



HPE Critical Service

Support Services

HPE Critical Service is a comprehensive support solution designed for businesses that run mission-critical applications and cannot tolerate downtime without a significant business impact. HPE Critical Service offers an integrated set of proactive and reactive services and utilizes an ITIL-based framework of proven, integrated processes to help you improve availability and performance across your IT infrastructure.

HPE Critical Service provides an assigned account team composed of highly trained IT professionals. This team will form close working relationships with designated members of your IT management staff and will conduct an assessment of your IT infrastructure in order to gain a clear understanding of your IT infrastructure, your IT goals, and your overall business objectives. The assessment's results are used to design a strategy and an account support plan that aligns HPE Critical Service with your overall IT and business goals. Subsequently, your account team meets with you quarterly to discuss progress against the account support plan and to help maintain ongoing alignment with your business goals.

HPE Critical Service connects you directly with HPE Global Mission Critical Solution Center. When a critical incident occurs, HPE employs accelerated recovery processes, and you receive a direct connection to Hewlett Packard Enterprise specialists who then take action to resolve the incident. In addition, your assigned account team of Hewlett Packard Enterprise specialists are equipped with industry-leading remote technologies and tools designed to help minimize downtime and increase productivity.

Hewlett Packard Enterprise recognizes that the elements of your IT infrastructure* encompass a wide variety of technologies such as servers, storage devices, SANs, networks, and operating systems.

To address the needs of that diverse IT infrastructure*, HPE Critical Service is both modular and scalable. The main component of HPE Critical Service is an environment services module that contains a robust set of proactive features designed to meet the needs of your overall IT infrastructure*. In addition, HPE Critical Service includes a range of technology services modules designed to meet the specific proactive needs of the various servers, storage devices, SANs, networks, operating systems, and hypervisors that compose your IT infrastructure*. Each technology services module can be purchased, as applicable, for the first device of each technology type. The features contained in the various technology services modules are delivered by specialists in the appropriate technology areas.

If you require proactive attention for any additional device in your IT infrastructure*, HPE Critical Service provides technology-specific services extension modules that are intended for each additional server, storage device, SAN, network, operating system, and hypervisor type. These modules may also be purchased as needed.

Finally, optional proactive services focused on SAP, ITSM improvements, HPE Education, or HPE Proactive Select services (addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, security, performance analysis, and firmware management) can be purchased to complement your HPE Critical Service. These additional, optional services allow you to further customize HPE Critical Service to fit your business and IT requirements.

*IT infrastructure or environment as specified by you to be within the scope of HPE Critical Service

Service benefits

HPE Critical Service helps you improve availability and performance across your IT environment with:

- Access to an assigned team of Hewlett Packard Enterprise specialists who know your business
- Business collaboration, operational and technical advice
- Proactive services across your IT infrastructure*
- Change anticipation and change planning

HPE Critical Service helps you resolve problems quickly, with:

- A single point of accountability across your IT infrastructure*
- Direct connection to technical specialists for critical incidents
- Dispatch of hardware specialist for critical hardware incidents
- Real-time monitoring of your environment's stability
- Hardware repair commitments

*IT infrastructure or environment as specified by you to be within the scope of HPE Critical Service

Service feature highlights

Table 1. Hewlett Packard Enterprise account team

Core features

- Assigned account team:
 - Account Support Manager (ASM)
 - Remote Support Account Advocate (RSAA)
 - Mission Critical Hardware Specialist (MCHS)
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Service feature highlights *continued*

Table 2. Proactive features

Core features

- Environment services module core deliverables:
 - Business collaboration, operational and technical advice
 - Account support plan
 - Support planning and review
 - Support activity review
 - Site environmental survey
 - HPE IT Resource Center
 - HPE Education planning assistance
 - HPE TS Support Credits
 - HPE ITSM Quick Assessment Service
- Server services module core deliverables:
 - Operating system patch analysis and management
 - Server firmware and software analysis and management
 - System Health Check*

*Note: System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.

- Storage services module core deliverables:
 - Storage firmware and software analysis and management
 - Storage high-availability technical assessment
 - Storage array preventive maintenance
- SAN services module core deliverables:
 - SAN firmware and software analysis and management
 - SAN supportability assessment
- Network services module core deliverables:
 - Network firmware and software analysis and management
 - Network critical incident notification
 - Network asset report

Optional features

- Additional operating system patch analysis and management
- Additional advice and assistance
- Additional hardware advice and assistance
- Additional HPE TS Support Credits
- HPE Education credits
- Remote Support Account Advocate enhancement
- Technology-specific services extensions:
 - Critical server services extension
 - Critical operating system services extension
 - Critical storage services extension
 - Critical SAN services extension
 - Critical network services extension

Service feature highlights *continued*

Table 3. Reactive features

Core features (available with HPE Critical Service and HPE Critical Service Contractual service)

- Default service coverage window (24x7)
- Priority recovery response to critical hardware and software incidents
- Accelerated escalation management
- Remote hardware and software incident diagnosis and support
- HPE electronic remote support solution
- Assistance on non-HPE products
- Access to electronic support information and services
- Default hardware reactive support features:
 - 6-hour hardware call-to-repair (CTR) time commitment (default)
 - Upfront audit
 - Enhanced parts inventory management
 - Parts and material
 - Work to completion
- Default software reactive support features:
 - Non-critical software response time=2-hour remote response, 24x7
 - Software product and documentation updates
 - License to use software updates
 - HPE recommended software and documentation update methods

Additional core feature available for HPE Critical Service with Defective Media Retention services

- Hardware reactive support feature
 - Defective media retention
 - Comprehensive defective material retention

Optional features (available with HPE Critical Service Contractual Service ONLY)

- Optional hardware reactive support features:
 - Onsite response time for hardware support (in lieu of call-to-repair time commitment)
 - Dedicated parts inventory
 - Defective media retention
 - Comprehensive defective material retention
- Optional software reactive support features:
 - Software and documentation updates options
 - Software triage service
 - Prior/Mature version support

Table 4. Service-level options (The following service-level option features are only available as part of HPE Critical Service Contractual service)

Coverage window

- Default service coverage window:
 - 24 hours, seven days a week (24x7)

Hardware reactive support options

- Call-to-repair (CTR) time commitment
- Call-to-repair time commitment options:
 - 4-hour call-to-repair time
 - 6-hour call-to-repair time (default)
 - 8-hour call-to-repair time

