

HP Critical Service

HP Services



HP Critical Service (CS) is a comprehensive support solution designed for businesses that run mission-critical applications, which cannot tolerate downtime without a significant business impact. HP Critical Service provides the right combination of proactive and reactive services designed to improve availability and performance across your IT infrastructure. With fewer interruptions and less downtime, you will lower costs and gain competitive advantages in the marketplace. HP Critical Service provides highly-trained professionals with world-class skills and a commitment to understand both your enterprise technology requirements and your business objectives. This team begins by forming a close working relationship with designated members of your IT management staff and conducting an assessment of your infrastructure. The assessment provides a clear understanding of your IT infrastructure and goals as well as your business objectives. The assessment's results are used to design a strategy that aligns the service and support with your overall IT and business goals. Subsequently, your support team meets with you quarterly to discuss progress and ongoing alignment with your goals.

HP Critical Service helps improve your infrastructure's availability and performance through an IT Infrastructure Library (ITIL)-based framework of proven, integrated processes and HP best practices.

However, if a critical problem occurs, HP employs accelerated recovery processes. You receive a direct connection to HP specialists, who take action to resolve the problem. In addition, HP commits to resolve your hardware problems within a maximum of 6 hours from the time the call is received.

For customers with large or growing IT environments, HP Critical Service offers technology-specific extension modules. These extension modules may be purchased to address the support needs of additional devices that require proactive attention and inclusion in your overall IT planning. The technology-specific extension modules for HP Critical Service are for additional servers, OS/OE, storage devices, SANs, and networks.

Your team of HP-certified specialists is equipped with leading-edge remote technologies and tools. These tools—with a range of capabilities including remote monitoring of your environment's stability—help to minimize downtime, and increase productivity.

Working closely with your IT staff and management, your HP account manager—the leader of your assigned team—will further assist you by identifying and managing the delivery of state-of-the-art technical services for improvements in areas such as high availability, capacity management, change planning, and security.

The service contains a robust set of proactive services designed to cover the IT infrastructure specified by you. As such, your IT environment could include a myriad of different combinations of technologies—such as servers, storage devices, SANs, network products, and operating systems.

To address the needs of your diverse IT infrastructure, the service is both modular and scalable. It includes an environment module addressing the requirements of your overall mission-critical IT environment. In addition, the service includes various technology modules designed to meet the specific proactive needs of your servers, storage devices, storage area networks (SANs), and networks. Each technology module is purchased as applicable to your environment. The features contained in the different technology modules are delivered by teams who specialize in the appropriate technology areas.

Optional proactive services for HP OpenView products and SAP, as well as additional educational and technical services (addressing areas such as high availability, capacity management, change planning, and security) can also be purchased to complement your Critical Service package. These optional services allow you to customize HP Critical Service to fit your requirements.

Integrating HP Critical Service into your mission-critical computing environment allows HP to support your IT infrastructure end-to-end. HP joins you in your IT endeavors, letting you focus on your business and profitability.

Service benefits

Improve availability and performance across your IT environment with:

- Access to an assigned team of HP-certified specialists who know your business
- Collaboration and technical instructions
- Proactive services across your IT infrastructure
- Anticipate and plan for change

Quick problem resolution, using:

- Single point of accountability across your IT environment
- Direct connection to technical specialists
- Immediate dispatch of hardware specialists for critical hardware problems
- Real-time monitoring of your environment's stability
- Hardware repair commitments

Service feature highlights

Table 1. Customer support team

Core features

- Assigned customer support team
 - Account manager
 - Response center advocate
 - Mission-critical-trained hardware specialist

Optional features

- Named response center engineer

Table 2. Proactive features

Core features

- Business collaboration and technical advice
- Account support plan
- Availability checkup
- Support activity review
- Support planning and review
- Technical services
- OS/OE patch analysis and management
- Server firmware update
- System health check
- Storage firmware and software analysis and management
- Storage high-availability technical assessment
- 100% XP Data Availability Guarantee
- Storage array preventive maintenance
- SAN firmware and software analysis and management
- SAN supportability assessment
- SAN Interconnect Guarantee
- Network software and firmware updates and critical problem notification
- Network asset report

Optional features

- Additional OS/OE patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional technical services
- Education credits
- Additional HP OpenView-focused advice and assistance
- Extensions for large environments

Table 3. Reactive features

Core features

- Priority Recovery
- Accelerated escalation management
- Assistance on non-HP products
- Access to electronic support information and services
- 6-hour call-to-repair time commitment
- Enhanced parts inventory management
- Non-critical software response
- Software product and documentation updates
- License to use and copy software product updates
- HP recommended documentation update media

Optional features (available with HP Contractual Services only)

- 4-hour or 8-hour call-to-repair
- Defective media retention
- Dedicated parts inventory

Service feature highlights *continued*

Table 4. Call-to-restoration upgrade enhancement (available with HP Contractual Services only)

Proactive features		Reactive features	
<ul style="list-style-type: none"> • Daily screen for critical patches • Monthly support reviews • Bi-monthly patch analysis and management 	<ul style="list-style-type: none"> • Delivery process reviews • Configuration checkup • Technical services • Customer satisfaction manager 	<ul style="list-style-type: none"> • 4-hour call-to-restoration commitment • Permanent solution • Problem resolution verification • Dedicated parts inventory 	<ul style="list-style-type: none"> • Customized escalation process • Priority Recovery Plus

Table 5. Optional enhancements

<ul style="list-style-type: none"> • Critical Services for SAP 	<ul style="list-style-type: none"> • Critical Services for HP OpenView 	<ul style="list-style-type: none"> • Open SAN environment support (available with HP Contractual Services only) 	<ul style="list-style-type: none"> • Open network environment support (available with HP Contractual Services only)
---	---	--	--

