

# HP Installation and Startup Service for Secure Key Manager

## HP Services

### Technical data



HP Installation and Startup Service for Secure Key Manager provides for the installation and implementation of the HP Secure Key Management Appliance, enabling secure end-to-end data management.

This service provides design, implementation, and testing services to help deploy real-time Secure Key Management (SKM) functionality between two HP Secure Key Management Appliances or HP encryption clients.

With help from your designated IT security officer, an HP storage specialist will engage in a discovery process designed to aid in understanding your business, security management, and policy management needs. This collaboration provides the groundwork to plan, design, and employ your personalized system configuration.

The service includes a site inspection, installation of SKM hardware, verification of appropriate operating system patch levels, implementation of your approved system configuration, limited SAN integration, and verification that the implemented solution meets your specifications.

The HP storage specialist will also provide documentation of the configuration and a brief orientation to give you an overview of the product.

Installation and startup of additional HP Secure Key Management Appliances can be accommodated at the same location or at another location at additional cost.

Requirements exceeding the standard deliverables and boundaries of the service can be accommodated through a custom Statement of Work (SOW) process at additional cost.

## Service benefits

- Installation and startup by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Allows your IT resources to stay focused on their core tasks and priorities

## Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

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### Specifications

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	<p>Pre-sales planning and activities include:</p> <ul style="list-style-type: none"><li>• Exploration of the features of the HP Secure Key Manager with the Customer</li><li>• Qualification of the Customer's security processes and policies</li><li>• Qualification of the Customer's environment</li><li>• Site inspection and gathering of the Customer's configuration requirements</li><li>• Review of the pre-delivery checklist</li></ul>
<b>Service deployment</b>	<p>The following activities will be performed during service deployment:</p> <ul style="list-style-type: none"><li>• Install the SKM hardware as per the installation manual</li><li>• Verify that each SKM node is initialized across a serial connection</li><li>• Configure the HP SKM via the management server, including:<ul style="list-style-type: none"><li>- Setting up certificate authorities (CAs)</li><li>- Creating the SKM server certificate</li><li>- Configuring and enabling Secure Sockets Layer (SSL)</li></ul></li><li>• Create clusters:<ul style="list-style-type: none"><li>- SKM clustering provides both SKM device and network path failover</li><li>- All critical accounts, keys, and configurations are continuously and automatically replicated between nodes</li><li>- Clustering increases the number of clients who can access keys</li></ul></li><li>• Configure the encryption clients via Command View or similar interfaces, including:<ul style="list-style-type: none"><li>- Configuring each of the encryption clients to use the HP SKM (consists of installing digital certificates and configuring the encryption clients with the IP addresses of the SKM nodes)</li></ul></li><li>• Document the Customer's configuration:</li></ul>

- A usable and accurate record of the configuration, as well as any installation considerations (including topology maps) and any passwords, will be made so that the Customer's SKM environment can be rebuilt, if required

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<b>Installation verification tests (IVT)</b>	HP will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

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## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- Prior to installation, the Customer must complete the pre-sales planning process, which includes a pre-delivery installation checklist covering the HP Secure Key Manager security policies and processes.
- The Customer's existing storage solutions must be supported by and be compatible with the HP Secure Key Manager being installed.
- Required management software, such as HP Command View Tape Library for ETLA Libraries, and the library Secure Manager license must be installed and must meet revision and patch levels necessary to support the HP Secure Key Management Appliance. Other encryption clients may have similar requirements.
- The Customer must install any recommended host-based patches or software upgrades, including device drivers, firmware, and licenses, to bring the SAN environment and/or encryption clients into a supported configuration. For example, the Secure Manager license must be installed by the Customer.

Note: If the above prerequisites are not initially satisfied, HP can, through additional purchased services, work with the Customer to verify that all pre-delivery requirements are met.

When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HP service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.

## Service limitations

The following activities are excluded from this service:

- Application integration or integration of third-party products or peripherals not included with the system
- Troubleshooting for interconnectivity or compatibility problems
- Backup, recovery, and support of the operating system, other software, and data
- Any restoration/recovery of compromised data
- Operational testing of applications, or additional tests requested or required by the Customer
- Service deployment on hardware not covered by an HP warranty or HP support agreement

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Meet all installation requirements for encryption clients' firmware before the service is implemented
- Complete the pre-delivery installation check list
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Ensure that all site preparation, power supply compatibility requirements, and other specified service prerequisites are met
- Have at least one supported encryption client; for ETLA tape libraries, at least one LTO-4 drive is required, correctly licensed with Secure Manager in a supported configuration, as defined in the HP SAN design reference guide (other encryption clients may have similar requirements)
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Provide any prerequisite equipment or materials
- Ensure the participation of the Customer's IT storage administrator, database administrator, and other selected staff, to discuss business/operational objectives and any special requirements
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

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.

Supported versions of firmware, drivers, and operating system patches and service packs must be present within the SAN environment.

All host systems involved in the delivery of this service must be covered by an HP support agreement. For any hosts not covered in this capacity, configuration of these systems and verification testing between these hosts and the installed encryption clients will not be the responsibility of HP. Any such testing will be performed by the Customer or their designated agent.

The Customer's site preparation activities must be validated during the pre-delivery phase of the project, in accordance with a pre-installation checklist.

The overall Secure Key Management solution must be a supported configuration, as defined by HP.

In the case of Fibre Channel cabling installed by the Customer or Customer-designated agent(s), the distance between any two SAN components must be supported by HP.

Host systems, Ethernet networks, and storage area networks (SANs) must be implemented and operational at all applicable locations.

Inter-site infrastructure (Ethernet, IP, SAN, or other) must be installed, configured, and operating normally.

Customer host applications must be installed and operating normally prior to the delivery of this service.

## **General provisions/Other exclusions**

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

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

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

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HP maintained hardware or software
- Installation of firmware or licensing to bring the encryption client or other SAN devices in the environment into an HP supported configuration
- Reconfiguration or installation of SAN components or software drivers or patches to bring the environment into an HP supported configuration
- Installation of other new SAN hardware
- Installation and configuration of network gateways not provided by HP as part of this solution
- Analysis and/or reconfiguration of the existing SAN environment to improve performance or robustness
- Partitioning of any encryption clients
- Design, installation, configuration, or testing of the Customer's backup solution
- Backup, restoration, or migration of data
- Any services not clearly specified in this document

Infrastructure installation and configuration may be coordinated with delivery of this service; consultation from HP may be required in the definition of infrastructure parameters.

## Ordering information

- HP Tech Strtup Storage SKM SVC
  - Base Security Key Management Appliance product (AJ087B—2 nodes required)
  - Same site/different
  - HA124A1 58A (24 hours)
- HP Tech Strtup SKM Add'l SVS
  - Additional Security Key Management Appliance (AJ087B—one node)
  - Same site
  - HA124A1 58B (3 hours per node)
- HP Tech Strtup SKM Ext'l SVC
  - Additional Security Key Management Appliance (AJ087B—one node)
  - External site
  - HA124A1 58C (5 hours per node)
  - Additional SKM encryption client (same site)
  - Same site/different
- HP Technical Installation Startup SVC HP Tech Startup
  - Storage 1 Day SVC HA124A1-5B1
  - Additional SKM encryption client (remote site)
- HP Technical Installation Startup SVC HP Tech Startup
  - Storage 1/2 Day SVC HA124A1-5B2
  - Additional SKM encryption client (same site)

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

**HP support services:** [www.hp.com/hps/support](http://www.hp.com/hps/support)

**HP Care Pack services:** [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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