- Onsite response time for hardware support

- Onsite response time for hardware support options:
 - 4-hour onsite response

Service feature highlights *continued*

Table 5. Optional enhancements (available with both HPE Critical Service and HPE Critical Service Contractual service, unless otherwise noted)

- Enhancement for SAP
- HPE expanded ITSM improvement service
- Open SAN environment support (available with HPE Critical Service Contractual service only)
- Open network environment support (available with HPE Critical Service Contractual service only)

Table 1. Hewlett Packard Enterprise account team

Feature	Delivery specifications
Core features	
Assigned account team	<p>Hewlett Packard Enterprise assigns an account team to the Customer's organization. The team—comprised of trained and experienced IT specialists—works with the Customer to address the Customer's business and IT objectives. Members of the assigned account team are:</p> <ul style="list-style-type: none"> • Account Support Manager (ASM) • Remote Support Account Advocate (RSAA) • Mission Critical Hardware Specialist (MCHS) <p>The assigned account team is the Customer's advocate and technical focal point for the ongoing support of the IT environment. To help meet Customer objectives, the team works with the Customer to develop—and routinely review—a mutually agreed-upon account support plan. Additional activities are:</p> <ul style="list-style-type: none"> • Business collaboration, operational and technical advice, and sharing of HPE best practices • Coordination of proactive activities • Coordination of additional HPE resources when specific skills are needed (such as storage or network specialists) • Conducting support planning and reviews • Conducting support activity reviews • Monitoring issues, patches, and advisories that could impact the Customer's environment • Accelerated escalation management • Business recovery and technical resolution of events • Operating system patch analysis and management • Firmware analysis and recommendation • Trend and service activity reporting • Recommendation of preventive activities • Installation of agreed-upon non-customer-installable hardware changes and firmware updates, as required by the hardware advisory notification for selected devices • Performance of preventive maintenance and organization of environmental surveys for selected devices

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
General description of core proactive features	<p>HPE Critical Service contains a robust set of proactive services for the mission-critical IT infrastructure. This service is both modular and scalable. The main component of HPE Critical Service is an environment module which addresses the proactive needs of the Customer's overall mission-critical IT infrastructure (as specified by the Customer).</p> <p>HPE Critical Service also contains various technology-specific modules, which are designed to meet the unique proactive needs of the servers, storage devices, storage area networks (SANs), networks, and operating systems.</p> <p>While purchase of the HPE Critical Service environment module is mandatory, each technology-specific module is purchased as requested by the Customer and applicable to the Customer's specified mission-critical IT infrastructure.</p> <p>Throughout the following sections within Table 2, each subtitle is followed by a proactive module title in parentheses—for example, Business collaboration and operational and technical advice (environment). This is to facilitate the understanding of the list of activities performed within each HPE Critical Service proactive module.</p>
Environment services module core deliverables	Hewlett Packard Enterprise will perform the following environment services module core deliverables as part of HPE Critical Service.
Business collaboration, operational and technical advice (environment)	Hewlett Packard Enterprise assigned account team works closely with the Customer to build a strong working relationship. HPE 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, HPE works closely with the Customer to develop strong change management processes and procedures.
Account support plan (environment)	<p>Account support plan (environment)</p> <p>The account support plan is developed by the ASM 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 Hewlett Packard Enterprise 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 HPE 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 HPE 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 Hewlett Packard Enterprise'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 Hewlett Packard Enterprise Support Center Document Repository, hpedocrepository.imanageshare.com for the Customer's referral.</p>
Support planning and review (environment)	The ASM conducts quarterly onsite support planning and review sessions. During these reviews, the Customer and the ASM review the support provided by Hewlett Packard Enterprise over the previous period, including key topics arising from the support activity report and the outcome of HPE Critical Service activities. These reviews also provide an opportunity to discuss trends, any planned changes to the Customer's IT environment and business, and the impact these changes will have on the Customer's support requirements. Any additional support requirements can be identified and discussed. These reviews provide an open communication forum to help the Customer share their business and IT goals and help align the HPE Critical Service with the Customer's needs on an ongoing basis. During these reviews, the ASM may share HPE best practices and provide IT operational and technical advice related to the Customer's current and future operational needs and projects.
Support activity review (environment)	Hewlett Packard Enterprise provides the Customer with a quarterly support-activity report that documents reactive support-call information during that specific period. The report highlights potential risk factors and includes appropriate recommendations.
Site environmental survey (environment)	Hewlett Packard Enterprise 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, HPE 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.
HPE IT Resource Center (environment)	Hewlett Packard Enterprise 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.