Specifications

Table 1. Customer support team

Feature	Delivery specifications
Core features	
Assigned customer support team	<p>HP assigns a customer support team to the Customer's organization. The team—comprised of trained, experienced, HP-certified IT specialists—works with the Customer to address the Customer's business and IT objectives. The team includes:</p> <ul style="list-style-type: none"> • An account manager • A response center advocate • A mission-critical-trained hardware specialist <p>The team is available Monday through Friday excluding HP holidays, during standard HP business hours. If requested, the assigned team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately. Outside the U.S., hours are subject to local availability. Please check with a local HP office for details.)</p>
Account manager	<p>The account manager (AM) coordinates HP's extensive resources and multivendor alliances. The account manager is the Customer's HP support manager and technical focal point for ongoing support of the Customer's IT environment. The account manager serves as the Customer's primary contact with HP and works closely with the Customer's technical staff and IT management to help ensure ongoing alignment with the Customer's goals. To help meet the Customer's objectives and to assist the Customer with continual improvement, the account manager develops a mutually agreed-upon account support plan, delivers technical services, conducts periodic reviews, manages projects, participates in the Customer's internal meetings, shares HP's best practices, and coordinates other HP resources as necessary. The account manager coordinates additional HP resources when specific skills are needed. For example, technology specialists may be used to deliver the technology modules (servers, storage, SAN, and networks) or technical services. The account manager will provide deliverables, either remotely or onsite, at the discretion of HP.</p>
Response center advocate	<p>The response center advocate (RCA) monitors calls placed to the HP Response Center, identifies trends and potential problems, and helps ensure calls are handled in a timely manner. The RCA also generates a quarterly support activity report based on the calls received during the last quarter. To help minimize risks, the RCA performs a detailed patch analysis, discusses the results with the Customer, and where applicable, provides a customized, installable patch bundle. If a software class problem arises, the RCA contacts and works with the Customer to manage the implementation to correct the problem.</p>
Mission-critical-trained hardware specialist	<p>The hardware specialist is responsible for proactive hardware-related activities and works with the Customer's account manager to provide an integrated support solution. The specialist reviews new HP hardware service notes and HP server, storage, and SAN firmware updates with the Customer. The specialist may also install agreed-upon hardware changes and firmware updates, as required for selected devices. The specialist provides preventive maintenance and organizes environmental surveys for selected devices.</p>
Optional features	
Named response center engineer	<p>The named response center engineer (NRCE) is the Customer's technical resource who resolves non-critical software problems; manages the operational profile of the Customer's environment; attends appropriate support reviews; and annually visits the Customer site to obtain a clear understanding of the Customer's hardware and software environment and operational needs. This knowledge assists the NRCE resolve software problems quickly and effectively. The NRCE also acts as the Customer's response center advocate.</p> <p>Should the NRCE be unavailable for an extended period, a backup engineer is assigned. The NRCE is available Monday through Friday excluding HP holidays, during standard HP business hours.</p>

Specifications

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
General description of core proactive features	<p>HP Critical Service contains a robust set of proactive services designed to cover the IT infrastructure specified by each Customer. As such, each Customer's IT environment could include a myriad of different combinations of technologies—servers, storage devices, SANs, network products, and operating systems.</p> <p>To address the needs of a Customer's diverse IT infrastructures, the service is both modular and scalable. It includes an environment module addressing the requirements of the Customer's overall mission critical IT environment. In addition, there are various technology modules designed to meet the specific proactive needs of the Customer's servers, storage devices, storage area networks (SANs), and networks. Each technology module is purchased as applicable to meet the proactive needs of specific technologies within the Customer's IT environment. The features contained in the different technology modules are delivered by teams who specialize in the appropriate technology areas.</p> <p>In order to facilitate understanding which proactive activities are included within each module, the module that includes the activity is noted after each activity's title throughout the following sections.</p>
Environment module core deliverables	<p>The following environment module core deliverables are performed when Critical Services is purchased.</p>
Business collaboration and technical advice (environment)	<p>The HP customer support team works closely with the Customer to build a strong working relationship. HP builds an understanding of the Customer's business goals and IT environment in order to facilitate continuing improvements of the IT infrastructure's performance and availability. Furthermore, HP works closely with the Customer to develop strong change management processes and procedures.</p>
Account support plan (environment)	<p>The account support plan is developed by the account manager after meeting with the Customer's IT staff. It is aligned with the Customer's business goals, IT goals, and critical success factors to help improve the operation of the Customer's IT environment. The plan details the services HP will provide by documenting the Customer's environment and describing the in-depth plan to assist the Customer in meeting internal service-level agreements. Key objectives of the account support plan are to help the Customer mitigate risk and drive continuous improvement. In addition, the account support plan defines roles and responsibilities and documents the Customer's HP Critical Service environment. Quarterly during the contract period, the plan is reviewed with the Customer to discuss progress and adjustments required to match the Customer's ongoing needs and service alignment.</p> <p>At the beginning of the Critical Service support period, an audit is performed to obtain a detailed inventory of the Customer's hardware and software and to record configuration and topology information. This includes host hardware and operating system information and storage LUN maps as well as SAN and IP network topologies, as applicable. This information aids HP's troubleshooting processes, supports the Customer's daily operations, and assists with planning efforts. The technical configuration information is refreshed semi-annually and documented in the account support plan as well as posted on the HP document repository, www.hp.com/go/esmg, for the Customer's referral.</p>
HP ITSM Quick Assessment Service (environment)	<p>The assessment provides a high-level review of the Customer's IT infrastructure versus availability requirements. HP evaluates areas including technology, processes, people, and the physical environment. The results are summarized in a report that provides recommendations for improving availability levels and mitigating IT risk factors.</p>
Support activity review (environment)	<p>The response center advocate provides the Customer with a quarterly support activity report documenting reactive support call information, call trends, potential risk factors, and appropriate recommendations.</p>
Support planning and review (environment)	<p>The assigned account manager conducts quarterly onsite support planning and review sessions. During these reviews, the Customer and the assigned account manager discuss, review, and update the account support plan, discuss the support activity report, review agreed-upon metrics, and detail changes in the Customer's IT environment. This in-depth review also provides an opportunity to discuss trends, planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. The plan may be updated to reflect changes in IT goals and business objectives.</p> <p>In addition, during these open communication forums, other planned topics, such as updates to the Customer's environment, will be discussed.</p>
Technical services (environment)	<p>HP Critical Service includes two "Level B" technical services per year, or equivalent. Possible service topics include availability, capacity and performance, change management, security, and infrastructure management. The Customer can choose an item from the service menu or work with the account manager to develop a customized technical service. More detailed information is provided in Table 7.</p>
Site environmental survey (environment)	<p>HP products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the Customer is fully responsible for ensuring that the IT environment meets these specifications, HP periodically (typically together with other scheduled onsite activities) monitors environmental conditions at the Customer site and advises the Customer of any modifications recommended on the basis of such reviews.</p>
HP electronic information support (environment)	<p>HP provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available. This site may be accessed on the Web at www.itrc.hp.com.</p>
Education planning assistance (environment)	<p>The Customer can receive customized course recommendations designed to improve the IT staff's technical and process knowledge. The Customer's account manager can provide assistance in contacting the HP Customer Education Center. The Customer may also receive advice online by visiting the interactive training planner at http://education.hp.com/training_planner.htm.</p>

