HPE
POINTNEXT
SERVICES

HPE MANAGED CONFIGURATION SERVICE FOR NONSTOP SERVERS

This service delivers a robust, managed HPE NonStop server tailored to meet your specific business requirements, and it complements the standard product hardware installation.

HPE Managed Configuration Service for NonStop servers delivers a robust and managed HPE NonStop server tailored to meet your specific business requirements.

The service complements the standard product hardware installation. It includes the configuration of the base HPE NonStop server subsystems and management products, providing an application-ready system for your environment. HPE service delivery specialists work with your IT staff to understand your IT policies and applications in order to customize the HPE NonStop server to reflect your IT policies and application requirements.

The service can be delivered as a stand-alone service, as a component of a mission-critical service and support package, or combined with other HPE NonStop technical services to provide you with a complete, production-capable environment.

SERVICE BENEFITS

This service enables your HPE NonStop server to be configured according to HPE quality standards by a trained service delivery specialist, and it provides

• Proven procedures to quickly bring your HPE NonStop server up to application readiness, increasing availability

• Reduced system startup and shutdown time

• Timely delivery of the service at a mutually scheduled time

• Confirmed availability of an HPE service specialist to answer questions during the customer orientation session

• Configuration services so your staff can remain focused on running your business

SERVICE FEATURE HIGHLIGHTS

• Service planning

• System and software installation

• Configuration of subsystems

• Creation of a management solution for the HPE NonStop server

• Customer orientation session

SPECIFICATIONS

TABLE 1. SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATIONS
Service planning	An HPE service delivery specialist schedules the delivery of the service at a time mutually agreed upon between Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Deployment	Deployment activities include the following: • Validate HPE NonStop server installation • Configure server identity • Install DSM/SCM, import HPE NonStop software, and build and accept a new HPE NonStop operating system image • Perform system health check
Configuration of subsystems	Configuration activities include the following: • Configure one TCP/IP LAN and one Expand network connection • Configure storage subsystems (disk and tape) • Create user identifications • Configure base subsystems, including swap file, EMS, TMF, spooler, OSS, TCP, and management tools • Build and test startup and shutdown procedures for individual subsystems and the entire system
Creation of management solution for HPE NonStop server	The HPE service delivery specialist works with the Customer to build and implement a management solution for the Customer's system, which may include the following steps: • Install event monitoring capability • Configure EMS facilities and log management • Implement file and database backup solution • Define performance and storage management procedures • Implement production processing procedures • Define daily maintenance procedures to be performed by Customer • Refine operations management procedures and document in sample runbook
CUSTOMER ORIENTATION SESSION	The HPE service delivery specialist conducts an orientation session on the HPE NonStop server. The tools and procedures required for ongoing operation of the system are reviewed in addition to these important areas: • Reviews HPE NonStop server hardware configuration with the Customer's staff • Reviews subsystem configuration and management with the Customer's staff • Trains operations staff on management tools, monitoring solutions, and operational procedures • Briefly outlines HPE NonStop server support procedures
SERVICE LIMITATIONS	Excluded from this service are activities such as, but not limited to, the following: • Service deployment on hardware not covered by an HPE warranty or service maintenance contract • Service deployment on hardware covered by a third-party maintenance contract • Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture • 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

SERVICE ELIGIBILITY

This service can be delivered for either new HPE NonStop servers or systems already deployed. The Customer must meet the following prerequisites for delivery of this service:

• The Customer must ensure that the site preparation review (for example, power, cooling, and other environmental needs) has been completed and all requirements met.

• Prior to service delivery, the customer must install, test, and label all required cabling.

CUSTOMER RESPONSIBILITIES

The Customer will

• Contact an HPE service delivery specialist within 90 days of the date of purchasing the service to schedule its delivery.

• Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HPE.

• 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.

• Complete and return the Customer questionnaire to the HPE service manager at least two weeks prior to the start of the service.

• Ensure that all service prerequisites as identified under Service eligibility are met.

• Ensure the availability of all hardware, firmware, and software that the HPE service delivery specialist needs in order to deliver this service.

• Allow HPE full and unrestricted access to all locations where the service is to be delivered.

• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required.

• Be responsible for all data backup and restore operations.

HPE Managed Configuration Service for NonStop servers

HPE service delivery specialists work with your IT staff to understand your IT policies and applications in order to customize the HPE NonStop server to reflect your IT policies and application requirements.

GENERAL PROVISIONS/OTHER EXCLUSIONS

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

• Should the Customer not, within 90 days of having purchased the service, contact HPE to schedule its subsequent delivery, HPE reserves the right to reevaluate the charges for this service.

• HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, including the accuracy and completeness of any information and data the Customer may provide to HPE.

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.

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