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features	
HPE Education planning assistance (environment)	As part of the business collaboration and operational and technical advice activity noted above, the Customer may request a review of training and development that would help improve the IT staff's technical and process knowledge. If requested, the ASM conducts a brief meeting with the Customer to identify the Customer's specific training needs, and drafts a training plan. The ASM can also provide assistance in contacting the HPE Customer Education Center. The Customer may access training curricula and detailed course descriptions at the HPE Education Services website at hpe.com/ww/learn . As a separate optional activity, the HPE Education Services team can help develop customized courses or end-to-end learning solutions which are tailored to the Customer's specific training requirements.
HPE TS Support Credits(environment)	For Customers who purchase HPE Critical Service, Hewlett Packard Enterprise provides 60 credits per year, from the TS Support Credit menu. The Customer has the flexibility of choosing an activity from the pre-defined menu addressing areas such as virtualization, storage data management, infrastructure optimization, assessments, performance analysis, and firmware management. Alternatively, the Customer may choose to work with the ASM and use these 60 service credits for a customized activity. More detailed information is provided in Table 7.
HPE ITSM Quick Assessment Service (environment)	The assessment is a Hewlett Packard Enterprise facilitated workshop that allows the Customer to compare and contrast their IT infrastructure and processes against their availability and business goals and compare them with ITSM best practices for reliable service delivery. HPE evaluates areas including technology, processes, people, and the physical environment. The results are summarized in a report that identifies strengths and weaknesses in the delivery of the Customer's IT services and provides recommendations for improving availability levels and mitigating IT risk factors.
Server services module core deliverables	Hewlett Packard Enterprise will perform the following server services module core deliverables when the Critical Server Services module is purchased. The server services module covers the first server and one operating system instance on that server.
Operating system patch analysis and management (server)	<p>Patch analysis and management is provided for one OS or hypervisor installed on a single server or a single partition. For HP-UX, MPE, Tru64 UNIX®, NonStop Kernel, and OpenVMS, HPE monitors patch notifications for known critical defects in the OS or previously released patches, evaluates whether the defect may impact the covered environment, and, if warranted, notifies the Customer to discuss possible actions. Quarterly, the Customer and HPE will discuss the recommended patches. HPE will also make recommendations to assist with the change management considerations.</p> <ul style="list-style-type: none"> • For HP-UX and NonStop proprietary operating systems, HPE provides a customized bundle and report of the recommended patches for Customer installation. • For Tru64 UNIX and OpenVMS operating systems, HPE provides a customized report of the recommended patches for Customer installation. • For MPE proprietary operating systems, HPE will provide the latest Power Patch Bundle of the recommended patches for Customer installation. • For Microsoft® operating systems, HPE delivers a written Microsoft Service Pack Briefing, which addresses the features of the latest Microsoft operating system and server application service packs. HPE also provides monthly notification on Microsoft Security Releases and quarterly notification on HPE-Microsoft Supported Products, applicable to servers outlined in the Customer's account support plan. • For the Linux OS, HPE reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment based on Red Hat and SUSE Linux versions, for Customer installation. • For VMware and Microsoft Hyper-V Hypervisors, HPE reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to the Customer's environment. Additional patch analysis may be ordered to increase the frequency or extend analysis to other versions of operating systems/hypervisors in HPE Critical Service environment.
Server firmware and software analysis and management (server)	Periodically, Hewlett Packard Enterprise releases firmware updates for servers. These updates address potential incidents, provide added functionality, or improve performance. Along with the proper planning to minimize disruption to the Customer's operations, HPE provides appropriate updates. Quarterly, the Customer and HPE discuss the recommended updates for all servers. Onsite installation is also provided for firmware defined by HPE as non-customer-installable. HPE will install these firmware updates, if requested by the Customer, either during standard HPE business hours or outside standard HPE business hours at no additional charge to the Customer. HPE will provide telephone assistance for the installation of customer-installable firmware, if requested by the Customer, during the service coverage window.
System Health Check** (server)	<p>Annually, Hewlett Packard Enterprise uses diagnostic tools to assess the computing environment for a single operating system on a single physical server or partition*. HPE performs a series of diagnostic tests to compare the Customer's computing environment to accepted system management practices. HPE then provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommends a suitable course of action.</p> <p>* Additional instances of System Health Check are available (as an option) to evaluate each additional server or operating system in the Customer's HPE Critical Service environment. The ASM can provide further assistance based on the Customer's needs.</p> <p>** System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.</p>
Storage services module core deliverables	Hewlett Packard Enterprise will perform the following storage services module core deliverables when the Critical Storage Services module is purchased.

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features	
Storage firmware and software analysis and management (storage)	On a quarterly basis, Hewlett Packard Enterprise analyzes for potential storage-related software and firmware updates. The Hewlett Packard Enterprise account team 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 firmware and embedded storage-device-resident software updates defined by HPE as non-customer-installable. HPE will install these updates, if requested by the Customer, either during standard HPE business hours or outside standard HPE business hours at no additional charge to the Customer. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by the Customer, during the service coverage window.
Storage high-availability technical assessment (storage)	Annually, Hewlett Packard Enterprise performs a high-availability assessment on one storage array. The assessment includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. The connectivity of the array to the SAN is examined for interoperability and availability. HPE interviews the Customer's IT staff to assess usage of ITIL best practices for storage management. Upon completion of the assessment, HPE provides the Customer with a report and a briefing on the findings and recommendations.
Storage array preventive maintenance (storage)	For the Hewlett Packard Enterprise StorageWorks XP Disk Array product family, HPE 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 services module core deliverables	Hewlett Packard Enterprise will perform the following SAN services module core deliverables when the Critical SAN Services module is purchased.
SAN firmware and software analysis and management (SAN)	On a quarterly basis, Hewlett Packard Enterprise analyzes for potential SAN-related software and firmware updates. Hewlett Packard Enterprise account team 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 firmware and embedded SAN-device-resident software updates defined by HPE as non-customer-installable. HPE will install these updates, if requested by the Customer, either during standard HPE business hours or outside standard HPE business hours at no additional charge to the Customer. HPE will provide telephone assistance for the installation of customer-installable firmware and software, if requested by the Customer, during the service coverage window.
SAN supportability assessment (SAN)	Hewlett Packard Enterprise assesses the supportability of the Customer's 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.
Network services module core deliverables	Hewlett Packard Enterprise will perform the following network services module core deliverables when the Critical Network Services module is purchased.
Network firmware and software analysis and management (network)	Periodically, there are new releases of network firmware and software updates from Hewlett Packard Enterprise and from organizations for which HPE is an authorized service provider. These updates may address potential incidents, may provide added functionality, and may help improve performance. If they are applicable to the Customer's HPE Critical Service environment, the Hewlett Packard Enterprise account team will review these new releases with the Customer during the support planning and reviews.
Network critical incident notification (network)	Hewlett Packard Enterprise will notify the Customer about critical software incidents that may impact network operation, when HPE determines that it is necessary. The notification is specific to HPE network device software and network device software from organizations for which HPE is an authorized service provider, and when all devices are within the scope of the HPE Critical Service environment.
Network asset report (network)	Annually, Hewlett Packard Enterprise 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	Optional features are available at an additional charge.
Additional operating system patch analysis and management (server)	If the Customer's IT environment includes multiple versions of an operating system or a hypervisor, Hewlett Packard Enterprise will provide additional patch analysis and management, at Customer's request. This option provides one occurrence of patch analysis and management for one operating system or hypervisor.
Additional advice and assistance (environment)	Customers who require additional proactive help may purchase additional advice and assistance to be performed by various members of the Hewlett Packard Enterprise account team. Topics addressed may be either technical or operational. The ASM will assist in determining these activities based on the Customer's needs. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased. Please contact your local Hewlett Packard Enterprise representative for further details.

