.</p>
<b>Access to electronic support information and services</b>	<p>As a part of this service, HP will provide access to software-related electronic and Web-based tools and services.</p> <p>As a PE contract holder, the Customer has access to services available to all registered software support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem solving; downloading HP software patches; submitting and checking the status of support service requests; and accessing the passwords required to use HP proprietary diagnostic tools. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the Customer may also have access to these as part of this service.</p> <p>For some HP products, the Software Update Manager (SUM), an online service for software updates, is available at the Customer's option. The SUM allows the Customer to download software and documentation updates, order physical media, view order status and history, and receive software update notifications via e-mail.</p>
<b>Assistance on non-HP products</b>	<p>If, during the course of problem resolution on supported products, it is determined that the problem lies with another vendor's product, HP will assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.</p>
<b>Optional features (eligible products only)</b>	
<b>Hardware support</b>	
<b>Onsite hardware support</b>	<p>For technical issues that cannot be resolved remotely, an HP authorised representative will provide technical support on covered hardware products to return them to operating condition. For certain servers 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. In addition, HP may install available engineering hardware improvements to support 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 hardware product to operational condition or to enable supportability of the covered hardware product. To purchase hardware support, please contact your local sales representative at any of our worldwide sales offices.</p>

Specifications

Table 3. Reactive features, continued

Feature or service	Delivery specifications
<b>Remote problem diagnosis and support for hardware products</b>	<p>Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during coverage hours to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered hardware products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP response centre via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the beginning of the next coverage day. HP retains the right to determine the final resolution of all reported problems. Onsite response times for service requests submitted electronically or outside of the purchased coverage window may vary.</p>
<b>Materials</b>	<p>HP will provide all HP supported parts and materials necessary in HP's opinion to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.</p>
<b>Work to completion</b>	<p>Once an HP authorised representative arrives at the Customer's site, the specialist will continue to deliver the service (either onsite or remotely, at the discretion of HP) until the hardware products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but will resume when they become available.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP and within select third parties for multivendor hardware products.</p>
<b>Access to electronic support information and services</b>	<p>As a part of this service, HP will provide access to hardware-related electronic and Web-based tools and services.</p> <p>As a Proactive Essentials contract holder, the Customer has access to services available to all registered software support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving, downloading HP software patches, submitting and checking the status of support service requests, and accessing the passwords required to use HP proprietary diagnostic tools. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the Customer may also have access to these as part of this service.</p>
<b>Electronic remote support</b>	<p>For Customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware event management provides diagnostic software for eligible products. For details on the minimum requirements, the Customer may contact the local HP sales office. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to HP for review and possible support action. With the Customer's authorization and at the sole discretion of HP, remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution.</p>
<b>Defective material retention</b>	<p>There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk. The defective material retention option, available for eligible products, waives the right of HP to maintain possession of a failed disk drive component on which sensitive data is stored.</p>
<b>Onsite response time commitment options (hardware)</b>	<p>4-hour onsite response is default when purchasing HP onsite hardware support with an onsite response time commitment. Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorised representative arrives at the Customer's site, if this time falls within the specified coverage window.</p> <p>Response time is measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>For the full range of available response times, see the options listed below.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Not all service-level options are available for all products.</p> <ul style="list-style-type: none"> <li>• 2-hour onsite response – An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service within 2 hours after the service request has been logged, if this time falls within the contracted coverage window.</li> <li>• 4-hour onsite response – An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window.</li> <li>• Next-day onsite response – An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service the next day after the service request has been logged and for which there is a contracted coverage window.</li> <li>• Availability response – For critical problems that affect business or degrade performance, as reasonably determined by HP, an HP authorised representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, excluding weekends and HP holidays, regardless of the selected coverage window.</li> </ul>

## Specifications

Table 3. Reactive features, continued

Feature or service	Delivery specifications
<b>Response time commitment (hardware)</b>	Response times and Call to Repair times are dependant on the location of your site in relation to an HP support office. To check service availability, please contact your HP Services representative.
<b>Call-to-repair time commitment (in lieu of onsite response time commitment) (hardware) remote support</b>	<p>A 6-hour call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time.</p> <p>For critical problems with covered hardware that cannot be quickly resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period after the initial service request to the HP response centre. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP response centre and ends with HP's determination that the hardware is repaired. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Call-to-repair time options available for eligible products are specified below. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or, for eligible storage products, access to Customer data has been restored. Verification by HP 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.</p> <p>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 equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair commitment is in effect. During this initial 30-day period and up to 5 additional business days after the audit is completed, HP will be on Customer site to begin services within 4 hours of Customer's service request to the HP response centre.</p> <ul style="list-style-type: none"><li>• Enhanced parts inventory management (included with call-to-repair time commitment)-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 office. These parts are managed to allow for continuous availability and are always accessible to customer support engineers responding to a support request.</li><li>• Upfront audit (included with call-to-repair commitment)-HP, at its sole discretion, may require an audit on the covered equipment. If such an audit is required, an HP authorised 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 equipment is performed. The information gathered in the audit allows an HP resolution engineer to quickly survey and troubleshoot possible future hardware problems and expedite repairs. 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 5 business days after the audit has been completed. In addition, HP reserves the right to downgrade service to a response time commitment or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.</li></ul>

