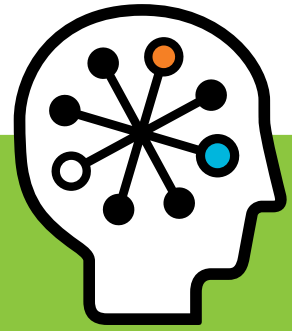




# HP Insight Capacity Advisor Virtualization Services

HP Services



## Service overview

HP Insight Capacity Advisor Virtualization Services (iCAVS) can assist you in understanding and developing a consolidated and virtualized server infrastructure. The purpose of a virtualized server infrastructure is to improve your return on investment (ROI) and total cost of ownership (TCO), make better use of server hardware, and increase overall flexibility and reliability across servers. Before making an investment in a virtualized infrastructure, you should have a clear understanding of how the infrastructure will look, the initial investment required, and the potential cost savings to be achieved.

HP iCAVS is a portfolio of services designed to help you plan for new virtualized environments—or get more from existing ones. You can select the level of service to best fit your needs: planning alone, or planning and design services for physical or virtual environments. As part of this portfolio, four levels of HP Server Virtualization Planning and Design Assessment Service are offered to meet your needs:

- Introductory: HP Virtualization Capacity Advisor Planning Assessment Service—P2V virtualization technology independent
- Intermediate:
  - HP Virtualization Capacity Advisor Planning and Design Assessment Service, Option 1—P2V virtualization technology independent
  - HP Virtualization Capacity Advisor Planning and Design Custom Assessment Service, Option 2—P2V and V2V virtualization technology independent
- Advanced: Custom Statement of Work (SOW)

## Service benefits

HP Insight Capacity Advisor Virtualization Services include recommendations that can help:

- Improve ROI
- Improve TCO
- Improve overall usage of server resources to help ensure that resources are being used wisely and efficiently
- Increase flexibility and ability of the server infrastructure to respond to Customer and organization needs

## Service feature highlights

- Data collection
- Findings report
- Explanation of service levels

# Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Data collection</b>	<p>All levels of service include:</p> <ul style="list-style-type: none"><li>• Automated remote data collection requiring no agents or other software installation on nodes being analyzed (data collection duration to be agreed upon by HP and the Customer—typically, up to 30 days)</li><li>• Capture of data collection statistics by HP consultant, including general node configuration, memory, and CPU usage</li></ul> <p>Intermediate and SOW levels of service include the following data collection:</p> <ul style="list-style-type: none"><li>• Current server utilization</li><li>• Current operating costs</li><li>• Application information (versions, instances, usage)</li><li>• Data types (stale, unused, less critical, subject to compliance, duplicated)</li><li>• Storage details (LUN sizes, RAID, tiers, capabilities)</li><li>• Data protection policies and procedures (backup and recovery, disaster recovery, business continuance)</li><li>• Operational policies and procedures</li><li>• Infrastructure environment, needs, and future requirements</li><li>• New functionality requirements</li></ul>
<b>Findings report (presentation to Customer staff)</b>	<p>Introductory level of service includes:</p> <ul style="list-style-type: none"><li>• Review of information gathered</li><li>• High-level overview of potential target environment</li><li>• High-level estimate of potential costs and ROI/TCO savings</li><li>• Recommended next steps</li><li>• Demonstration of Capacity Advisor</li></ul> <p>Intermediate and SOW levels of service include:</p> <ul style="list-style-type: none"><li>• Review of information gathered</li><li>• Sharing virtualization best practices</li><li>• Detailed, proposed server virtualization infrastructure documentation</li><li>• Estimated cost of server virtualization solution</li><li>• Detailed estimate of potential ROI/TCO savings (based on comparison to current costs)</li><li>• Recommended next steps, including implementation and migration project plan for the proposed solution</li><li>• Review of Capacity Advisor for Customer trial for the following 30 days</li></ul>

# Specifications

Table 2. Service-level options

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.