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Optional features	Optional features are available at an additional charge.
Additional hardware advice and assistance (environment)	<p>Additional proactive, customized hardware assistance is available for purchase. Additional agreed-upon services are provided during standard HPE business hours unless after-hours assistance has been purchased.</p> <p>Please contact a local Hewlett Packard Enterprise representative for further details.</p>
Additional HPE TS Support Credits (environment)	This option provides ten (10) TS Support Credits. The Customer has the flexibility of choosing an activity from the pre-defined TS Support Credit menu, or working with the ASM to define a custom activity based on the Customer's needs. See Table 7 for more detailed information.
HPE Education credits (environment)	The Customer may purchase credits for HPE Education to allow staff members to expand and strengthen their technical and process knowledge.
Remote Support Account Advocate enhancement (environment)	<p>This option allows the assigned Remote Support Account Advocate (RSAA), who is part of the assigned account team, to address in greater depth the IT operations that add value to the Customer's business, such as business-IT alignment, change management, and risk and availability management. The assigned RSAA can also provide additional environmental system health checks, activity and trend reporting, detailed technical assistance, and best-practice recommendations.</p> <p>The RSAA is available Monday through Friday during standard HPE business hours, excluding HPE holidays.</p>
Technology-specific services extensions	<p>In many Customers' IT environments, multiple numbers of hardware and software products require proactive attention and inclusion in the overall IT planning. Hewlett Packard Enterprise provides the proactive features described in the above core technology services modules for the first device of each technology type. Each additional device is called an extension. The technology-specific services extensions, described below, are designed to provide a consistent proactive experience across the additional hardware and software products included in such environments.</p> <p>Purchase of the technology-specific services extensions requires prior purchase of the associated core technology service module, as noted in parentheses below.</p>
Critical server services extension (server)	This extension incorporates an additional server into the account support plan, quarterly support planning and reviews, quarterly support activity reviews, and quarterly patch analysis and management for one OS instance on the server.
Critical operating system services extension (server)	<p>This extension incorporates an additional operating system or hypervisor type into the account support plan, quarterly support planning and reviews, quarterly support activity reviews, annual system health check*, periodic server firmware analysis and management, as well as quarterly patch analysis and management.</p> <p>* Note: System Health Check may not be available for some versions of operating systems. In those instances, Account Team time or additional Service Credits will be offered. For further information please work with your Account Support Manager.</p>
Critical storage services extension (storage)	This extension incorporates an additional storage device into the account support plan, quarterly support planning and reviews, quarterly support activity reviews, quarterly storage firmware and software analysis and management, and annual storage high-availability assessment.
Critical SAN services extension (SAN)	This extension incorporates additional SAN devices into the account support plan, quarterly support planning and reviews, quarterly support activity reviews, quarterly SAN firmware and software analysis and management, and SAN supportability assessment.
Critical network services extension (network)	This extension incorporates additional network devices into the account support plan, quarterly support planning and reviews, quarterly support activity reviews, periodic network firmware and software analysis and management and critical network incident notification, and annual network asset report.

Table 3. Reactive features

Feature or service	Delivery specifications
HPE Critical Service Support Services and HPE Critical Service Contractual service features	The following features are available for HPE Critical Service Support Services as well as HPE Critical Service Contractual service.
Default service coverage window (24x7)	The coverage window specifies the time during which the described reactive services are delivered onsite or remotely. The coverage window for HPE Critical Service is 24 hours a day, Monday through Sunday including HPE holidays. A response to any critical incident is available 24 hours a day, Monday through Sunday including HPE holidays, and is described in the priority recovery response feature definition.
Priority recovery response to critical hardware and software incidents (24x7)	<p>The Customer can access the dedicated Hewlett Packard Enterprise mission-critical phone number 24 hours a day, 7 days a week. When the Customer calls with a critical hardware or software incident (severity 1 or 2), the Customer is connected to a remote technical support specialist within the HPE Global Mission Critical Solution Center who specializes in business recovery in complex computing environments, and who has full access to information about the Customer's IT environment, systems, and specific support needs. In the case of a hardware issue where an onsite presence may be required, a hardware specialist is dispatched to the Customer's site in accordance with the hardware reactive service level of the affected device. In addition to the initial troubleshooting, the specialist performs failure data collection and incident definition. The Hewlett Packard Enterprise specialist also employs escalation procedures and engages additional technical specialists, if necessary.</p> <p>For critical incidents (severity 1) and at HPE's discretion, a post-incident review and root-cause analysis activity may be provided. This activity helps to identify any improvements that could be made by the Customer or HPE in order to help avoid the occurrence of similar incidents, or improve incident handling, in the future.</p> <p>Incident severity levels are defined in "General provisions".</p>
Accelerated escalation management	<p>Hewlett Packard Enterprise employs integrated, accelerated escalation procedures to solve complex support incidents. For the HPE Critical Service Customer, HPE uses support specialists to resolve the Customer's critical incidents (severity 1 or 2).</p> <p>If the situation requires additional resources or skills, Hewlett Packard Enterprise management coordinates incident escalation and rapidly enlists key incident-solving specialists throughout HPE.</p> <p>Incident severity levels are defined in "General provisions".</p>
Remote hardware and software incident diagnosis and support	<p>Once the Customer has placed a service request and Hewlett Packard Enterprise has acknowledged* the receipt of that request, HPE will work during the coverage window to isolate the hardware or software incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HPE may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HPE may use other means available to facilitate remote incident resolution.</p> <p>Incidents with covered hardware or software can be reported to HPE via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HPE electronic remote support solutions 24 hours a day, 7 days a week. HPE will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HPE retains the right to determine the final resolution of all reported incidents.</p> <p>* Please see "Service prerequisites" for more detail.</p>
HPE electronic remote support solution	The Hewlett Packard Enterprise electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions. It may also offer a convenient central point of administration and an enterprise view of open incidents and history. A Hewlett Packard Enterprise service specialist will only use the remote system access with the Customer's prior written authorization as agreed in the account support plan. The remote system access may enable the HPE service specialist to provide more efficient troubleshooting and faster incident resolution.
Assistance on non-HPE products	If, during the course of problem resolution on supported products, it is determined the problem lies with another vendor's product, Hewlett Packard Enterprise will where possible assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
HPE Critical Service Support Services and HPE Critical Service Contractual service features	The following features are available for HPE Critical Service Support Services as well as HPE Critical Service Contractual service.
Access to electronic support information and services	<p>As part of this service, Hewlett Packard Enterprise provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities made available to registered users with linked entitlements, such as downloading selected HPE software 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 HPE proprietary service diagnostic tools with password access • A Web-based tool for submitting questions directly to HPE; the tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question; it also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone • HPE and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software updates; this service may be limited by third-party access restrictions • The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center
Default hardware reactive support features	
6-hour call-to-repair time commitment	<p>The default hardware support for HPE Critical Service is 6-hour call to repair time commitment, with a 24x7 coverage window. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HPE will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in "General provisions."</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request has been received and acknowledged by HPE, as specified in "Service prerequisites." Call-to-repair time ends with HPE's determination that the hardware is repaired, or when the reported service request is closed with the explanation that HPE has determined it does not currently require onsite intervention.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected, that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HPE will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HPE may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HPE.</p>
Upfront audit	<p>Hewlett Packard Enterprise, at its sole discretion, may require an audit on the covered products. If such an audit is required, a Hewlett Packard Enterprise authorized representative will contact the Customer, and the Customer will agree to arrange for 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 enables HPE to plan and maintain replacement part inventories at the appropriate level and location, and allows a Hewlett Packard Enterprise resolution engineer to survey and troubleshoot possible future hardware incidents and complete the repair as quickly and efficiently as possible. At the sole discretion of HPE, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HPE, 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, HPE 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 unless the delay is caused by HPE.</p>
Enhanced parts inventory management	<p>To support Hewlett Packard Enterprise call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HPE-designated facility. These parts are managed to allow for increased inventory availability and are accessible to Hewlett Packard Enterprise authorized representatives responding to eligible support requests.</p>