Specifications

Table 3. Reactive features, continued

Feature or service	Delivery specifications
<b>Software support</b>	
<b>Software response commitment upgrade to 30-minute response for critical calls</b>	This upgrade provides 30-minute callback for critical software service requests. This coverage is available for all selected coverage windows.
<b>Additional named callers</b>	Support for three named callers is included. Support can optionally be purchased for additional callers (for unlimited software support only).
<b>Coverage window options (hardware and software)</b>	<ul style="list-style-type: none"><li>• Standard business hours, standard business days (9 x 5) 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.</li><li>• Standard business hours, 7 days per week (9 x 7) Service is available 9 hours per day, Monday through Sunday including HP holidays.</li><li>• Extended business hours, standard business days (13 x 5) 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.</li><li>• Extended business hours, 7 days per week (13 x 7) Service is available 13 hours per day, Monday through Sunday including HP holidays.</li><li>• 16 hours, standard business days (16 x 5) 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.</li><li>• 16 hours, 7 days per week (16 x 7) Service is available 16 hours per day, Monday through Sunday including HP holidays.</li><li>• 24 hours, standard business days (24 x 5) Service is available 24 hours per day, Monday through Friday excluding HP holidays.</li><li>• 24 hours, 7 days per week (24 x 7) Service is available 24 hours per day, Monday through Sunday including HP holidays.</li></ul>

## Specifications

Table 4. Optional enhancements

Feature or service	Delivery specifications
<b>Microsoft technical services</b>	Microsoft Technical Services (MTS) are based on the Microsoft Authorised Premier Support program. The HP Mission Critical Services portfolio can be complemented with the MTS, providing Microsoft deliverables designed by HP and Microsoft on the basis of the Gold Partnership for Support Services. MTS benefits customers who want to work with a single service provider that can support a broad range of needs, without sacrificing a direct link to Microsoft in case this is needed. Microsoft Technical Services, available in select countries, are provided by HP in cooperation with Microsoft and may include deliverables such as, Microsoft technical account management, TechNet and Premier Online access and joint planning, resolution and escalation management.
<b>Other optional, technology-specific enhancements</b>	Optional technology-specific proactive support for products such as SAP or HP OpenView are not available for PE. Contact a local HP sales office for detailed information about the HP Proactive 24 or HP Critical Service packages.

## Specifications

Table 5. Enabling technologies and tools

Delivery specifications
<p>To support PE customers, HP uses a suite of technologies and tools that simplify the management of diverse IT environments. These tools provide a single remote support solution for multiple operating systems and technologies, to assist the Customer in reducing support costs and complexity.</p> <p>The primary tool within the remote technology suite is HP's Instant Support Enterprise Edition (ISEE). ISEE provides a wide range of proactive capabilities, including automatic collection of configuration and topology data and collection of supported Customer assets to help Customers manage their IT inventory. ISEE also offers continuous event monitoring and automated notification of potential problems when hardware support is optionally added. Taken together, these capabilities help Customers maximise system uptime, turn unscheduled events into scheduled maintenance, and receive faster problem resolution when problems do occur.</p> <p>ISEE also assists HP's high-availability support engineers in faster problem resolution. This is accomplished using ISEE's remote troubleshooting and diagnostic tools, as well as the tool's capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyse the Customer's configurations for irregularities.</p> <p>Recognising that any remote support solution must provide complete security for the Customer's IT environment, ISEE employs rigorous security tools and processes. HP's security architecture provides both data integrity and transaction security through a multi-level, layered structure. This includes encryption, authentication, industry-standard security protocols, and HP best practices integrated at the physical, network, application, and operational levels. HP support engineers access the Customer's monitored systems in a secure and safe manner through a single secure HP access point.</p>

