HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service

HPE Lifecycle Services

Service overview

Today's business environment demands flexibility from IT staff — and the immediate availability of IT resources. Yet the complexity of IT systems can make it tough to implement new resources quickly enough to meet new business opportunities and challenges head-on. This is particularly true when it comes to deploying new systems into your enterprise. If your organization is adding HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service to your IT infrastructure, let HPE Services trained specialists help you install a robust, managed system that is tailored to meet your specific requirements. When you leverage their expertise through HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service, your systems are installed and configured when you need them — freeing your staff to focus on meeting your ongoing critical business needs.

This service includes equipment installation and configuration of principal HPE NonStop subsystems and HPE NonStop platform management products, providing the fundamentals for your business-critical IT infrastructure and a foundation for business applications. HPE service delivery specialists work with your IT staff to understand your IT policies and subsystem requirements. A custom deployment plan for your HPE Virtualized NonStop System is crafted, and additional HPE companion services are identified.

Service benefits

Through HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service, an HPE trained service delivery specialist configures your HPE NonStop NS2 system according to your requirements using HPE best practices. This service provides the following benefits.

- Provides the foundation for your business-critical applications and helps you to respond faster to business demands; also, designed to quickly install your system and configure HPE NonStop subsystems

- Streamlines deployment planning and implementation tasks

- Aligns HPE NonStop networking configuration with business objectives

- Incorporates HPE NonStop performance and availability best practices for HPE NonStop subsystems

- Frees your staff to focus on meeting your core business requirements

- Helps optimize system startup and shutdown time that reduces planned and unplanned system downtime

- Initializes principal HPE NonStop subsystems

  – Storage (excluding virtual tape products)

  – HPE NonStop Kernel subsystem and system profile

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– Virtual memory, Transaction Management Facility (TMF), and spooler

– Virtual networking Cluster I/O Modules (CLIMs) and associated TCP/IP and secure shell (SSH) environments

– HPE NonStop software configuration manager, Distributed System Management (DSM) / Software Configuration Management (SCM)

– Open System Services (OSSs)

– HPE NonStop platform management products

Service feature highlights

• Service planning and questionnaire

• System hardware installation

• Configuration of principal HPE NonStop subsystems

• A suite of command files for configuration, startup, and shutdown

• Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	HPE service delivery specialists work with the Customer to identify any service prerequisites and develop a customized plan for implementing the fundamental operating capabilities on the HPE NonStop NS2 system. This service plan is intended to accomplish the following: • HPE service delivery specialist engages with the Customer to complete the service planning questionnaire • Configure HPE NonStop subsystems based on HPE best practices and Customer requirements detailed in the planning questionnaire • Create command files for starting up and shutting down HPE NonStop principal subsystems in an orderly and efficient manner • Assist with networking integration of the Customer's HPE Integrity NonStop system into their enterprise • Identify follow-on HPE NonStop services that meet additional Customer business requirements
System installation	An HPE service delivery specialist verifies the Customer's system configuration that matches the HPE product order, installs HPE NonStop NS2 system, and verifies if the HPE NonStop equipment health and system is functioning normally.
Configuration of subsystems	An HPE service delivery specialist implements the agreed-upon configuration of the principal HPE NonStop subsystems. Hewlett Packard Enterprise recommends that the Customer is present during this process to learn firsthand about HPE NonStop operating system and reconfigure HPE NonStop subsystems.
System startup automation	An HPE service delivery specialist reviews the startup automation to help the Customer understand how to efficiently start up and shut down subsystems.
Customer orientation session	HPE conducts a brief orientation session on the Customer's new HPE NonStop NS2 system and the basic platform monitoring tools used during ongoing operation. This session helps the Customer and its staff better understand the HPE NonStop computing environment, its components, and the relationships among these components. This orientation session is completed as part of the service delivery and will not exceed four hours. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

Services will be performed during HPE local business days and hours, excluding HPE holidays, and are limited to a single HPE NonStop NS2 system at a single physical site. Portions of this service can be delivered remotely or on-site, at HPE's discretion.

Ask your HPE solutions architect about adding services to this engagement, which meet Customer-specific requirements. Activities such as, but not limited to, the following are excluded from this service:

• Updating of the HPE NonStop operating system release version update (RVU)

• Installation of HPE NonStop Software Product Revisions (SPRs)

• Updates to the firmware in the HPE NonStop hardware components

• Installation or configuration of HPE Insight Remote Support products

• Relocation of the DSM/SCM, OSS, or SQL/MP environments

• Integration of the HPE NonStop System Console (NSC) into the enterprise network

• HPE NSC software updates or Windows Server software updates

• Configuration of the Expand subsystem

• Installation or configuration of the NetBatch or NetBatch-Plus subsystems

• Installation or configuration of the HPE NonStop DSM / Tape Catalog (TC) (tape management) subsystem or virtual tape products

• Installation, configuration, or migration of application and third-party software

• Installation, configuration, or migration of any hardware or software products other than HPE NonStop system that this service was purchased for

• Migration of HPE NonStop subsystems from existing systems

• Migration planning and implementation documentation

• Backup, restoration, or migration of data

• Relocation of the HPE NonStop NS2 system from the delivery destination

• Reconfiguration of any IP address or IP CLIM attribute changes identified after the completion of the service

• Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

• Services required due to causes external to the HPE maintained hardware or software

• Any services not clearly specified in this document

• Removal of existing HPE NonStop systems and peripherals and sanitization

Customer responsibilities

The Customer will

• Contact an HPE service delivery specialist within 90 days of the purchase to schedule the delivery of the service

• Ensure that all service prerequisites identified during the service planning activity have been met prior to the scheduled service delivery date, and that any risk areas identified have been corrected

• 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 HPE in facilitating the delivery of this service

- Contribute and return the questionnaire

- Assign a designated person who will be responsible for the duration of the installation and configuration process (for example, a project manager)

- Allow HPE full and unrestricted access to all locations where the service is to be performed

- Provide a suitable work area for delivery of the service, including access to an outside phone line, required power and network connections, and internet access to HPE sites

- Ensure that the HPE service delivery specialists can connect and use a laptop in the Customer's environment

- Ensure that all hardware, firmware, and software that the HPE service specialist will need to deliver this service are available and — for software products — are properly licensed

- Provide all physical and logical information needed for connection to any Customer-owned SAN, if applicable and included in the configuration objectives of the service

- Allocate floor space and provide a suitable physical operating environment for HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service, including implementation of any environmental recommendations made by HPE

- Ensure that all power cabling is in conformance with HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service specifications

- Lay cables in data centers, including LAN, Fibre Channel, InfiniBand, and/or Customer-supplied cables that meet the requirements of the ordered HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service

- Ensure that all cabling has been preinstalled, pretested, and labeled

- Assign IP addresses, default gateways, routers, and firewall updates

- Ensure access to networking and security resources during installation in case problems occur

- Identify a central management server for remote event notification

General provisions / other exclusions

- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

- Infrastructure installation and configuration may be coordinated with the delivery of this service; consultation from HPE may be required to determine infrastructure parameters.

- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

- To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.

Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

• Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.

• The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

Ordering information

To order HPE Virtualized Converged NonStop X System (NS2) Installation and Startup Service, reference the following product number:

• TL085AG

Learn more at
HPE.com/services/lifecycleservices

Chat now (sales)

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