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Default hardware reactive support features	
Replacement parts and materials	<p>Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HPE to assure supportability of the product. Replacement parts provided by HPE shall be new or functionally equivalent to new in performance. Replaced parts become the property of HPE. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact Hewlett Packard Enterprise for more information. If a consumable part is eligible for coverage, as determined by HPE, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part.</p> <p>Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Work to completion	<p>Once a Hewlett Packard Enterprise authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HPE, until the products are repaired. 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 applies to onsite response time hardware service levels only and may not apply to onsite support provided for desktop, mobile, and consumer products.</p> <p>Repair is considered complete upon HPE verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>
Default software reactive support features	
Non-critical software response	<p>Once a non-critical software incident (severity 3 or 4) is logged, Hewlett Packard Enterprise will respond to the call within 2 hours after the service request has been logged. HPE provides corrective support to resolve identifiable and customer-reproducible software product problems. HPE also provides support to help the Customer identify problems that are difficult to reproduce. The Customer receives assistance in troubleshooting incidents and resolving configuration parameters.</p> <p>For critical software response (severity 1 or 2), please refer to the Priority recovery response to critical hardware and software incidents feature definition.</p>
Software product and documentation updates	<p>As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.</p> <p>For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.</p> <p>For other HPE-supported third-party software, the Customer may be required to download updates directly from the vendor's website.</p>
License to use software updates	<p>The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license terms.</p> <p>The license terms shall be as described in the HPE 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 such software updates provided under this service.</p>

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Default software reactive support features	
Hewlett Packard Enterprise recommended software and documentation updates method	For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.
Additional core feature for HPE Critical Service with Defective Media Retention Support Services	Please note this feature is available for HPE Critical Service with Defective Media Retention Support Services. It is not available for standard HPE Critical Service Support Services.
Hardware reactive support feature	
Defective media retention	For eligible products, the defective media retention service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at hpe.com/services/cdmr
HPE Critical Service Contractual service optional features (eligible products only)	The following optional features are available for eligible products and are only available as part of HPE Critical Service Contractual service. Optional features are available at an additional charge.
Optional hardware reactive support features	
4-hour hardware onsite support (in lieu of 6-hour hardware call-to-repair time commitment)	<p>Hewlett Packard Enterprise strongly recommends a minimum of 6-hour hardware call-to-repair time commitment as the reactive support level for the hardware devices that are covered under the HPE Critical Service. However, in case the Customer acknowledges the risks and can tolerate longer downtime on certain hardware devices without a significant impact to their business, then the Customer has the option to purchase 4-hour hardware onsite response time, in lieu of the 6-hour hardware call-to-repair time commitment.</p> <p>Please note that the enhanced parts inventory and dedicated parts inventory options are available with the hardware call-to-repair time commitment only. 4-hour hardware onsite response time does not provide any time-to-repair commitment.</p> <p>For technical hardware incidents that cannot, in HPE's judgment, be resolved remotely, a Hewlett Packard Enterprise service specialist is engaged and, if necessary, sent to the Customer's site to provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, and networking and storage products, HPE may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HPE.</p>
Dedicated parts inventory	The Customer may choose to have a dedicated kit of critical hardware replacement parts stored at the Customer site or at a Hewlett Packard Enterprise facility. This inventory, owned by HPE, is dedicated to the Customer's organization and is actively managed by HPE. This option is available with hardware call-to-repair time commitment only.
Defective media inventory	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material inventory	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by Hewlett Packard Enterprise as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at hpe.com/services/cdmr .

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Optional hardware reactive support features	
Software and documentation updates options	<p>The Customer may decline the delivery or notification of new software updates when the Customer already has delivery or notification of new software updates provided through an existing Support Agreement.</p> <p>For certain products, the Customer may choose to have software and documentation updates delivered on physical media (typically CD or DVD). If the media type selected is not available the updates will be delivered using the Hewlett Packard Enterprise recommended software and documentation updates method.</p>
Software triage service	<p>Hewlett Packard Enterprise recognizes that there are situations where the operating systems that are running on the servers covered by the HPE Critical Service are supplied by third-party vendors. With the software triage service option, Hewlett Packard Enterprise specialists will help to identify the source of interoperability issues for Customers who have purchased their operating system and the related reactive support from a third-party vendor. HPE will help the Customer to find the cause of the problem and provide documentation to the Customer so that the Customer can log a support call with the third-party vendor. Quantity one of this option, which should be purchased for each different software environment, entitles the Customer to five (5) incidents.</p>
Prior/Mature version support	<p>Support for prior versions and mature software products (mature software products are those for which no further versions will be released) is available as two optional service offerings to address specific Customer needs:</p> <ul style="list-style-type: none"> • Prior/Mature version support with sustaining engineering includes escalation to engineering so that fixes or workarounds to newly discovered problems can be developed if HPE decides that such fixes or workarounds are necessary. • Prior/Mature version support without sustaining engineering does not include escalations to engineering, a service that may be needed if there is no existing patch or workaround to resolve a problem. <p>For more detailed information about the products and product versions for which prior/mature version support is available, please contact your local Hewlett Packard Enterprise sales representative.</p>