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features <i>continued</i>	
Server module core deliverables	The following server module core deliverables are performed when the Critical Server Services module is purchased.
OS/OE patch analysis and management (server)	<p>Operating system or operating environment (OS/OE) patch analysis and management is provided for one operating system (OS) or operating environment (OE) installed on a single server. For HP-UX, MPE, Tru64 UNIX®, NonStop Kernel, and OpenVMS, the HP response center advocate monitors all patches as released. The patch analysis covers OS or OE if installed on the server. Quarterly, the Customer and the HP response center advocate discuss the recommended patches. Subsequently, for the HP-UX proprietary operating system only, HP provides a customized bundle of the agreed-upon patches for Customer installation.</p> <p>For Microsoft® operating systems, HP delivers a written Microsoft service pack briefing, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HP provides personalized analyses on recent Microsoft service packs. Each analysis is tailored to designated servers outlined in the Customer's account support plan.</p> <p>For the Linux® operating system, HP monitors the available patches from the Linux suppliers and provides proactive notification of patches that are applicable to the Customer's environment, for Customer installation.</p> <p>HP can also provide basic information and telephone assistance to assist the Customer with installing the patches.</p> <p>Additional patch analysis may be ordered to increase the patch analysis frequency or to extend the analysis to other operating systems or versions of operating systems.</p>
Server firmware update (server)	Periodically, HP releases firmware updates for servers. These updates address potential problems, provide added functionality, or improve performance. Along with the proper planning to minimize disruption to the Customer's operations, HP provides appropriate updates. HP installs the updates, if required.
System health check (server)	Annually, HP uses diagnostic tools to assess the computing environment of one server. A series of diagnostic tests will be performed to compare the Customer's computing environment to accepted system management practices. HP then provides a report that details the findings, highlights the conditions that require resolution or investigation, and recommends a suitable course of action. Additional reviews can be included optionally.
Storage module core deliverables	
Storage firmware and software analysis and management (storage)	Quarterly, HP analyzes for potential storage-related software and firmware updates. HP provides a recommendation as to applicable software and firmware updates as well as upgrade planning assistance for the recommendations. Onsite installation is also provided for recommended firmware and embedded storage-device-resident software, if applicable. Basic support for the installation of other recommended updates is provided via telephone.
Storage high-availability technical assessment (storage)	Annually, HP performs a high-availability assessment on one storage array. Upon completion of the assessment, HP provides the Customer a report and a briefing of the findings and recommendations. The initial assessment must be performed prior to the activation of the 100% Data Availability Guarantee. Also, recommendations from this assessment must be completed prior to activation of the terms of this guarantee.
100% XP Data Availability Guarantee (storage)	For the HP StorageWorks Disk Array XP, the 100% Data Availability Guarantee provides consistent access to Customer data at the logical unit number (LUN) level within the array's frame. Certain prerequisite activities both by the Customer and HP must take place prior to activation of the guarantee. Specific Customer commitments, which include, but are not limited to, remote support accessibility and specific change-management procedures, are also required for eligibility. Please refer to the exhibit, Attachment DAG (Data Availability Guarantee), or contact a local HP representative for further details on requirements, specifications, and exclusions.
Storage array preventive maintenance (storage)	For the HP StorageWorks Disk Array XP product family, HP proactively provides an annual onsite visit at a mutually agreed-upon time. During these visits, a hardware specialist performs preventive maintenance of electronic system components in accordance with the storage array operational specifications.
SAN module core deliverables	
SAN firmware and software analysis and management (SAN)	Quarterly, HP analyzes for potential SAN-related software and firmware updates. HP provides a recommendation as to applicable software and firmware updates as well as upgrade planning assistance for the recommendations. If applicable, onsite installation is also provided for recommended firmware and embedded SAN-device-resident software. Basic support for the installation of other recommended updates is provided via telephone.
SAN supportability assessment (SAN)	HP assesses the supportability of the Customer's storage area network (SAN). Issues with the potential to impact stability or supportability are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected. The assessment is updated in each subsequent year for which SAN support is continued.

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features <i>continued</i>	
SAN Interconnect Guarantee (SAN)	HP Critical Service Customers with SAN coverage are eligible for a SAN Interconnect Guarantee. This guarantee provides at least one (1) data communications path within an approved SAN infrastructure from designated storage device ports up to the host bus adapters (HBAs) of designated SAN-connected server(s). Certain prerequisite activities by both the Customer and HP must take place prior to activation of any guarantee. Specific Customer commitments, which include, but are not limited to, remote support accessibility and specific change management procedures, are also required for eligibility. Please refer to the exhibit, Attachment SAN Interconnect Guarantee, or contact a local HP representative for further details on requirements, specifications, and exclusions.
Network module core deliverables	The following network module core deliverables are performed when the Critical Network Service module is purchased.
Network software and firmware updates and critical problem notification (network)	Periodically, there are new releases of network firmware and software updates from HP and from organizations for which HP is an authorized service provider. These updates address potential problems, provide added functionality, and improve performance. If they are applicable to the Customer's environment, HP will review these new releases with the Customer during the support planning and review meetings. HP will also notify the Customer, as needed, about critical software problems with Cisco IOS and HP network device software that may impact network operation.
Network asset report (network)	Annually, HP completes a network equipment audit to map the Customer's network topology. In addition, the Customer will receive a report describing the network hierarchy, network software versions, hardware devices, and changes made since the previous audit.
Optional features	
Additional OS/OE patch analysis and management	If the Customer's IT environment includes more than one version or multiple versions of an operating system or operating environment, an additional OS/OE patch analysis and management should be performed on each operating system or operating environment. This option provides one occurrence of additional OS/OE patch analysis and management for one OS or OE.
Additional advice and assistance	Customers who require additional proactive help may purchase additional customer support team days to be performed by the account manager or response center advocate. Topics addressed during these days may be either technical or operational. The account manager will assist in determining these activities based on the Customer's needs. Additional customer support team days are provided during normal HP business hours unless after-hours assistance has been purchased.
Additional hardware advice and assistance	Additional proactive, customized hardware assistance is available for purchase. Additional hardware specialist days are provided during normal HP business hours unless after-hours assistance has been purchased.
Additional technical services	HP technical services are an essential part of how HP helps Customers keep their IT systems performing to expectations. HP technical services improve the Customer's ability to manage IT configurations and operational practices in order to deliver the stability, performance, and security required. On occasion, specific services may need to be purchased to meet specific objectives. The Customer's account manager can assist in determining these activities based on the Customer's needs. See Table 7 for more detailed information.
Education credits	The Customer may purchase credits for education to allow staff members to expand and strengthen their technical and process knowledge.
Additional HP OpenView focused advice and assistance	Customers who require additional proactive help for their HP OpenView applications may purchase additional HP OpenView-focused customer support team days to be performed by the account manager or response center advocate. Topics addressed during these days may be either technical or operational. The account manager will assist in determining these activities based on the Customer's needs. Additional HP customer support team days are provided during normal HP business hours unless after-hours assistance has been purchased.
Extensions for large environments	Many Customers have IT environments with a varied and growing number of hardware and software products which require proactive attention and inclusion in the overall IT planning. The extensions for large environments, shown below, are designed to provide a consistent experience across all the hardware and software included in such environments. Purchase of the extensions requires prior purchase of the associated technology module or enhancement.
Critical server extension	This extension incorporates additional servers into strategic IT discussions, the account support plan, planning review meetings, activity reviews, and patch analysis and management.
Critical OS/OE extension	This extension incorporates additional OS/OEs into strategic IT discussions, the account support plan, planning review meetings, activity reviews, as well as patch analysis and management.
Critical storage extension	This extension incorporates additional storage devices into strategic IT discussions, the account support plan, planning review meetings, activity reviews, storage firmware and software analysis and recommendations, and the storage high-availability assessment.
Critical SAN extension	This extension incorporates additional SAN devices into strategic IT discussions, the account support plan, planning review meetings, activity reviews, SAN firmware and software analysis and recommendations, and the SAN supportability assessment.

