

HPE Helion CloudSystem Accelerator Service

HPE Technology Consulting

Service overview

HPE Helion CloudSystem Accelerator Service is designed to help you build a cloud based on HPE Helion OpenStack, Cloud Service Automation, and Operations Orchestration. These foundation services are intended to be used specifically for test and development purposes. They can then be expanded to full production private/public cloud environments with the purchase of additional services, further augmenting them to accommodate a full production environment. HPE Helion CloudSystem Accelerator Service, whose service features are more fully described below, can help address your need to design, validate, and deploy an on-premises HPE CloudSystem platform in a test and development environment.

HPE Helion CloudSystem Accelerator Service provides the initial configuration of the HPE Helion CloudSystem foundation. Delivered in four phases, the service includes initial onsite or remote configuration and deployment of the HPE CloudSystem platform and onboarding and management of up to two VM images. The service also includes a working session intended to help you determine how the CloudSystem can best be integrated with your service development lifecycle. Consultants will provide input based upon HPE best practices to help you understand what is needed to create a service that can be deployed by the CloudSystem, and what is typically necessary to manage CloudSystem installation as part of your overall operations environment.

This service also includes CloudSystem software installation, along with a demonstration of basic software features and capabilities within your environment. HPE Helion CloudSystem Accelerator Service delivers the necessary foundation services, as identified below, to help you take advantage of this private cloud environment and deploy infrastructure as a service (IaaS) services once your CloudSystem installation has been completed.

As part of this service, an HPE project manager and an HPE Helion Cloud consultant, solution architect, and technical consultant will be assigned to help prepare your organization for the installation, guide your team through the installation process, answer questions, and facilitate the service development lifecycle working session, as more fully described with the 'Service features' table below.

This service is delivered in four phases:

- Pre-engagement and review phase (Remote delivery)
- Planning and design definition phase (Onsite or remote delivery)
- Helion CloudSystem configuration and validation (Onsite or remote delivery)
- Wrap-up phase (Onsite or remote delivery)

This service includes basic implementation for your initial deployment of the HPE CloudSystem IaaS environment and is not intended to provide full production readiness without additional planning, acceptance testing, and integration, which are outside the scope of these services. The service includes deployment of the HPE Helion CloudSystem solution, support for IaaS service templates (up to two customized Windows® or Linux OS images), and integration of the CloudSystem Automation (CSA) Marketplace Portal. As part of the service development lifecycle working session, these service features will be defined, and each will be aligned with specific business requirements or desired outcomes, helping to promote an effective demonstration of value in phase 4 of the engagement.

Service benefits

- Helps build an understanding of how HPE CloudSystem fits into the service development lifecycle based on the output of the working session
- Documents possible changes in operations or organizational roles designed to help maximize the benefits of CloudSystem
- Helps build an understanding of existing operational processes and identify possible gaps that may impact the adoption and use of CloudSystem
- Implements a working baseline private cloud infrastructure and operating model based on output of the planning and design phase
- Helps reduce implementation time and cost
- Allows your IT resources to stay focused on their core tasks and priorities
- Offers an end-to-end perspective on service lifecycle management and makes recommendations designed to aid adoption
- Promotes faster time to business value

Service feature highlights

- HPE project manager and HPE Helion Cloud consultant, solution architect, and technical consultant
- Pre-engagement and review phase
- Planning and design definition phase
- HPE Helion CloudSystem implementation and validation phase
- HPE Helion CloudSystem wrap-up phase

Service features

Table 1. Service features

Feature	Delivery specifications
HPE project manager and HPE Helion Cloud consultant, solution architect and technical consultant	An HPE project manager, HPE Helion Cloud consultant, solution architect, and technical consultant will be assigned to work with the Customer to deliver HPE Helion CloudSystem Accelerator Service.
Pre-engagement and review phase	During phase 1, which occurs prior to installation of the HPE Helion CloudSystem, HPE will work remotely with the Customer to verify that the prerequisite hardware and software, as specified by HPE, are in place and to discuss the Customer's responsibility to ready the CloudSystem products and to collect all information needed for the HPE-provided checklist. An HPE Helion Cloud consultant will also work with the Customer to determine the attendees who will participate in the service development lifecycle working session delivered as part of this service. To complete phase 1, a remote review session will be conducted with the Customer team prior to HPE's arrival onsite, and the HPE project manager will discuss the three phases of the service still to come.