Table 4. Service-level options (The following service-level option features are only available as part of HPE Critical Service Contractual service)

Service-level option	Delivery specifications
Service-level options availability	<p>Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely. Calls received outside this coverage window will be logged at the time the call is placed to Hewlett Packard Enterprise, but will not be acknowledged as described in "General provisions" until the next day for which the Customer has a coverage window. Coverage window options available for eligible products are specified in the Service-level options table. All coverage windows are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p>
Default coverage window:	
24 hours, seven days a week (24x7)	<p>HPE Critical Service is available 24 hours per day, Monday through Sunday including HPE holidays.</p>
Hardware reactive support options	
Hardware call-to-repair time commitment	<p>The default hardware support level for HPE Critical Service is 6-hour call-to-repair time commitment. For incidents with covered hardware that cannot be resolved remotely, a Hewlett Packard Enterprise authorized representative will arrive at the Customer's site to begin hardware maintenance service, after the service request has been acknowledged and logged by HPE, as specified in "Service prerequisites."</p>
Hardware call-to-repair time commitment options:	

Table 4. Service-level options (The following service-level option features are only available as part of HPE Critical Service Contractual service) *continued*

Service-level option	Delivery specifications																
Hardware reactive support options																	
4-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours, after the service request has been acknowledged and logged by HPE.																
6-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours, after the service request has been acknowledged and logged by HPE.																
8-hour call-to-repair time	Hewlett Packard Enterprise will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours, after the service request has been acknowledged and logged by HPE.																
Travel zones—hardware call-to-repair time commitment	<p>A hardware call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HPE Enterprise designated support hub. For sites that are located within 51 to 100 miles (81 to 160 km) of an HPE designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.</p> <p>Travel zones may vary in some geographic locations.</p> <p>Please note that the call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HPE designated support hub.</p> <table border="1"> <thead> <tr> <th>Distance from HPE designated support hub</th> <th>4-hour hardware call-to-repair</th> <th>6-hour hardware call-to-repair</th> <th>8-hour hardware call-to-repair</th> </tr> </thead> <tbody> <tr> <td>0–50 miles (0–80 km)</td> <td>4 hours</td> <td>6 hours</td> <td>8 hours</td> </tr> <tr> <td>51–100 miles (81–160 km)</td> <td>6 hours</td> <td>8 hours</td> <td>10 hours</td> </tr> <tr> <td>Greater than 100 miles (160+ km)</td> <td>Not available</td> <td>Not available</td> <td>Not available</td> </tr> </tbody> </table>	Distance from HPE designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair	0–50 miles (0–80 km)	4 hours	6 hours	8 hours	51–100 miles (81–160 km)	6 hours	8 hours	10 hours	Greater than 100 miles (160+ km)	Not available	Not available	Not available
Distance from HPE designated support hub	4-hour hardware call-to-repair	6-hour hardware call-to-repair	8-hour hardware call-to-repair														
0–50 miles (0–80 km)	4 hours	6 hours	8 hours														
51–100 miles (81–160 km)	6 hours	8 hours	10 hours														
Greater than 100 miles (160+ km)	Not available	Not available	Not available														
Onsite response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, Hewlett Packard Enterprise will use commercially reasonable efforts to respond onsite within a specified time period.</p> <p>Onsite response time specifies the period of time that begins when the initial service request has been received and acknowledged* by HPE. The onsite response time ends when the Hewlett Packard Enterprise authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HPE has determined it does not currently require an onsite intervention.</p> <p>Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on service availability.</p> <p>* Please see "Service prerequisites" for more detail.</p>																
Onsite response-time options:	A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within the specified time after the call has been received and acknowledged by HPE:																
4-hour onsite hardware response	<p>The onsite response time for hardware support option with HPE Critical Service is 4-hours.</p> <p>A Hewlett Packard Enterprise authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged and acknowledged* by HPE.</p> <p>* Please see "Service prerequisites" for more detail.</p>																

Table 4. Service-level options (The following service-level option features are only available as part of HPE Critical Service Contractual service) *continued*

Service-level option	Delivery specifications								
Hardware reactive support options									
Travel zones—onsite hardware response	<p>All response times apply to sites located within 100 miles (160 km) of an HPE designated support hub. Travel to sites located within 200 miles (320 km) of an HPE designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HPE designated support hub, there will be an additional travel charge.</p> <p>Travel zones and charges may vary in some geographic locations.</p> <p>Response times to sites located more than 100 miles (160 km) from an HPE designated support hub will have the modified response times for extended travel, as shown in the table below:</p> <table border="1"> <thead> <tr> <th>Distance from HPE designated support hub</th> <th>4-hour onsite response time</th> </tr> </thead> <tbody> <tr> <td>0–100 miles (0–160 km)</td> <td>4 hours</td> </tr> <tr> <td>101–200 miles (161–320 km)</td> <td>8 hours</td> </tr> <tr> <td>Greater than 200 miles (320+ km)</td> <td>Established at time of order and subject to resource availability</td> </tr> </tbody> </table>	Distance from HPE designated support hub	4-hour onsite response time	0–100 miles (0–160 km)	4 hours	101–200 miles (161–320 km)	8 hours	Greater than 200 miles (320+ km)	Established at time of order and subject to resource availability
Distance from HPE designated support hub	4-hour onsite response time								
0–100 miles (0–160 km)	4 hours								
101–200 miles (161–320 km)	8 hours								
Greater than 200 miles (320+ km)	Established at time of order and subject to resource availability								

Table 5. Optional enhancements (available with both HPE Critical Service and HPE Critical Service Contractual service, unless otherwise noted)