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Optional features <i>continued</i>	
Critical network extension	This extension incorporates network devices added to the Customer's IT environment into strategic IT discussions, the account support plan, planning review meetings, activity reviews, network software and firmware updates and critical network problem notification, and the network asset report.
Critical OpenView Extension	This extension incorporates additional HP OpenView Management server configurations into strategic IT discussions, the account support plan, planning review meetings, software patch management, and an HP OpenView application health check.

Table 3. Reactive features

Feature or service	Delivery specifications
Core features	
Priority Recovery: response to critical hardware and software issues	<p>Because the Customer's business depends on minimizing downtime when an outage occurs, HP provides priority recovery, a robust set of integrated processes for hardware and software support.</p> <p>Priority recovery provides the Customer immediate access to HP-trained technical specialists who help restore the Customer's system as quickly as possible.</p> <p>When the Customer calls the dedicated mission-critical phone number with a critical hardware or software issue, the Customer is connected directly to a business recovery specialist trained in complex computing environments, and who has full access to information about the Customer's environment, systems, and specific support needs.</p> <p>In the case of a hardware issue, a high-availability-trained hardware specialist is immediately dispatched to the Customer's site when an onsite presence may be required.</p> <p>In addition to the initial troubleshooting, failure data collection, and problem definition, if necessary, the business recovery specialist employs escalation procedures, gains access to the highest-level HP resources, and recruits additional technical specialists.</p> <p>A business recovery specialist is available 24 hours a day, 365 days a year.</p>
Accelerated escalation management	<p>HP employs integrated, accelerated escalation procedures to solve complex support problems. For HP Critical Service Customers, HP uses its highest-level resources to resolve the Customer's critical issues.</p> <p>If the situation requires additional resources or skills, HP management coordinates problem escalation and rapidly enlists key problem-solving specialists throughout HP.</p>
Assistance on non-HP products	If, during the course of problem resolution on supported products, it is determined the problem lies with another vendor's product, HP will assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.
Coverage window	Service is available 24 hours a day, Monday through Sunday including HP holidays.
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents, to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A support case manager, to submit questions directly to the HP Solution Center. The support case manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The support case manager also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • "HP Live", to check directly with an online HP support engineer during standard HP business hours, 8:00 a.m. to 5:00 p.m. local time excluding HP holidays. This real-time online help can be accessed via the "HP Live" button on selected Web pages. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem.

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications															
Core hardware support features																
6-hour call-to-repair time commitment	<p>For critical problems with covered hardware that cannot be quickly resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the HP Response Center. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Response Center and ends with HP's determination that the hardware is repaired.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored.</p> <p>Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired.</p> <p>At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.</p>															
Travel zones—call-to-repair commitment (hardware)	<p>HP Hardware Support Onsite Call-to-Repair is available for sites located within 50 miles (80 km) of a primary HP support responsible office. For sites that are located within 51 to 100 miles (81 to 160 km) of a primary HP support responsible office, an extended hardware call-to-repair time commitment is provided.</p> <p>Travel zones may vary in some geographic locations.</p> <table border="1"> <thead> <tr> <th>Distance from primary HP support responsible office</th> <th>Response time</th> <th>6-hour hardware call-to-repair commitment</th> </tr> </thead> <tbody> <tr> <td>0–25 miles (0–80 km)</td> <td>Immediate dispatch</td> <td>6 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>Immediate dispatch</td> <td>8 hours</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>8 hours</td> <td>Not applicable</td> </tr> <tr> <td>Beyond 200 miles (321+ km)</td> <td>Not applicable</td> <td>Not applicable</td> </tr> </tbody> </table>	Distance from primary HP support responsible office	Response time	6-hour hardware call-to-repair commitment	0–25 miles (0–80 km)	Immediate dispatch	6 hours	51–100 miles (81–160 km)	Immediate dispatch	8 hours	101–200 miles (161–320 km)	8 hours	Not applicable	Beyond 200 miles (321+ km)	Not applicable	Not applicable
Distance from primary HP support responsible office	Response time	6-hour hardware call-to-repair commitment														
0–25 miles (0–80 km)	Immediate dispatch	6 hours														
51–100 miles (81–160 km)	Immediate dispatch	8 hours														
101–200 miles (161–320 km)	8 hours	Not applicable														
Beyond 200 miles (321+ km)	Not applicable	Not applicable														
Work to completion	<p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.</p>															
Enhanced parts inventory management	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP support engineers responding to an eligible service request.</p>															
Materials	<p>HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.</p>															
Remote problem diagnosis and support	<p>When the Customer experiences a system problem and reports it to the HP Response Center via a designated HP support telephone number, the Customer is connected to an HP-certified resolution engineer. The engineer first attempts to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, an HP engineer may initiate and perform remote diagnostics to facilitate remote problem resolution.</p> <p>Problems with covered hardware can be reported to the HP Response Center either via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Call-to-repair times for service requests submitted electronically may vary.</p>															
Upfront audit	<p>HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer and the Customer will agree to arrange an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.</p> <p>In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.</p>															