Feature

Delivery specifications

Planning and design definition phase

In phase 2, the HPE solution architect and HPE Helion Cloud consultant will work with the Customer to provide the service as detailed below.

Service development lifecycle working session

The HPE Helion Cloud consultant will plan and conduct the on-site working session, and document the outcomes and recommendations. These activities will take place over 5-consecutive-days, not to exceed 40 hours, with a personalized agenda based on the topics outlined below and as determined in phase 1 of this engagement. The purpose of the working session is to assist with the installation of the CloudSystem by addressing HPE-identified gaps that may exist in the integration of the solution into the Customer's service development lifecycle and operating model. The HPE consultant will create a presentation reflecting the findings and HPE recommendations from the working session. Topics covered during the working session may include, but are not limited to, the following:

- Project planning, scope review, and prioritization
 - Schedule kick off meeting
 - Emerging technology integration
 - Workflow review and revision based on service feature capabilities
 - Gap analysis and potential remediation to support the CloudSystem environment
 - Training plan curriculum design review in support of the capabilities of the CloudSystem
 - Enablement planning and dependencies
- Business-technology alignment
 - Review of the service catalog from a business perspective and identification of services needed to drive the desired business outcome in support of the capabilities of the CloudSystem
 - Review of organizational alignment
 - Review of service implementation to bring the CloudSystem to full production capabilities
 - Service portfolio assessment (definition of services to be deployed)
- Process review and HPE best practices
 - Review of existing IT operations processes
 - Collaboration with the Customer to help identify potential gaps in and needed changes to the management of the CloudSystem and specified services in this engagement
- Technology work product—The configuration strategy developed and documented based on review of the Customer's environment will detail Customer responsibilities during the implementation and deployment phase, which may include the following:
 - Discussion and collection of the environmental parameters (naming conventions, permissions, network and storage configuration, hypervisor environment, etc.) required to implement the IaaS services
 - Definition of CSA organizations and users as required for configuration
 - Discussion of the CSA Marketplace Portal customization option
 - Definition of the CSA Marketplace Portal customization
 - Confirmation that all key elements have been covered
 - Definition and preparation of all required information for the implementation documentation

Feature

Delivery specifications

HPE Helion CloudSystem implementation and validation phase

Phase 3 will comprise deployment activities for the HPE Helion CloudSystem, including basic installation services in accordance with the product setup and installation guide procedures in accordance with the documented configuration. Installation will be considered complete on conclusion of HPE's standard installation verification test procedures, which will be limited to the following:

- Customization of the CSA Marketplace Portal
 - Customization of one of the standard CSA Marketplace Portal themes
 - Incorporation of the Customer logo and name
 - Integration of an existing LDAP/AD server
 - Configuration of one CSA organization and up to three users
- Design and publication of a simple service using the Topology Designer
 - Use of a default Linux image for this purpose
 - Creation of provider and private networks
- Creation of two Customer-defined images
 - Optimization of image size for faster deployment
 - Inclusion of cloud-init for configuration automation, if required
 - Importation in Glance
 - Publication of the new services in CSA
 - Deployment validation of the two defined images as designed, based on the agreed outcome of the working sessions
- Creation of simple Operations Orchestration workflows for integration and automation with external devices/systems

HPE Helion CloudSystem wrap-up phase

The following wrap-up procedures will be conducted during phase 4:

- Demonstration of the environment, including the selection of the two services in the CSA Marketplace Portal and the successful deployment of the two images with CloudSystem
- As-built documentation of the Helion CloudSystem configuration
- Design document that includes:
 - Service requirements
 - Organizations to be implemented in CSA, and connectivity to LDAP
 - Image specifications and server flavors
- Review of the completed installation procedures
 - Discussion of next steps and HPE recommendations for expanding the CloudSystem environment

The above services are designed for basic configuration and installation of the HPE Helion CloudSystem in a test environment only. The actual steps to bring HPE Helion CloudSystem into full production readiness are not included in this service. Subject to additional charges and a separate engagement, HPE can assist with the necessary steps and related actions to bring the installed environment to full production readiness based upon the Customer's business goals and priorities.