Option	Delivery specifications
<b>Introductory service level:</b>	
<b>Introductory HP Virtualization Capacity Advisor Planning Assessment Service—P2V virtualization technology independent</b>	<p><b>Physical to Virtual Analysis, Consolidation, Planning and Recommendation Service</b></p> <p>This introductory service provides preliminary information needed for the Customer to make an informed decision on how to proceed toward a virtualized environment, by presenting a high-level description of the proposed environment, industry-standard costs, and potential cost savings for the Customer. Service includes the following:</p> <ul style="list-style-type: none"> <li>• High-level discussion with the Customer for virtualization plans and interest in virtualization; interview will cover new functionality requirements for hardware/software/services/support</li> <li>• Installation and subsequent removal of necessary software for data collection</li> <li>• Up to one month of Customer remote data collection. Data collection and analysis are managed remotely. If data is required to stay onsite, the HP consultant will work with the Customer to use remote tools. This may not be possible for all Customer environments. If onsite work is required, the services team may recommend an alternative service or statement of work for the onsite needs.</li> <li>• Customer server utilization review using HP software to collect data for producing Customer report documentation. The remote HP teams will perform installation, data collection, and report generation when possible. The Customer report will show all servers up to a total of 200 physical servers and will include consolidation ratios for space savings, power costs, and other savings based on industry standards.</li> <li>• Analysis and report based on up to 200 servers on Microsoft® Windows® platforms</li> <li>• Consolidation target, which includes a standard blade configuration; HP will provide up to four scenarios, including blade and rack scenarios</li> <li>• Report to Customer with best-practice knowledge transfer to be performed remotely; also included is a remote demonstration of Capacity Advisor and ID-VSE for ongoing virtualization management</li> <li>• Recommendation of next steps with estimated cost of solutions and ROI with HP scenarios to meet Customer needs</li> </ul>
<b>Intermediate service level:</b>	
<b>Virtualization Server Planning and Design Service</b>	<p>Virtualization Server Planning and Design Service is targeted for Customers planning to proceed with server virtualization. It provides a more in-depth study of the Customer's environment to determine the business and virtual server environment architecture requirements, in addition to more precise costs and potential cost savings.</p> <p>This service includes data collected on the Customer's current operating environment. In addition, detailed information is gathered through interviews and/or a workshop conducted with the Customer's key stakeholders, including data center owners, infrastructure support, application owners, IT managers, and finance personnel. This information is used to explore current costs and potential cost savings, application details, types of data, storage information, and data protection and operational policies and procedures. Analysis of these findings can lead to a better understanding of the Customer's current and future needs, and highlight the additional customization and functionality required in the proposed virtualized environment, along with the related costs.</p> <p>Upon completion of this information gathering, a formal review is conducted with key stakeholders to present the identified needs along with detailed, proposed server virtualization architecture, investment costs, projected cost savings, and a roadmap to migrate from the current state to the proposed infrastructure.</p>
<b>Intermediate HP Virtualization Capacity Advisor Planning and Design Assessment Service, Option 1—P2V virtualization technology independent</b>	<p>Intermediate option 1 assists the Customer with consolidating to new virtualized environments and includes all basic Virtualization Server Planning and Design deliverables, with the following additions:</p> <ul style="list-style-type: none"> <li>• Interviews and/or a workshop with key Customer stakeholders to gather more detailed information regarding the Customer's current infrastructure, issues, and business requirements. Key Customer stakeholders include data center owners, infrastructure support, application owners, IT managers, and finance personnel. Information gathered may include current server utilization, current operating costs, application information, data types, storage details, data protection policies and procedures, operational policies and procedures, infrastructure environment, and needs and future requirements.</li> <li>• In-depth analysis of information, resulting in greater detail for proposed infrastructure design</li> <li>• Up to 500 physical servers which may cross firewalls, domains, etc.</li> <li>• Data collection for up to one month to ensure an accurate look at the Customer's operating environment and CPU usage</li> <li>• More detailed initial investment costs and potential cost savings report based on Customer-specific cost structures, plus a recommended server virtualization environment architecture that includes an implementation and migration project plan</li> <li>• Installation of a 60-day trial Capacity Advisor license, which will provide 30 days for the collection of data as well as 30 additional days for Customer interaction with the product itself. Installation of Capacity Advisor software will be performed by an HP solutions architect at one Customer location. Customer will provide a CMS (centrally managed system) with a supported Windows OS installed.</li> <li>• The final report presentation to the Customer, to be done onsite at one location with an HP solution architect. This will include the in-depth report, analysis, and presentation to the Customer and any and all key contributors. The details discussed may include estimated cost of the solution and ROI, a review of the information gathered, detailed proposed server virtualization infrastructure documentation, and an HP solution designed to meet the Customer's needs. Finally, a recommendation of the next steps, including consolidation, implementation, and a migration plan for the proposed solution will be discussed.</li> </ul>

# Specifications

Table 2. Service-level options *continued...*

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.