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications																				
Core hardware support features <i>continued</i>																					
Electronic remote monitoring and support, advanced configuration	For Customers who meet minimum requirements, electronic remote monitoring and support, advanced configuration provides more robust troubleshooting and repair capabilities using predefined scripts, system configuration collections, and remote network access via a VPN router provided and installed by HP. An HP support engineer will only use the remote network access with the Customer's authorization. Electronic remote support, advanced configuration offers a convenient central point of administration and an enterprise view of open incidents and history. The remote network access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution. For details on the minimum requirements, the Customer may contact the local HP sales office.																				
Core software support features																					
Non-critical software response	Once a software problem is logged, an HP Response Center engineer will respond to the call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting problems and resolving configuration parameters.																				
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. For certain software products, the Customer may be able to select from a choice of media types. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when it is required to install or run the latest software revision.																				
License to use and copy software product updates	The Customer receives the license to use and copy the software updates to HP or third-party software on each system (with original software licenses) covered by this service. The license terms shall be as described in the relevant software license agreements for the HP or third-party software, or if none, then in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.																				
HP recommended documentation update media	If the Customer does not select a preferred documentation update media type or selects a media type that is not offered, the most commonly requested of CD or DVD will be delivered, if available. Paper will only be delivered when it is the only media type available.																				
HP recommended software update media	If the Customer does not select a preferred software update media type or selects a media type that is not offered, the HP recommended software update media type or most commonly requested media type, if more than one choice exists, will be delivered.																				
Optional features	The following optional features are only available as part of HP Contractual Services, which are offered during contract renewal time.																				
Optional hardware support features																					
4-hour or 8-hour call-to-repair	<p>The Customer may select either a 4-hour or 8-hour call-to-repair time commitment instead of the core 6-hour call-to-repair time commitment. For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 4 or 8 hours of the initial service request to the HP Response Center.</p> <p>Call-to-repair time commitments are available for sites located within 50 miles (80 km) of a primary HP support responsible office. For sites that are located within 51 to 100 miles (80–160 km) of a primary HP support responsible office, an extended hardware call-to-repair time commitment is provided.</p> <p>Travel zones may vary in some geographic locations.</p> <table border="1"> <thead> <tr> <th>Distance for primary HP support responsible office</th> <th>Response time</th> <th>4-hour hardware call-to-repair commitment</th> <th>8-hour hardware call-to-repair commitment</th> </tr> </thead> <tbody> <tr> <td>0–50 miles (0–80 km)</td> <td>Immediate dispatch</td> <td>4 hours</td> <td>8 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>Immediate dispatch</td> <td>6 hours</td> <td>10 hours</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>8 hours</td> <td>Not applicable</td> <td>Not applicable</td> </tr> <tr> <td>Beyond 200 miles (321+ km)</td> <td>Not applicable</td> <td>Not applicable</td> <td>Not applicable</td> </tr> </tbody> </table>	Distance for primary HP support responsible office	Response time	4-hour hardware call-to-repair commitment	8-hour hardware call-to-repair commitment	0–50 miles (0–80 km)	Immediate dispatch	4 hours	8 hours	51–100 miles (81–160 km)	Immediate dispatch	6 hours	10 hours	101–200 miles (161–320 km)	8 hours	Not applicable	Not applicable	Beyond 200 miles (321+ km)	Not applicable	Not applicable	Not applicable
Distance for primary HP support responsible office	Response time	4-hour hardware call-to-repair commitment	8-hour hardware call-to-repair commitment																		
0–50 miles (0–80 km)	Immediate dispatch	4 hours	8 hours																		
51–100 miles (81–160 km)	Immediate dispatch	6 hours	10 hours																		
101–200 miles (161–320 km)	8 hours	Not applicable	Not applicable																		
Beyond 200 miles (321+ km)	Not applicable	Not applicable	Not applicable																		
Defective media retention	<p>There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk. This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk drive component on which the Customer's sensitive data is stored.</p> <p>It is the Customer's responsibility to destroy the retained defective disk and/or ensure that sensitive data is destroyed or remains secure. Upon HP's request, the Customer must provide HP with the serial number of the defective disk.</p>																				

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Optional hardware support features <i>continued</i>	
Dedicated parts inventory	The Customer may choose to have a dedicated kit of critical hardware replacement parts stored at the Customer site or at an HP facility. This inventory, owned by HP, is dedicated to the Customer's organization and is actively managed by HP. This option is available with call-to-repair only.
Availability response	For critical problems that affect business, as reasonably determined by HP, an HP authorized representative will arrive at the Customer's site within the contracted coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. For non-critical problems, HP will respond the next business day, Monday through Friday excluding HP holidays, regardless of the selected coverage window.
Optional software support features	
Software updates	The Customer may choose to have software updates delivered on DDS (DAT) tape, DVD, CD, or 6250 BPI magnetic tape, where available. If the media type chosen is not available for some products, the software update will be delivered on the HP recommended software update media type. The Customer may choose to decline delivery of software updates.
Documentation updates	The Customer may choose to have software reference manuals delivered on paper, DVD and paper, CD and paper, CD-ROM, or DVD, where available. If the media type chosen is not available for some products, the documentation update will be delivered on the HP recommended documentation update media type. The Customer may choose to decline delivery of documentation updates.

Table 4. Call-to-restoration upgrade enhancement (The call-to-restoration upgrade is only available as part of HP Contractual Services, which are offered during contract renewal time.)