Feature or service	Delivery specifications
Note	Please note that the delivery of some 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). Please refer to the service prerequisite section for more detail.
Enhancement for SAP (server)	<p>Systems running SAP are critical to business operations. To assist the Customer in making the SAP infrastructure meet its operational and technical goals, HPE Critical Service enhancement for SAP provides optional proactive support and integrated problem resolution between Hewlett Packard Enterprise and SAP. Enhancement for SAP deliverables are:</p> <ul style="list-style-type: none"> • Quarterly operating system patch assistance, which includes coordination analysis with SAP products, taking into account the specific combination of OS, database, and SAP components • Monthly performance trend analysis, reports, and recommendations • Annual capacity planning • SAP-focused business collaboration planning <p>HPE remote support technologies act as a platform for enhanced collaboration by providing an operations bridge into the SAP Solution Manager (SoLMan) at customer site for automated incident synchronization. Customers who use SAP SoLMan Service Desk can integrate with HPE remote support technologies for seamless incident management of the entire SAP landscape. If a problem should occur, HPE and SAP support processes are linked to provide fast and integrated problem resolution. HPE SAP customer support teams are comprised of ASMs who are SAP trained and certified SAP technical consultants, enabling them to better understand interactions between HPE and SAP and to prevent and solve SAP-related problems effectively.</p>
HPE expanded ITSM improvement service (environment)	Hewlett Packard Enterprise performs a detailed ITSM assessment covering both IT management and governance. During the assessment, HPE compares the Customer’s IT processes, systems, workflow, and organization, as well as IT’s relationship to the Customer’s business functions, with HPE best-practices standards for these parameters. The assessment identifies changes that can facilitate improving the Customer organization’s processes, boosting overall effectiveness, and reducing risks. Based on the assessment results, HPE and the Customer will develop a mutually agreed-upon service improvement plan to help to address the identified risks and improve IT service levels. The plan is a guide to review progress toward the improvement goals and to provide focus on areas where HPE advice and assistance could facilitate improvements or help reduce risks.
Open SAN environment support (SAN)*	Hewlett Packard Enterprise provides a single point of contact for reactive and proactive support for many open (multivendor) SAN infrastructures. HPE will troubleshoot and perform fault isolation for the Customer’s multivendor SAN infrastructure and manage problem resolution. In addition, HPE will incorporate the multivendor SAN infrastructure devices in the Customer’s account support plan, support reviews, and activity reviews.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer’s purchase agreement with Hewlett Packard Enterprise.

Table 5. Optional enhancements (available with both HPE Critical Service and HPE Critical Service Contractual service, unless otherwise noted) *continued*

Feature or service	Delivery specifications
Open network environment support (network)*	Hewlett Packard Enterprise can also offer a single point of contact for reactive and proactive support for many open (multivendor) networks. HPE will troubleshoot and perform fault isolation for the Customer’s multivendor network and manage problem resolution. In addition, HPE 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 available only as part of HPE Contractual services.

Table 6. Enabling technologies and tools

Service focus	Description
Enabling technologies and tools	<p>To support HPE Critical Service Customers, Hewlett Packard Enterprise uses a powerful suite of tools and technologies for managing complex and diverse IT environments. HPE remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices.</p> <p>This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help the Customer improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster incident resolution when incidents do occur.</p> <p>The electronic remote monitoring and support provided by these remote support technologies also help Hewlett Packard Enterprise service specialists resolve incidents faster. This is accomplished using remote troubleshooting and diagnostic tools, as well as capabilities to provide specific details of the Customer’s configuration, identify configuration changes, and systematically analyze the Customer’s configurations against HPE standard best practices.</p> <p>Recognizing that any remote support solution must provide security for the Customer’s IT environment, these remote support technologies comply with industry-standard security tools and practices. HPE’s rigorous security architecture helps provide data integrity and transaction security through a multilevel, layered structure utilizing encryption, authentication, industry-standard security protocols, and industry best practices integrated at the physical, network, application, and operational levels.</p> <p>The Customer is responsible for maintaining the contact details configured in the remote support solution that HPE will use in responding to a device failure.</p>

Table 7. HPE Technology Services Support Credits

Service focus	Description
HPE Technology Services Support Credits	HPE TS Support Credits address the Customer’s need to maintain efficiency, cost-effectiveness, and quality within the Customer’s IT environment. The Customer has the flexibility to choose from a variety of service activities ranging from virtualization, storage data management, infrastructure optimization, power and cooling, assessments, security, performance analysis, and firmware management. These service activities cover a broad spectrum of IT technology domains, including servers, blades, operating systems, storage, SANs, networks, and ISV software. The goal of HPE TS Support Credits is to provide the flexibility that the Customer needs by filling resource gaps and providing specialized expertise whenever it is required. The ASM can help determine how these services can be tailored to fit the Customer’s needs. Consult a Hewlett Packard Enterprise representative for a comprehensive list of available services.

Service limitations

Information highlighted in the following sections covers all features available with both HPE Critical Service Support Services and HPE Critical Service Contractual service. Please refer to specification tables 3, 4, and 5 for more details on additional features available only as part of HPE Critical Service Contractual service.

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, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HPE 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 servers, software, storage devices, storage arrays, networks, and storage area networks only. Features of this service may differ, or be limited, based on specific devices or software. Please check with an Hewlett Packard Enterprise sales office for specific limitations or local availability.

The Hewlett Packard Enterprise account team will provide the required proactive deliverables during HPE standard business hours, standard business days, either remotely or onsite, at the discretion of HPE.

Delivery of proactive support outside HPE standard business hours, standard business days can be purchased separately and is subject to local availability.

Hewlett Packard Enterprise retains the right to determine the final resolution of all reported incidents.

The scope of optional Hewlett Packard Enterprise Expanded ITSM Improvement Service does not include any remedial activity, configuration changes, specialized system configuration analysis, or patch or firmware analysis.

Hewlett Packard Enterprise does not act in the capacity of or take on the responsibility of an insurer of security, and states that no security provides absolute protection. While these services represent HPE's efforts at security, rendered in accordance with industry best practices, no security can provide guaranteed protection.

The following activities are excluded from HPE Critical Service:

- 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 Hewlett Packard Enterprise

- Services required due to failure of the Customer to take avoidance action previously advised by Hewlett Packard Enterprise
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Operational testing of applications, or additional tests requested or required by the Customer
- Backup and recovery of the operating system, other software, and data
- Services that, in Hewlett Packard Enterprise's opinion, are required due to improper treatment or use of the products or equipment

Hardware call-to-repair commitment

It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, Hewlett Packard Enterprise will provide service with a 4-hour onsite response time.

Hardware call-to-repair time options are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local Hewlett Packard Enterprise sales office for detailed information on availability.

The hardware repair time commitment may vary for specific products.

A call-to-repair time commitment does not apply when the Customer chooses to have Hewlett Packard Enterprise prolong diagnosis rather than execute recommended server recovery procedures.