Option	Delivery specifications
<p><b>HP Virtualization Capacity Advisor Planning and Design Option 2: Bundled Assessment Option—P2V and V2V virtualization technology independent</b></p>	<p>Intermediate option 2 assists the Customer with consolidating to new virtualized environments, and it will help show enhanced usage and planning between existing virtualized environments. Option 2 is also customizable using a Statement of Work (SOW) for Customers needing P2V and V2V.</p> <p>Option 2 includes all basic Virtualization Server Planning and Design deliverables, with the following additions:</p> <ul style="list-style-type: none"> <li>• Interviews and/or a workshop with key Customer stakeholders to gather more detailed information regarding the Customer's current infrastructure, issues, and business requirements. Key Customer stakeholders include data center owners, infrastructure support, application owners, IT managers, and finance personnel. Information gathered may include current server utilization, current virtual connection, current operating costs, application information, data types, storage details, data protection policies and procedures, operational policies and procedures, infrastructure environment, and needs and future requirements.</li> <li>• In-depth analysis of information, resulting in greater detail for proposed infrastructure design</li> <li>• Up to 500 physical servers which may cross firewalls, domains, etc.</li> <li>• Data collection for up to one month to ensure an accurate look at the Customer's operating environment and CPU usage, using Customer's CMS for data collection with Capacity Advisor</li> <li>• Installation of a 60-day trial Capacity Advisor license, which will provide 30 days for the collection of data as well as 30 additional days for Customer interaction with the product itself. Installation of Capacity Advisor software will be performed by an HP solutions architect at one Customer location. Customer will provide a CMS (centrally managed system) with a supported Windows OS installed.</li> <li>• More detailed initial investment costs and potential cost savings report based on Customer-specific cost structures, plus a recommended server virtualization environment architecture that includes an implementation and migration project plan</li> <li>• The final report presentation to the Customer, to be done onsite at one location with an HP solution architect. This will include the in-depth report, analysis, and presentation to the Customer and any and all key contributors. The details discussed may include estimated cost of the solution and ROI, a review of the information gathered, detailed proposed server virtualization infrastructure documentation, and an HP solution designed to meet the Customer's needs. Finally, a recommendation of the next steps, including consolidation, implementation, and a migration plan for the proposed solution will be discussed.</li> </ul>
<p><b>Advanced service level:</b> <b>Advanced option: Custom SOW</b></p>	<p>SOW is HP only.</p> <p>This is a custom statement of work service that cannot be completed within the introductory and intermediate levels. It is targeted for Customers planning to proceed with server virtualization, and provides a more in-depth study of the Customer's environment to determine the business and virtual server environment architecture requirements, in addition to more precise costs and potential cost savings.</p> <p>Service begins with data collected from the Customer's current operating environment. Additional information is gathered through interviews and/or a workshop conducted with Customer's key stakeholders, including data center owners, infrastructure support, application owners, IT managers, and finance personnel. This information is used to explore current costs and potential cost savings, application details, types of data, storage information, and data protection and operational policies and procedures. Analysis of these findings can lead to a better understanding of the Customer's current and future needs, and highlight the additional customization and functionality required in the proposed virtualized environment, along with the related costs.</p> <p>Upon completion of this information gathering, a formal review is conducted with all involved parties to present the identified needs along with a detailed, proposed server virtualization architecture, investment costs, projected cost savings, and a roadmap to migrate from the current state to the proposed infrastructure. At this time, any other agreed-upon contractual deliverables will be delivered to the Customer.</p>

## Customer responsibilities

The Customer will:

- Provide access to a non-production Windows server to install data collection software
- Grant the HP consultant the necessary access to a non-production Windows server to install data collection software for server virtualization planning and design; depending on the Customer's network and distance limitations, HP may require more than one collection server
- Provide the HP consultant with login credentials and network access from the data collection server to all servers to be analyzed as part of this service for data collection purposes
- For intermediate and SOW levels of service, provide a supported CMS with supported Windows OS installed for HP SIM and HP Capacity Advisor installation; it will be necessary to have specific ports for access from collection servers to target servers
- Respond when contacted by an HP service specialist to schedule the delivery of the service within 90 days of the date of purchase
- 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 the HP consultant in facilitating the delivery of this service
- Ensure that all service prerequisites as identified under "Service eligibility" are met
- Allow HP access to all locations where the service is to be delivered
- Assure participation of key personnel as described in this document to participate in discussions of the Customer's business and operational objectives, plus any special requirements

## Service limitations

The HP Server Virtualization Solution Planning and Design Assessment Services are limited to data collection and an overview of potential target architecture and cost savings.

Data collection will include remote or onsite automated collection, as specified in the foregoing Service Description Deliverables, per level of service purchased. Any operating systems not supported by the data collection tool require customized price quoting. Depending on the duration of data

collection, one or two onsite visits will be made, as required, for the HP consultant to configure data collection equipment, capture findings, and complete service delivery.

Data collection will occur from a single site. Collection from remote sites via network is also included. However, collection from multiple physical sites requires customized price quoting.

For Intermediate and Advanced options only, a workshop and/or individual interviews are included.

The overview of potential target architecture and cost savings includes:

- Introductory level: High-level estimate provided
- Intermediate and Advanced levels: Customized and precise estimates provided

Only those activities clearly specified in this document will be provided.

## Service eligibility

The customer must currently use or be planning to implement a target environment consisting of HP Insight Dynamics - VSE for Integrity, VMware Infrastructure 3, VMware ESXi, VMware vSphere, Microsoft Hyper-V or Citrix XenServer software, HP Blade servers, HP Integrity servers, or HP ProLiant servers

## General provisions/Other exclusions

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

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

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

The service is only available during local HP business hours. Any service delivery outside these hours will be subject to additional charges.

Application consolidation is not included as part of this service.

## Ordering information

Contact a local HP sales office to order the HP Server Virtualization Solution Planning and Design Service using the following product numbers:

- UK832E, HJ912A1, HJ912AE - HP Virtual Capacity Advisor Planning & Assessment Introduction Service
- UK833E, HJ914A1, HJ914AE - HP Virtual Capacity Advisor Planning and Design Assessment (P2V & V2V)
- UK834E, HJ913A1, HJ913AE - HP Virtual Capacity Advisor Planning and Design Assessment (P2V only)

## For more information

For more information on HP Virtualization Solutions, contact any of our worldwide sales offices or visit our web site at: [www.hp.com/go/virtualization](http://www.hp.com/go/virtualization)

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