## Specifications

Table 6. Optional HP technical services

Service focus	Description
	<p>HP technical services are an essential part of how HP helps Customers maintain their IT infrastructure performance. Solutions can be customised through the choice of technical service topics that better fit the needs of the Customer's IT infrastructure. Available service topics include performance and capacity management, release coordination, security strategy development, configuration management, and new technology deployment. HP technical services improve the Customer's ability to proactively manage configurations and operational practices in order to deliver required levels of stability, performance, availability, and security. HP technical services complement the capabilities of the Customer's IT staff and offer flexible, cost-effective solutions.</p> <p>Technical services may be added as options to the Customer's contract as needed. The account support manager can help determine how these services can be tailored to address the Customer's needs. A representative sample of services is noted under each category. Consult an HP representative for a list of services available in your country. This list is provided for informational purposes only.</p>
<b>IT service management</b>	<p>HP technical services allow Customers to maximise the value of their IT investment by leveraging the collective expertise of HP. Helping to meet their Service Level Agreements by improving Service Management processes. The Customer's IT staff can stay focused on core responsibilities and critical tasks while HP helps proactively manage their IT infrastructure. The result will be smooth, continuous, effective management and minimised risk of business interruption.</p> <ul style="list-style-type: none"><li>• HP Service Provider Certification</li><li>• HP-SAP Joint Solution Assessment</li><li>• HP Project/Change Management</li></ul>
<b>Availability</b>	<p>Achieving the desired high availability from the Customer's computing environment requires that the right combination of technology, people and processes, and support partnerships are in place. HP has technical services that help the Customer assess the availability of the IT environment and provide assistance with deploying the necessary technologies.</p> <ul style="list-style-type: none"><li>• Availability checkup</li><li>• Availability health check</li><li>• High-availability storage assessment</li><li>• MC/Serviceguard implementation</li></ul>
<b>Performance</b>	<p>HP has technical services that help Customers identify whether or not their IT infrastructure has the capacity and performance to meet their business's changing requirements. By understanding complex performance and utilisation data and identifying bottlenecks, Customers can compare objectives to current demands and be confident in their capacity management decisions.</p> <ul style="list-style-type: none"><li>• Performance resource utilisation health check</li><li>• Cluster consistency service</li><li>• Performance analysis for the XP disk array</li><li>• Network performance health check</li></ul>
<b>Security</b>	<p>Unauthorised access to corporate information and services can expose the Customer's business to both financial and public image losses. HP technical services can help the Customer identify and implement sound security policies and practices. HP can provide an in-depth analysis of the Customer's current security posture and how it compares to industry standards.</p> <ul style="list-style-type: none"><li>• Internet security assessment</li><li>• Security review</li><li>• Security workshop</li><li>• Security penetration test</li></ul>
<b>Technology &amp; infrastructure</b>	<p>A well-planned and managed infrastructure is the foundation of the IT environment. HP technical services can help the Customer develop and implement the technology that is designed for reliability, maintainability, and security. HP can help the Customer select, design, implement and manage the infrastructure that will support current IT objectives and accommodate future business growth.</p> <ul style="list-style-type: none"><li>• OS Upgrade Planning</li><li>• Back Up and Recovery solutions implementation</li><li>• Cluster Configuration</li><li>• Data Centre Thermal Analysis</li><li>• Data centre layout and installation</li><li>• Data centre relocation</li><li>• Site environmental assessment</li></ul>

## 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. Unless otherwise specified or arranged, proactive and consultative services are performed during normal HP business hours.

For the OS/OE modules Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX, delivery of specific features is dependent on prior purchase of the appropriate technology service module(s) for each unique OS/OE and the purchase of software support and updates, as available. For the storage and SAN modules, delivery of these features is dependent on purchase of the appropriate technology service module(s) for each specified storage or SAN device and the purchase of software support and updates, as available.

This service is available for selected distributions of Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX storage devices, storage arrays, and storage area networks only. Check with an HP sales office for specific local availability.

Storage and SAN devices eligible for this service are not limited to those attached to Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX systems, but may also include those attached to Sun Solaris, IBM AIX, and other systems as supported by each specific storage product.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

## Software support

- Software technical support service must be purchased for each system and/or device in the Customer's environment that will require the same level of support, unless the Customer is purchasing incident-based support. See "Ordering information" for more details on incident-based software support.
- Software reactive support applies only to selected distributions of Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX operating systems and applications and to storage or SAN products that are eligible for both hardware maintenance and software support.
- Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.
- Software updates are not required for all storage and SAN devices. Please consult with your HP sales representative for specific device information.
- Software updates are not available for all software products. Upon request HP will provide the Customer with a list of software and hardware products that do not require the purchase of software update service.

### **For hardware support response time, when optionally added**

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 or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet any 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 shall not apply. An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis, remote support, or other service delivery methods described above.