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

At the discretion of Hewlett Packard Enterprise, 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 certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time 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 commitment, if any, shall not apply. In those cases Hewlett Packard Enterprise intends to ship Customer Self Repair parts that are critical to the product operation to the Customer location using the fastest locally available commercial carrier option.

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

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated or manual recovery processes triggered by a hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but which are required to verify that the hardware malfunction has been corrected, such as rebooting the operating system
- 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

Hardware onsite support

At the discretion of Hewlett Packard Enterprise, 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, certain hard disk drives, and other parts classified by HPE as Customer Self Repair (CSR) parts, or an entire replacement product. HPE will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

In the event that only a customer-replaceable part is required to return the system to operating condition, the onsite response time, if any, shall not apply. In those cases Hewlett Packard Enterprise intends to ship the Customer Self Repair part or a replacement unit to the Customer location using the fastest locally available commercial carrier option.

Open SAN environment support and Open network environment support

The following include, but are not limited to, exclusions from Hewlett Packard Enterprise Open SAN environment support and Open network environment support:

- Establishment of a contract between the third-party vendor and end-user Customer
- Service-level agreement establishment or 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, and billing the vendor on the Customer's behalf

Hewlett Packard Enterprise will not be able to contact a third-party vendor on the Customer's behalf unless the Customer has appointed HPE as a special agent.

Software

For all the servers that are included in the HPE Critical Service environment, if the Customer has not purchased the operating system license and the related reactive support from a third party, then software support must be purchased for each license and/or device that is covered under this service.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by Hewlett Packard Enterprise due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HPE as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not covered by this service.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HPE as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HPE reserves the right to cancel this service with 30 days' notice if HPE reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Service prerequisites

For call-to-repair commitment, an upfront audit may be required by Hewlett Packard Enterprise. It will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. 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.

Hewlett Packard Enterprise requires that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of the service. Also, if HPE determines that the best practice for a particular technology is to install firmware and embedded storage and SAN device-resident software updates remotely, then the Customer will be required to install and operate the appropriate HPE remote support solution. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HPE remote support solution, HPE may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for the manual collection of system information for proactive analysis activities. Additional charges will also be applied for onsite installation of non-customer-installable firmware and non-customer-installable embedded storage and SAN device-resident software updates, if the Customer does not deploy the required remote support solution, where recommended and available. Installation of customer-installable firmware and software is the responsibility of the Customer. There will be additional charges, if the Customer requests that HPE install customer-installable firmware and software updates.

Hewlett Packard Enterprise will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for Service prerequisites commencement of remedial action. Note: For events received via the HPE electronic remote support solutions, HPE is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start. Incident severity levels are defined in "General provisions."

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

For the optional Enhancement for SAP service, Hewlett Packard Enterprise requires that the Customer install and operate the appropriate HPE remote support solution, with a secure connection to HPE, in order to enable the delivery of this option.

For the optional software triage service, the Customer must first contact the third-party vendor that provides support for the software in question, prior to contacting Hewlett Packard Enterprise. If the third-party vendor states that the issue is not caused by their product, then the Customer can initiate a software triage case with HPE.

Customer responsibilities

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

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by Hewlett Packard Enterprise. The call-to-repair time commitment does 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.

Upon Hewlett Packard Enterprise request, the Customer will be required to support HPE's remote problem resolution efforts. The Customer will:

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

For HPE Critical Service, Hewlett Packard Enterprise requires the Customer to install the appropriate HPE remote support solution, with a secure connection to HPE, and to provide all necessary resources in accordance with the HPE remote support solution release notes, in order to enable the delivery of the service and options. When an HPE remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HPE will use in responding to a device failure. Please contact a local Hewlett Packard Enterprise representative for further details on requirements, specifications, and exclusions. For scheduled calls, the Customer shall promptly make the equipment available for remedial activities at the agreed-upon time.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by Hewlett Packard Enterprise. In the event that HPE does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HPE list price for the defective part or product, as determined by HPE.

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

The Customer will:

- Take responsibility for registering to use the Hewlett Packard Enterprise or third-party vendor's electronic facility in order to access knowledge databases or to obtain product information. HPE will provide registration information to the Customer, as required; additionally, for certain products, the Customer may be required to accept vendor-specific terms for use of the electronic facility.
- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the Hewlett Packard Enterprise Support Center
- Use all software products in accordance with current Hewlett Packard Enterprise 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 such software updates provided under this service

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to Hewlett Packard Enterprise as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to hpe.com/mediahandling.

If the customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by HPE; HPE is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide Hewlett Packard Enterprise with identification information for each data retentive component retained hereunder, and, upon HPE request, execute a document provided by HPE acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations
- For data retentive components supplied by Hewlett Packard Enterprise to the Customer as loaner, rental or lease products the Customer will promptly return the replacement components at the expiration or termination of support with HPE. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HPE and HPE shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components

Open SAN environment support and Open network environment support

The Customer will appoint Hewlett Packard Enterprise as special agent and grant HPE full power and authority to act for the Customer and in the 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 follow up directly with non-affiliate vendor(s) until the problem is resolved
- 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 Hewlett Packard Enterprise during the process of fault isolation and problem resolution
- To provide telephone numbers and call logging instructions for each vendor the Customer wants Hewlett Packard Enterprise 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

If the Customer does not comply with these Customer responsibilities, HPE or a Hewlett Packard Enterprise authorized service provider will not be obligated to deliver the services as described.

General provisions/Other exclusions

Hardware support onsite response time and call-to-repair time commitment, as well as software support remote response time, may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Ordering information

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

- HPE Support Services: HPE Critical SVC HA112Ax or HPE Critical SVC wDMR SVC HG932Ax (x denotes the service length in years: options are 1, 3, 4, or 5 years)
- HPE Contractual services: HPE Critical SVC HA112AC

Service coverage requires the existence of a valid Critical Service Environment module at all times.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

Please note for HPE Critical SVC (HA112AC):

- Optional 4-hour hardware onsite response time is selected in lieu of call-to-repair time commitments. The Customer may not select both an onsite response time and a call-to-repair time commitment for the same device.
- Enhanced parts inventory management and upfront audit are included with the call-to-repair time commitment option only; they may not be sold separately.
- Dedicated parts inventory management is available as an additional option with hardware call-to-repair commitment service level only.

For more information

For more information on Hewlett Packard Enterprise Support Services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support

