

HPE Virtualized NonStop Foundation 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 preparing your private cloud for deploying virtual machines. If your organization is adding HPE Virtualized NonStop environments to your IT infrastructure, let HPE Services trained specialists help you create and integrate a robust solution into your private cloud. When you leverage their expertise through the HPE Virtualized NonStop Foundation Service, the Red Hat® OpenStack® Platform or VMware® cloud management platform is prepared with the necessary HPE Virtualized NonStop components. Also, an initial HPE Virtualized NonStop environment is deployed using the cloud management platform.

This service includes installation of HPE Virtualized NonStop software into one cloud management platform and deployment of an HPE Virtualized NonStop. Optionally, installation and configuration of network switches for use by the system interconnect fabric is available. A custom deployment plan for your HPE Virtualized NonStop is crafted, and additional HPE companion services are identified.

Service benefits

Through HPE Virtualized NonStop Foundation Service, an HPE trained service delivery specialist configures your HPE Virtualized NonStop according to your requirements and 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 HPE Virtualized NonStop software and deploy an HPE Virtualized NonStop system
- Streamlines HPE NonStop virtual machine 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
- Principal HPE NonStop subsystems that are initialized include:
 - Storage (excluding virtual tape products)
 - HPE NonStop Kernel subsystem and system profile
 - 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 and Software Configuration Management (DSM/SCM)
 - Open System Services (OSSs)
 - HPE NonStop platform management products



Service feature highlights

- Service planning and questionnaire
- System interconnect fabric switch installation and initialization (as needed)
- Configuration of principal HPE NonStop subsystems
- A suite of command files for configuration, startup, and shutdown
- Deploy an HPE Virtualized NonStop into a private cloud
- Initialize DSM/SCM and OSS
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>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 Virtualized NonStop. This service plan is intended to accomplish the following:</p> <ul style="list-style-type: none">• HPE service delivery specialist engages with the Customer to complete the service planning questionnaire.• Assist with networking integration of HPE Virtualized NonStop into Customer's enterprise.• Identify follow-on HPE NonStop services that meet additional Customer business requirements.
Deploy an HPE Virtualized NonStop system	<p>An HPE service delivery specialist verifies the Customer's system configuration that matches the HPE product order, deploys HPE Virtualized NonStop, and verifies if it is functioning normally. Hewlett Packard Enterprise recommends that the Customer is present during this process to learn firsthand about HPE NonStop operating system and maintain HPE NonStop subsystem configurations.</p>
Configuration of subsystems	<p>An HPE service delivery specialist implements the agreed-upon configuration of the major HPE NonStop subsystems. This service is designed to help the Customer understand how to effectively start up and shut down subsystems.</p>
Customer orientation session	<p>HPE conducts a brief orientation session on the Customer's new HPE Virtualized NonStop 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.</p>

Service limitations

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

Activities such as, but not limited to, the following are excluded from this service:

- Installation, configuration, or migration of application and third-party software
- Installation, configuration, or migration of any hardware or software products other than the HPE Virtualized NonStop that this service was purchased for
- Migration of HPE NonStop subsystems from existing systems, including backup, restoration, or migration of data
- Migration planning or implementation documentation



- 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
- 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

Customer responsibilities

The Customer will

- Contact an HPE service delivery specialist within 90 days of 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 identified risk areas 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 include in the configuration objectives of the service
- Allocate floor space and provide a suitable physical operating environment for the HPE Virtualized NonStop system, including implementation of any environmental recommendations made by HPE
- Ensure that all power cabling is in conformance with HPE Virtualized NonStop system specifications
- Lay cables in data centers, including LAN, Fibre Channel, and/or Customer-supplied cables that meet the requirements of the ordered HPE Virtualized NonStop system
- 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 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.

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 NonStop Foundation Service, contact your HPE NonStop solution architect from [HPE Services](#) for a custom quote. Each private cloud, where HPE Virtualized NonStop systems reside, requires a separate quote.

Learn more at

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)



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