



# HPE Basic Capacity Survey Service

## HPE Packaged Consulting Services

There are two major facility issues that are the concern of both facility and IT managers: capacity and availability. These issues directly affect IT service delivery. Facing the combined challenge of understanding their facility's mechanical, electrical, and plumbing (MEP) power and cooling capacities, facility and IT managers need to know the extent to which those capacities are currently being utilized, and how those factors influence a facility's MEP availability. HPE Basic Capacity Survey Service provides quantitative capacity and availability information that can help managers allocate the facility's resources more effectively in order to deliver the capacity and availability needed to meet their service goals. As part of the service, HPE will summarize this information in a clear graphical form, as more specifically described below.

This service is specifically designed to help you evaluate the power and cooling capacity of your facility's MEP infrastructure in comparison with your current power and cooling loads, providing you with quantitative information that can help in planning for future facility or IT expansion.

### Service benefits

HPE Basic Capacity Survey Service can help you:

- Benchmark your MEP facility against published availability tier-level classification
- Understand the electrical and cooling capacities of your data center's MEP facility
- Compare your current electrical and cooling loads with your facility's total capacity

### Service feature highlights

- Service planning
- Data collection and analysis
- Presentation of findings

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays, unless otherwise agreed to by HPE. Any service provided outside of HPE standard business hours may be subject to additional charges.
<b>Data collection and analysis</b>	In preparation for the start of HPE's onsite data collection activities, the Customer will provide HPE with the following documentation:

- A one-line diagram of the electrical system
- A mechanical system diagram with an interrelated piping system scheme
- Fire detection and suppression system documentation
- Emergency power-off system documentation
- Electric utility bills for at least the preceding three months

Once the Customer's documentation has been received, HPE technicians will conduct an onsite visit to the Customer's facility, during which HPE will:

- Conduct interviews with the Customer's management and IT operations staff to determine the Customer's business strategy as it relates to facility availability requirements
- Collect data on the type, topology, and capacity of the facility's major infrastructure systems and equipment
- Determine existing electrical and cooling load levels

HPE technicians will not physically interact with any of the MEP equipment directly. Survey observations will be made without opening live electrical panels; active mechanical systems; or other infrastructure equipment, systems, or devices. The data collected will be obtained from existing meters, monitoring systems, Customer records, or other Customer-provided information.

Offsite, HPE consultants will analyze the collected data and create a report.

#### Presentation of findings

HPE will provide the Customer with a report that details the findings of the survey. The report will consist of the following, as appropriate and determined by HPE based upon findings:

- An executive summary that provides a high level overview of the project and the survey results
- Determination of overall facility availability based on industry tier-level standards
- A summary of the MEP facility's strengths and weaknesses
- A facility overview that illustrates the physical configuration, topology, type, and capacity information of the MEP facility's major infrastructure equipment (electrical utility feeder, UPS, chillers, cooling towers, and computer room air-conditioning or air-handling units), as applicable
- A summary of the facility's electrical and cooling capacities
- A graphical summary of existing electrical and cooling loads as a percentage of total capacity

## Service limitations

- The fee for the service will be based on the size, complexity, and total power usage of the facility as well as on the accuracy and completion of the information provided by the Customer. Subsequent determination that the facility is larger, is more complex, or uses more power than estimated will add to the scope of the survey and report, which may result in additional fees (charged on a time and materials basis).
- This service does not include any remedial activity or pricing for remediation of any data center environmental issues identified. Any corrective measure to mitigate the risks identified by this service, implementation of HPE recommendations made as part of this service, or pricing for the cost of issue remediation is outside the scope of these services. Such activity may be available from HPE as part of a separately scoped service, or HPE may provide a rough order of magnitude estimate analysis.
- Any services not clearly specified in this document are excluded from this service.

## Service eligibility

HPE Basic Capacity Survey Service is available for all data centers, IT rooms, server rooms, and server closets with either raised or non-raised floor environments.

## Customer responsibilities

The Customer will:

- 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 HPE in obtaining data and facilitating the delivery of this service
- Contact an HPE service specialist within 90 days of date of purchase to schedule the delivery of the service

## Data sheet

- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Prior to the start of HPE's onsite data collection activities, provide site, electrical, and mechanical drawings; utility bills; and other site-specific infrastructure data as requested by HPE

## General provisions/Other exclusions

- HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE 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 not met by the Customer.
- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Any deliverables will be deemed accepted upon delivery.

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HPE Basic Capacity Survey Service, contact a local HPE sales representative and reference the following product numbers:

- H1Y26A1#005 for HPE Basic Capacity Survey Service (ISS)
- H1Y25A1#005 for HPE Basic Capacity Survey Service (BCS)
- UM544AA for HPE Basic Capacity Survey Service (Compass)

Depending on the point of purchase and the requested service-level option, other product numbers may apply. Please consult a local HPE representative or HPE reseller regarding which product number will best meet specific needs.

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:  
[www.hpe.com/services/consulting](http://www.hpe.com/services/consulting)

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