An HPE Helion Cloud specialist can review potential future service options designed to augment this installation service, including the addition of:

- Single Service Design for Cloud
- Strategic Roadmap Service
- Cloud Service Broker
- Cloud Model Office
- Cloud Protection Service
- Cloud Compliance Service
- Network Analysis Service
- Workload Portability for Helion
- Workload Suitability for Helion

Service limitations

This service is available during HPE standard work days, excluding weekend days and HPE holidays, and during country-specific standard HPE business hours. Unless a specific delivery method for a particular service feature is identified above, services can be provided either remotely or onsite, as mutually agreed to by both HPE and the Customer. HPE's ability to deliver this service is dependent on the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information or data the Customer provides to HPE.

Customer responsibilities

As part of the HPE preparation to deliver this service, the following specific assumptions and Customer responsibilities have been identified.

The Customer will:

- Install CloudSystem software and hypervisor hosts prior to phase 3
- Provide networking and HPE servers that meet hardware and software requirements for the HPE Helion CloudSystem installation, as defined in the checklist supplied by HPE
- Provide any required software licenses for the HPE CloudSystem solution
- Provide onsite or remote access to the servers and infrastructure required for the HPE Helion CloudSystem installation, leveraging tools such as HPE Virtual Rooms or a Customer-provided access technology
- Ensure that the appropriate subject-matter experts are available for all four phases of this engagement
- Schedule the working sessions within a 30-day period from the receipt of an acceptable order for these services, and attend all scheduled working sessions
- Provide a designated primary contact, who is
 - Responsible for all aspects of the Customer-assigned work efforts
 - Authorized to make all decisions relative to HPE Helion CloudSystem Accelerator Service, including identification and assignment of Customer resources
 - Available to interface with HPE assigned resources on day-to-day issues that may arise during the course of HPE Helion CloudSystem Accelerator Service delivery
 - Able to coordinate all work efforts and meeting schedules
- Provide HPE personnel with access to the Customer's building facilities, computer room facilities, systems, passwords, etc., as needed, during normal business hours as well as after hours, if needed
- Provide a suitable work area commensurate with the number of on-site HPE consultants, which will include desks, chairs, and telephones, and Internet/HPE network access such as through a virtual private network (VPN) with sufficient capacity to perform the services
- Perform any backups needed before changes are made, and back up the target systems and work implemented by HPE
- Be responsible for the accuracy, completeness, and timely provision of all information provided by the Customer; if information is incomplete or incorrect, any delay and anything required to correct problems created by the use of such incomplete or inaccurate information is subject to additional charge, and HPE reserves the right to charge on a time and material basis for work required to address the foregoing or any other service prerequisites or other requirements not met by the Customer
- Provide to HPE any information that HPE may reasonably request in order to provide this service in a timely manner
- Purchase or provide all hardware, software, licenses, and environments necessary for HPE to deliver the service

General provisions/Other exclusions

- Physical server (bare metal) deployment, service monitoring, and metering are not within the scope of this service.
- The backup/restore environment and processes are not part of the service.
- Any third-party system or software integration not described herein is excluded from this service.
- Formal classroom training on the new solution is not included in this service.
- As-build documentation text is produced in one language only, either English or a local language as agreed in the kick-off meeting between parties.
- Product documentation and screenshots are provided in English only.
- Custom scripting is outside the scope of this service.
- Creation of Customer security policies, rules, or external security devices is not included in this service.
- External VLAN configuration is not included in this service.
- Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.
- The scope of this service is limited to provision of HPE Helion CloudSystem Accelerator Service as described herein only. No products, licenses, or software will be provided as part of this service.
- The delivery of HPE Helion CloudSystem Accelerator Service is restricted to a single IT environment under the direct day-to-day management of one IT manager in one country.
- Deliverables are considered accepted upon delivery.
- HPE Helion CloudSystem Accelerator Service will expire if not used within 120 days of purchase. Under no circumstances shall the Customer be entitled to a credit or refund of any unused services.
- If Customer delays cause service delivery time to extend beyond 120 days after purchase of this service, additional service time may need to be purchased.
- Any HPE recommendations provided pursuant to these services are intended to help the Customer assess, configure, and install HPE Helion CloudSystem configuration.
- The implementation of any HPE recommendation that was provided as part of this service is outside the scope of this service.

Ordering information

HPE Helion CloudSystem Accelerator Service can be ordered with the following product number:

- H8Q70A1 #501 HPE Helion CloudSystem Accelerator Service

For more information

For more information about HPE Services, contact any of our worldwide sales offices or visit our website at:

hpe.com/services/consulting