Feature or service	Delivery specifications
Call-to-restoration	The call-to-restoration enhancement is available for servers using either the HP-UX or MPE operating system. It builds on HP Critical Service deliverables and adds both proactive and reactive elements for businesses where every moment of downtime impacts Customer relations or revenue. The enhancement contains the call-to-restoration upgrade—an expanded set of proactive activities—and enhanced reactive features. Call-to-restoration provides both fast resolution of complex problems and a closer relationship with HP. This relationship aligns support activities with the Customer's IT strategy and availability goals.
Availability Assessment	<p>Prior to implementing a call-to-restoration enhancement, HP conducts an Availability Assessment of the IT environment.</p> <p>The Availability Assessment is based on IT industry standards—IT Service Management (ITSM) and IT Infrastructure Library (ITIL)—which covers people, processes, and technologies in a four-domain model.</p> <p>During the assessment, key members of the Customer's IT staff will meet with HP's Certified Business Critical Consultants to review procedures, processes, configurations, and administration practices. HP analyzes the information gathered and reports the findings via an executive presentation and detailed report.</p> <p>If the report highlights critical improvements, these improvements must be implemented prior to enacting the 4-hour call-to-restoration enhancement. Other improvement areas can be integrated into the account support plan and used to further strengthen the Customer's environment and increase its availability and reliability.</p>
Proactive features	
Daily screen for critical patches	HP conducts a daily screen (Monday through Friday excluding HP holidays) of newly released critical HP patches, known critical problems that may impact the Customer, and changes in the status of patches already installed on the Customer's system. The daily screen is intended to identify critical patch information that requires immediate attention and assist the Customer in preventing a severe problem from occurring. When critical patch information requires action, the Customer is immediately contacted to discuss the information and agree on the action to be taken. If the Customer has more than one operating system version in their environment, the customer support team reviews patches for one operating system version per day.
Monthly support reviews	These monthly meetings allow HP to focus on a breadth of topics with the depth expected to thoroughly understand the Customer's environment and risks. These meetings typically focus on topics such as system availability, escalations, change management, patching strategies, and status on outstanding support tasks. The Customer can expect that this comprehensive meeting will also address issues concerning backup and recovery plans and processes, performance, security, and data management. Typically, the HP customer support team will provide progress reports as to how the Customer's issues are being addressed and recommendations as to how to enhance the Customer's environment.
Bi-monthly patch analysis and management	On a bi-monthly basis, the customer support team monitors the release of new patches, reviews these patches with the Customer's staff, and provides the Customer with a customized bundle of the appropriate and agreed-upon patches.

Specifications

Table 4. Call-to-restoration upgrade enhancement *continued*

Feature or service	Delivery specifications															
Proactive features <i>continued</i>																
Delivery process reviews	Twice a year, HP conducts a formal support process review of all delivered support activities. These reviews address changes in the Customer's environment, allowing the Customer and HP to exchange information on business objectives and IT priorities, with a focus on the role of support in achieving these goals. These reviews evaluate technology trends, the status of outstanding service requests, gaps in delivery, training needs, and other areas related to the delivery of services that contribute to the Customer's business priorities. These delivery process reviews are normally conducted as an extension of selected support review meetings and include the Customer's senior IT management.															
Configuration checkup	Once a year, the Customer's account team audits the configuration of selected servers and identifies sub-optimal configuration parameters, single points of failure, and areas of exposure to downtime and supportability risk. The team provides recommendations about reconfiguration steps to minimize these risks.															
Technical services	Two additional Level B technical services are included to assist the Customer in leveraging IT knowledge across the infrastructure.															
Customer satisfaction manager	The customer satisfaction manager oversees the escalation process when the Customer has critical problems. The customer satisfaction manager ensures that the process is executed smoothly and expeditiously, communicates the status, and plans the next steps in the resolution process.															
Reactive features																
4-hour call-to-restoration commitment	<p>HP commits to resolve hardware and operating system problems within 4 hours of the Customer's initial call to the HP Response Center. System connectivity to the network is also established within this timeframe.</p> <p>Call-to-restoration time refers to the period of time that begins when the original call is placed to the HP Response Center and ends when the server is available for use. The server is considered to be available for use when an operating system prompt is re-established and the operating system is restored to the Customer's last configuration or, alternatively, when the operating system is restored to a generic configuration for that operating system version. It does not include time needed for recovery of middleware, application software, or data. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the restoration commitment.</p> <p>The 4-hour call-to-restoration time commitment is available for sites located within 50 miles (80 km) of a primary HP support responsible office. For sites that are located within 51 to 100 miles (80–160 km) of a primary HP support responsible office, a 6-hour hardware call-to-restoration time commitment is provided.</p> <p>Travel zones may vary in some geographic locations.</p> <table border="1"> <thead> <tr> <th>Distance from primary HP support responsible office</th> <th>Response time</th> <th>4-hour hardware call-to-restoration commitment</th> </tr> </thead> <tbody> <tr> <td>0-50 miles (0-80 km)</td> <td>Immediate dispatch</td> <td>4 hours</td> </tr> <tr> <td>51-100 miles (81-160 km)</td> <td>Immediate dispatch</td> <td>6 hours</td> </tr> <tr> <td>101-200 miles (161-320 km)</td> <td>8 hours</td> <td>Not applicable</td> </tr> <tr> <td>Beyond 200 miles (161+ km)</td> <td>Not applicable</td> <td>Not applicable</td> </tr> </tbody> </table>	Distance from primary HP support responsible office	Response time	4-hour hardware call-to-restoration commitment	0-50 miles (0-80 km)	Immediate dispatch	4 hours	51-100 miles (81-160 km)	Immediate dispatch	6 hours	101-200 miles (161-320 km)	8 hours	Not applicable	Beyond 200 miles (161+ km)	Not applicable	Not applicable
Distance from primary HP support responsible office	Response time	4-hour hardware call-to-restoration commitment														
0-50 miles (0-80 km)	Immediate dispatch	4 hours														
51-100 miles (81-160 km)	Immediate dispatch	6 hours														
101-200 miles (161-320 km)	8 hours	Not applicable														
Beyond 200 miles (161+ km)	Not applicable	Not applicable														
Permanent solution	If a temporary fix or workaround is required to restore operation, creation and delivery of a permanent solution is a high priority for HP support and R&D. The goal is to deliver a permanent solution within 2 weeks.															
Problem resolution verification	HP formally reviews all critical problems with HP hardware and software. This review is intended to analyze each problem and verify that the final resolution addresses the problem.															
Dedicated parts inventory	Included with the call-to-restoration service is a dedicated inventory of critical replacement parts. HP maintains this dedicated inventory of critical replacement parts exclusively for the Customer. These parts are managed to allow for continuous availability, enabling a quicker resolution of critical hardware problems. The Customer may choose to have the parts inventory located either at HP or at the Customer's site.															
Customized escalation process	HP will employ accelerated escalation procedures. HP designs and tests a custom-tailored, accelerated escalation process that considers the Customer's internal problem management, escalation processes, and participants. The HP customer satisfaction manager oversees the process, communicates the status, and, if required, plans the next steps in the resolution process.															