The coverage window will be at the same level as the software support coverage window.

Services such as, but not limited to, the following are excluded:

- Recovery of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related 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
- Work to completion does not apply to next business day, second, third, fifth or scheduled response coverage windows. Desktop and consumer products are not eligible for work to completion.

For fully redundant storage technologies (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance. Response times for non-critical service requests may vary.

### **For hardware support call-to-repair, when optionally added**

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any restoration or recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

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

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

Work to completion does not apply to next business day, second, third, fifth or scheduled response coverage windows.

Desktop and consumer products are not eligible for work to completion.

## Service prerequisites

### **For hardware support response time or call-to-repair, when optionally added**

For onsite response time commitments of less than 4 hours and call-to-repair time commitments, an upfront audit may be required by HP, as described in Table 3. The hardware response time or call-to-repair time commitment will not take effect until 5 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 the inventory audit, the Customer will notify HP of any configuration changes. The audit will be updated periodically throughout the contract period. The audit will be reviewed with the Customer during the support planning and activity review meetings.

The call-to-repair reactive commitments require that all applicable devices covered by the service agreement must receive required OS/OE patch analysis and management, unless they are replicated versions of devices covered by this agreement that already receive the required patch analysis and management.

## Customer responsibilities

The Customer will:

- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Be responsible for all data backup and restore operations

### **Software support**

- When the Customer is notified via hardcopy or e-mail that a new version of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.
- The Customer is responsible for registering to use HP's electronic facility in order to obtain software product information and download HP software patches.
- The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.
- The Customer must have rightfully acquired appropriate licenses to 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 vendor, as applicable.

### **For hardware support, when optionally added**

At the discretion of HP, service levels with onsite response time of 4 hours or less may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered equipment, the Customer must provide and allow HP remote access to receive 4-hour onsite response time.

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

The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self tests and installing and running other diagnostic tools and programs
- Installing Customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem

### **For hardware support call-to-repair, when optionally added**

- At the sole discretion of HP, the call-to-repair time commitment may require remote console connectivity and 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 from the agreed-upon scheduled time.

## Call submission

Problems with covered HP hardware, HP software, or HP software updates can be reported to the HP solution centre 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 problems. 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.

## Ordering information

HP Proactive Essentials Service Unlimited: HA326AC

HP Proactive Essentials Service Incident: HA327AC

Proactive Essentials Service: SW Unlimited or Incident can be purchased with unlimited-call or incident-based software support:

- Unlimited-call software support is designed for the Customer who prefers a fixed support budget with the ability to engage HP for software issues without exhausting the supply of purchased support incidents before the end of the contract term. Customers with unlimited service can make an unlimited number of support calls during the contract term.
- Incident-based software support (available for Windows and Linux products only) enables the Customer to purchase a fixed number of calls (incidents) for use during the one-year contract term. An incident, defined as one problem submission, is considered used upon successful resolution, as deemed by HP, of a specific support problem regardless of the number of calls needed to resolve the problem. Unused incidents will expire at the end of the term. There is a minimum of 10 incidents that must be purchased with PE: SW Incident service.

One incident/service request is defined as the number of calls it takes to meet the following closure definition. An incident is defined as closed when one or more of the following criteria have been met:

- The Customer has received the information available to HP regarding the resolution of a problem
- The Customer has received information on how to obtain a patch(es) that will resolve a problem
- The Customer has received notice that a software problem is caused by a known, unresolved bug in the software
- The Customer has received notice that a problem has been identified as a hardware problem
- The Customer has received notice that the problem has been corrected in a subsequent release of the product
- HP has provided their best effort to provide information

Coverage windows must be contiguous and must include standard business hours and standard business days.

If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

### **For hardware support call-to-repair, if optionally added**

Call-to-repair time commitments are selected in lieu of onsite response time commitments. The Customer cannot select both an onsite response time commitment and a call-to-repair time commitment for the same product.

Enhanced parts inventory management and upfront audit are included with the call-to-repair time commitment and may not be ordered separately.

### **For more information**

For more information on HP Proactive Essentials Service: SW Unlimited or other HP Customer Support Services, contact any of our worldwide sales offices or visit our Web site, and select local country, at **[www.hp.com](http://www.hp.com)**

© 2003, 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Linux is a U.S. registered trademark of Linus Torvalds. Microsoft and Windows are U.S. registered trademarks of Microsoft Corporation. UNIX is a registered trademark of The Open Group. The support services described herein are governed by the HP's Customer Services Agreement and appropriate Exhibits.

To learn more, visit [www.hp.com](http://www.hp.com)

5982-4165EEGB, July 2004

