1. **What is SSI:**

SSI is a one stop place to find customer contact information and guidelines and is been used by various teams specially the technical support functions. Hence, it is required to be updated to avoid any misses or escalations due to incorrect information.

1. **How to check Current SSI**:

2.1 Login to STaTS (<https://stwebint.houston.hp.com/st/st_main.php>)

If you do not have access to STaTS, follow the below instructions:

* Use [HPE IT Service Manager](http://itsm-support.corp.hp.com/sm-ess/ess.do) to open a "Self-Service" ticket against **3par-stats access**
* Request "General STaTS Login Access"
* Include
  + Email: Your main email address used for logins
  + Reason: Why you need STaTS access
  + Role: Specify Tech Support, Engineering, Other
  + Management Approval: Attachment of an email from your management chain approving your access

2.2 Click on Sites, enter HP 3PAR Array Serial Number and click on Search. In Search results, click on View to access SSI.

2.3 Review the existing SSI and update using the template given below

2.4 Once SSI template is ready, click on the below link in STaTS page to update it:

[Contact HPE Tech Support](javascript:popChangeRequest();)

|  |  |
| --- | --- |
| **Customer Name\*** | **Grifols** |
|  | |
| **All Serial Numbers\*** | **SPECIAL INSTRUCTIONS** |
|  |
| CZ36166XSW  CZ3639S8EA  CZ3639SDC1  CZ3639SDC0 |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **SYSTEM INFORMATION**  **(Add all Serial Numbers for this site. If replication is there, then mention the SN)** | | | | | | |
| **System Name\*** | | **3PAR SN\*** | **HP SN\*** | **SAID\*** | **Model\*** | **Installed Address\*** | **If system is replicated, provide the SN of remote system** |
| **3Par01-Parets** | | CZ36166XSW | CZ36166XSW | 108333987227 | 8200 (K2Q37A) | Polígono Industrial Levante  C/ Can Guasch, 2  08150 – Parets del Vallès – Ed. P2 | n/a |
| **3Par02-Parets** | | CZ3639S8EA | CZ3639S8EA | 108333972088 | 8200 (K2Q36A) | Polígono Industrial Levante  C/ Can Guasch, 2  08150 – Parets del Vallès – Ed. P2 | n/a |
| **3Par01-SantCugat** | | CZ3639SDC1 | CZ3639SDC1 | 108366172258 | 8200 (K2Q36A) | Avda. Generalitat, 152-158  Polígono Can San Joan  08174 – Sant Cugat del Vallès | n/a |
| **3Par02-SantCugat** | | CZ3639SDC0 | CZ3639SDC0 | 108333987167 | 8200 (K2Q36A) | Avda. Generalitat, 152-158  Polígono Can San Joan  08174 – Sant Cugat del Vallès | n/a |

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| --- | --- | --- | --- | --- |
| **CUSTOMER CONTACT INFORMATION** | | | | |
| **Type** | **Name** | **Phone #** | **E-mail Address** | **INSTRUCTIONS** |
| **Primary Contact**  *(Mandatory)* **\*** | Operaciones Grifols | +34935710186 | GHITOPERATIONS@grifols.com | 24x7 – Customer L1 |
| **Secondary Contact**  *(Optional)* | Operaciones Unix Grifols | n/a | GHITINFRAESTRUCTURASUNIX@grifols.com | 9x5 – Customer L2 (always copy them on mails to customer L1) |
| **Tertiary**  **Contact** *(Optional)* | Fabio Ferraro | n/a | fabio.ferraro@grifols.com | 9x5 – Customer Platform Manager - ONLY CONTACT HIM IF TOTALLY NECESSARY |

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| --- | --- | --- | --- |
| **HPE ACCOUNT TEAM DETAILS** | | | |
| **Contact Type** | **Name** | **Phone #** | **E-mail Address** |
| **ASM**  *(Mandatory)* **\*** | Maite Delegido | +34629197254 | maite.delegido@hpe.com |
| **RSAA / TAM** *(Mandatory)* **\*** | Angel García | +34692224008 | angel.garcia-lopez@hpe.com |
| **DHS**  *(Optional)* | Albert Ribes | +34616830627 | albert.ribes@hpcds.com |
| **TC**  *(Optional)* | Jaime Ruiz | +34616182583 | jaime.ruiz-garcia@hpe.com |

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| --- | --- |
| **CASE HANDLING INSTRUCTIONS** | |
| **All SEV 1 cases** | * Always contact via email Customer L1 ([GHITOPERATIONS@grifols.com](mailto:GHITOPERATIONS@grifols.com) - 24x7) and copy Customer L2 ([GHITINFRAESTRUCTURASUNIX@grifols.com](mailto:GHITINFRAESTRUCTURASUNIX@grifols.com)) * If no response in ½ - 1 hour aprox. contact L1 via phone: +34935710186 |
| **All SEV 2/SEV 3 cases** | * Always contact via email Customer L1 ([GHITOPERATIONS@grifols.com](mailto:GHITOPERATIONS@grifols.com) - 24x7) and copy Customer L2 ([GHITINFRAESTRUCTURASUNIX@grifols.com](mailto:GHITINFRAESTRUCTURASUNIX@grifols.com)) * If no response in ½ - 1 hour aprox. contact L1 via phone: +34935710186 * If customer L1 does not answer in 2-3 hours aprox. contact TC directly: +34616182583 |

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| **PARTS/ONSITE SCHEDULING & SITE ACCESS PROCESS** | |
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|
| **All SNs** | * Please confirm with Customer L1 part onsite handling and access process:   + Onsite part handling depends on time, day and site   + Designated onsite engineer access should we confirmed with L1 or ASM |
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**Revision History**:

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| --- | --- | --- | --- |
| **Date\*** | **Created by (Name) \*** | **Role (ASM, TAM, etc.) \*** | **Comments\*** |
| 17/05/08 | Jaime Ruiz | TC | V1 - Initial version (4 x 3Par) |
|  |  |  |  |
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|  |  |  |  |

**\*Mandatory Fields**