Specifications

Table 4. Call-to-restoration upgrade enhancement *continued*

Feature or service	Delivery specifications
Reactive features <i>continued</i>	
Priority Recovery Plus	<p>Because the Customer's business viability depends heavily on the systems and IT infrastructure, HP provides Priority Recovery Plus.</p> <p>Priority Recovery Plus is a robust set of integrated and accelerated reactive processes designed to solve hardware and software problems. These proven, time-tested processes are custom tailored to the Customer's people and procedures, and engage HP's best technical specialists to restore the Customer's systems as quickly as possible.</p> <p>When the Customer calls the dedicated mission-critical phone number, the Customer is immediately connected to a Business Recovery Specialist and receives the highest priority. The Business Recovery Specialist works to recover the Customer's system and determine the cause of the problem. In the case of a hardware problem, a specially trained and high-availability-certified CE is immediately dispatched to the Customer's site, ready to assist with a resolution.</p> <p>The Business Recovery Specialist has full access to information about the Customer's environment, systems, and specific support needs. In addition to performing the initial troubleshooting and problem definition, as well as gathering failure data, the Business Recovery Specialist employs escalation procedures, gains access to HP's highest-level resources, and recruits additional technical specialists after 1 hour. This process is constantly monitored by a customer satisfaction manager, to assist if additional resources are needed.</p>

Table 5. Optional enhancements

Feature or service	Delivery specifications
	Please note that the delivery of these features within specific technology areas (servers, storage, SAN, network) of the Customer's IT environment is dependent on PRIOR purchase of the appropriate technology service module(s) and upon purchase of the relevant service offering.
Critical Services for SAP	<p>Systems running SAP are critical to business operations. HP Critical Services for SAP include proactive and reactive services to help ensure that the SAP infrastructure meets the Customer's business goals. The customer support team includes trained and certified SAP technical consultants, which enables them to understand interactions between HP and SAP and to prevent and solve problems effectively. Proactive services include the following:</p> <ul style="list-style-type: none"> • Coordinated patch analysis and management with SAP software • Monthly performance trend analysis, reports, and recommendations • Annual capacity planning • SAP-focused business collaboration planning <p>If a problem should occur, HP and SAP support processes are linked to provide fast and integrated problem resolution after the Customer call is received by either HP or SAP.</p>
Critical Services for HP OpenView	<p>To allow the Customer's installed HP OpenView applications to meet business and technical goals, HP has created the Critical Services for HP OpenView enhancement. This enhancement focuses on the Customer's HP OpenView applications. Proactive services provided by HP OpenView certified specialists are included, along with integrated problem resolution. Proactive services include:</p> <ul style="list-style-type: none"> • Assessment of the Customer's HP OpenView management server to determine if the server has a proper configuration of the HP OpenView software • Patch analysis and management of the HP OpenView software • Annual HP OpenView application health check • HP OpenView-focused business collaboration and technical advice • Integration of HP OpenView into support planning and review activities
Open SAN environment support*	HP provides a single point of contact for reactive and proactive support for many open (multivendor) SAN infrastructures. HP will troubleshoot and perform fault isolation for the Customer's multivendor SAN infrastructure and manage problem resolution. In addition, HP will incorporate the multivendor SAN infrastructure devices in the Customer's account support plan, support reviews, and activity reviews.
Open network environment support*	HP provides a single point of contact for reactive and proactive support for many open (multivendor) networks. HP will troubleshoot and perform fault isolation for the Customer's multivendor network and manage problem resolution. In addition, HP will incorporate the multivendor devices in the Customer's account support plan, support reviews, and activity reviews.
	* The "Open SAN environment support" and "Open network environment support" features are only available as part of HP Contractual Services, which are offered during contract renewal time.

Specifications

Table 6. Enabling technologies and tools

To support Critical Service Customers, HP uses a suite of tools and technologies for managing highly diverse IT environments. The suite is a single remote support solution for managing multiple operating systems and IT environments.

The primary tool within the remote technology suite is Instant Support Enterprise Edition Advanced Configuration (ISEE). It provides a wide range of capabilities, such as continuous event monitoring, automatic collection of configuration and topology data, and automatic potential problem notification. These capabilities help Customers improve system uptime and turn unscheduled events into scheduled maintenance.

The electronic remote monitoring and support provided by the Instant Support Enterprise Edition Advanced Configuration also assists HP's high-availability support engineers resolve problems faster. This is accomplished using ISEE's remote troubleshooting and diagnostic tools, as well as the tool's capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations for irregularities.

Recognizing that any remote support solution must provide complete security for the Customer's IT environment, ISEE employs rigorous security tools and processes. HP's security architecture provides both data integrity and transaction security through a multilevel, layered structure. This includes encryption, authentication, industry-standard security protocols, and HP best practices integrated at the physical, network, application, and operational levels.

Table 7. HP technical services

Service focus	Description
	<p>HP technical services are an essential part of how HP helps Customers keep their IT infrastructure performing to their expectations. Solutions can be customized through the choice of technical service topics that will address the Customer's IT infrastructure. Available service topics span ITIL services categories such as performance and capacity management, release coordination, security strategy development, configuration management, or new technology deployment. These services help improve the Customer's ability to manage configurations and operational practices in order to deliver required levels of stability, performance, availability, and security.</p> <p>Technical services are available at three standard levels, based on the complexity of the service to be performed: Level A, Level B, and Level C, as designated by HP. For example, the HP ITSM Quick Assessment Service is a Level B topic. HP Critical Service includes two Level B services or equivalent. Additional technical services may be added as options to the Customer's contract, as needed. HP Critical Service Customers may also use their service topic allocation in the following manner: Three Level A topics are equivalent to one Level B topic; two Level B topics are equivalent to one Level C topic. Some technical services are priced according to the complexity of Customer IT infrastructure and therefore offered as customized services with quote-only pricing. The account manager can help determine how these services can be tailored to fit the Customer's needs. Consult an HP representative for a comprehensive list of available services.</p>

Information highlighted in the following sections covers all features available either with HP Care Pack Services or with HP Contractual Services. Please refer to specification tables 3 through 5 for more detail concerning additional features that are only available as part of HP Contractual Services, which are offered during contract renewal time.

Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours. Delivery of specific features on technologies in the Customer's environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s).

This service is available for selected HP servers, storage devices, storage arrays, networks, and storage area networks only. Check with an HP sales office for specific local availability.

It may take up to 30 days from the Customer's initial contract purchase date or the date the system arrives, whichever is longer, before the hardware call-to-repair, call-to-restoration, and various other contract commitments are in full effect. During this initial phase of the Customer's HP Critical Service program, the HP customer support team will perform necessary hardware and software inventories, set up processes, assess the high-availability environment, and implement the customizable elements of HP Critical Service appropriate for the Customer's operation. Should a critical problem occur during this initial setup phase, HP provides the Customer with 24x7 support and makes reasonable effort to meet the hardware resolution commitment.

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

- Support for network-related problems
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP

- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Recovery and support of the operating system, other software, and data.

Hardware call-to-repair and call-to-restoration commitment

The hardware repair time and call-to-restoration commitment may vary for specific products.

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support in order to meet the call-to-repair time and call-to-restoration commitment, if applicable. In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time and call-to-restoration commitment shall not apply. An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis, remote support, or other service delivery methods described above.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

A commitment does not apply when the Customer chooses to have HP prolong root cause analysis rather than execute recommended recovery procedures.

Call-to-restoration for critical software problems is intended for software products normally used in a production environment. For critical problems with all other HP software, HP will use reasonable commercial efforts to resolve the problem, subject to resource availability.

For call-to-restoration, a temporary fix or workaround may be employed as a temporary solution, allowing the Customer's IT operations to continue at a reasonable acceptable level while a permanent solution is developed. For software, a software patch is considered a permanent solution.

The call-to-restoration commitment applies to server hardware, HP-UX or MPE operating system software, and connectivity of the Customer's server to the network. For other HP middleware and applications, HP will apply the same priority, resources, and resolution processes. However, resolution for other HP middleware and application software within 4 hours is not a commitment.

The following are excluded from the call-to-repair and call-to-restoration commitment:

- Time for disk mechanism rebuild or sparing procedures
- Any restoration/recovery of compromised data
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any period of non-availability not directly caused by the hardware fault

In addition, call-to-restoration excludes repair of network hardware devices or network-related problems (unless optional service for Cisco network devices is purchased), as well as the time needed for recovery of middleware, application software, or data. Restoration of the last operating system configuration requires the Customer to implement and execute specific backup procedures. In the absence of these procedures, a generic configuration will be restored.

HP reserves the right to modify its call-to-repair time and call-to-restoration commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of order and is subject to resource availability.

Availability Response (for selected XP Storage arrays only)

For critical problems that affect business, as reasonably determined by HP, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, Monday through Friday excluding HP holidays, independently from the selected coverage window.

Open SAN Environment Services and Open Network Environment Services

The following services are not included:

- Establishing a contract between the vendor and end-user Customer
- Performance of the third-party vendor's products or services
- Resolution of third-party product changes; repair as required to restore solution to original operable state
- Subcontracting to a third-party vendor on the Customer's behalf
- HP billing invoices and billing to the vendor
- Services which, in HP's opinion, are required due to improper treatment or use of the products or equipment

HP Services will not be able to contact a third-party vendor on behalf of the Customer unless the Customer has appointed HP as a special agent.

Software

For Customers with multiple systems at the same location, HP may limit the number of physical media sets containing software and documentation updates provided as part of this software update service.

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software products that currently do not include software updates. When this service feature is not available, it will not be included in HP Software Support Service.

For some products, software updates include only minor improved features; new versions or revisions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software products that do not include new versions or revisions in the software update price. The price for new versions or revisions of these software products is not included in the HP Software Updates Service.

Service prerequisites

For call-to-repair and call-to-restoration commitments, an upfront audit may be required by HP, as described above. The hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

The hardware call-to-repair commitment requires that quarterly OS/OE patch analysis and management is performed for each different version of the OS/OE on the HP servers covered by this service feature.

The call-to-restoration commitment requires that bi-monthly OS/OE patch analysis and management is performed for each different version of the OS/OE on the HP servers covered by this service feature.

The 4-hour hardware call-to-restoration commitment requires purchase of the call-to-restoration upgrade and the named response center engineer service and 4-hour hardware call-to-restoration for all hardware included within the support level.

Purchase of an Availability Assessment is required prior to the initial purchase of the call-to-restoration upgrade.

Purchase of either the Critical Services for HP OpenView extension or the additional HP OpenView-focused advice and assistance requires prior purchase of the Critical Services for HP OpenView enhancement.

This service requires installation and operation of Instant Support Enterprise Edition.

Customer responsibilities

The Customer will identify a focal point and internal Customer team to work collaboratively with the customer support team in the development, implementation, and ongoing review of the account support plan.

The Customer will be required, upon HP request, to support HP's remote problem resolution efforts. The Customer will:

- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement products delivered to the Customer.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

When the Customer receives hardcopy or e-mail notification that a new revision of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

The Customer will use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany the actual software update provided under the Software Media and Documentation Updates Service or the Software Updates Service.

At the sole discretion of HP, the call-to-repair time and call-to-restoration commitment may require remote system connectivity and/or proprietary service tools and equipment, and is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment and the call-to-restoration commitment do not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Open SAN Environment Services and Open Network Environment Services

The Customer will appoint HP as special agent and grant HP full power and authority to act for Customer and in Customer's name for the limited purposes as set forth below:

- To contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with the Customer's product
- To facilitate communication between non-affiliate vendor(s) and other vendor(s) related to the Customer's network or between non-affiliate vendor(s) and HP during the process of fault isolation and problem resolution
- To provide telephone numbers and call logging instructions for each vendor the Customer wants HP to contact on the Customer's behalf
- To provide contract information that describes the level of service the Customer is to receive from the vendor

Ordering information

To obtain further information or to order HP Critical Service, contact a local HP sales representative and reference the following product numbers:

- HP Care Pack Services: HP Critical Service HA112Ax (x denotes the service length in years. Options are 1, 3, 4 or 5 years)
- HP Contractual Services: HP Critical Service HA112AC

For more information

For more information on HP Critical Service or other HP Systems Support Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

© 2005 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Linux is a U.S. registered trademark of Linus Torvalds. Microsoft is a U.S. registered trademark of Microsoft Corporation. UNIX is a registered trademark of The Open Group.

4AA0-1613ENW, August 2005

