



Hewlett Packard Enterprise

HPE Service Virtualization QuickStart Service

HPE Service Virtualization QuickStart Service provides you with hands-on mentoring and implementation of HPE Service Virtualization in your specific environment. The HPE-certified consultant will be on site to accelerate and support the adoption and usage of the tool by reducing the learning curve and assist in piloting a real use case scenario involving a service virtualization solution.

Hands-on mentoring and guidance over a two-week period will provide your testing team with the necessary knowledge and experience to create, deploy, configure, and exercise virtual services.

Installation of the HPE Service Virtualization software by a trained HPE Software Services specialist is included in this Service.

Service implementation

The HPE Service Virtualization QuickStart Service provides for the implementation of the HPE Service Virtualization software in a supportable configuration. This Service may be applied only to new HPE Service Virtualization installations, and is not applicable for product upgrades and/or expansions to existing installations. Installation is conducted in accordance with the product manufacturer's specifications and your specific requirements provided in the pre-installation questionnaire.

Service planning and deployment

An HPE Software Services specialist will schedule the delivery of the Service at a time mutually agreed upon between HPE and the customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE.

Any Services provided outside of HPE standard business hours will be subject to additional charges.

The HPE Software Services specialist will perform the following activities:

- Kickoff/Assessment meeting
 - Verify that installation prerequisites have been met
 - Validate the proposed HPE Service Virtualization solution configuration
 - Discuss current development, testing approaches and test data management of composite applications as it pertains to software components/services that are potential candidates for virtualization
 - Review development and/or test environment topologies in connection with the HPE Service Virtualization solution framework
 - Investigate the technologies in use, and the software and customer systems that will consume the virtualized services.
- Implementation
 - Design and install the HPE Service Virtualization solution at one customer site in a supported configuration.
 - Integrate with other *supported* HPE products such as HPE Service Test, HPE LoadRunner and HPE Performance Center.
 - Create, configure, and deploy a virtual service, using a customer's use case, based on current service definition in compliance with product-supported technologies.
 - Configure customer or consuming application to leverage virtual service operation

- Run up to two (2) functional test cases and one (1) performance test scenario, if applicable, exercising the newly created virtual service

- Setup, configuration, and verification of the installation
 - Set up a maximum of four (4) designers (client machines) and one (1) server instance, in a supported configuration for a single-site solution
 - Install necessary patches to allow integration of HPE Service Virtualization with other supported HPE products if applicable
 - Configure HPE Service Virtualization agents and security certificates where applicable
 - Create, deploy, and exercise pre-defined virtual services, leveraging demo applications and use cases
- Where applicable, integration validation of supported HPE products will be verified by being able to control virtual service state from within their user interface.
- Document the deployed HPE Service Virtualization environment

Installation verification

After the HPE Service Virtualization software is installed and operational, HPE will perform appropriate installation verification tests to confirm product functionality and adherence to HPE installation quality standards, including:

- Create an HPE Service Virtualization project
- Create and deploy a virtual service based on real service definition (demo service)
- Enhance virtual service with up to two (2) data models and two (2) performance models

- Populate data models with up to five (5) data rules to govern request/response entities
- Demonstrate virtual service state leveraging Learn, Simulate, and Standby features
- Demonstrate a successful deployment and integration by the following tasks:
 - Modify the application under test (AUT) to consume the newly created virtual service
 - Vary service data parameters to validate service rules/activities behavior
 - Update data models through the Learn feature
 - Validate Standby and Simulate behavior
 - Validate integration with HPE LoadRunner / Performance Center or Service Test by running tools accessing the virtual service

Customer mentoring session

Upon completion of the installation and verification, the HPE Software Services specialist will conduct a mentoring session for up to four (4) participants on the installed HPE Service Virtualization product, not to exceed sixteen (16) hours in duration. While not intended as a substitute for formal product training, this session will familiarize participants with how to use the implemented solution by:

- Understanding the architecture of a virtual service solution based on its technology
- Learning how to use the Service Virtualization Designer component
- Creating projects and topologies
- Creating and deploying a virtual service based on real service definition
- Learning how to control the state of a virtual service; Learn, Standby, and Simulate
- Creating and managing data and performance models
- Learning about data model rules and activities
- Configuring a consuming application to leverage the virtualized service

- Integrating HPE Service Virtualization with LoadRunner / Performance Center and/or HPE Service Test if applicable
- Running a sample functional/performance test to observe data and performance model accuracy

Customer requirements

To ensure a successful service implementation, the customer shall:

- Meet the HPE Service Virtualization hardware and software requirements as per the product user guide
- Meet the network and security requirements to install and configure the HPE Service Virtualization product as per the product user guide
- Select an application that will take part in the pilot use case
- Ensure network connectivity and required access for the selected application
- Identify the AUT business process involving the service to be virtualized
- Have the necessary documentation, test cases, test data, and any references relevant to service definition
- In the case of WEB services, a valid and standardized service definition file (WSDL) or XSD schema with proper security certificates if applicable (refer to supported technologies in the product user guide)
- Have necessary access and rights to any supported HPE tools for integration with HPE Service Virtualization if applicable

Service eligibility

The customer must provide the following for delivery of this Service:

- A valid license for the HPE Service Virtualization product
- The customer's SAID number as required to create cases with HPE Support
- Access to system administrator(s), application administrator(s), developers, and network engineers to support installation and configuration of HPE Service Virtualization if and where needed

- For any onsite Services delivery, all requisite logistical accommodations to the HPE Software Services specialist including but not limited to adequate physical work location, access to the customer's network, internet access, telephone access, and access to the customer's offices where the work will be performed
- For any onsite or remote Services delivery, any requisite access to the customer's network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords

In addition, the customer will be responsible for all applicable data backup.

Service limitations

This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Integration or configuration of HPE Service Virtualization outside of the manufacturer's supported platforms or products
- Upgrades or troubleshooting of pre-existing product installs

Customer responsibility

- Contact an HPE Software Services specialist within 90 days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third-party-maintained hardware/software, if applicable, with HPE.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HPE in facilitating the delivery of this Service.
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.

- Ensure the availability of all hardware, firmware, and software required by the HPE Software Services specialist to deliver this Service.
- Retain and provide to HPE upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- The customer shall provide reasonable access and working space at the site as HPE may reasonably request. The customer will provide HPE and HPE subcontractor staff standard telephone and dial-up or comparable data access to HPE's network at industry-standard speeds. HPE shall observe the customer work rules and security and safety policies while performing HPE Services at the site of which HPE is informed of in writing in advance and that are not inconsistent with HPE's own business practices.

Duration

Delivery of this Service will not exceed a total of ten (10) days in duration of consecutive delivery.

These days will be delivered as follows:

- Up to eight days of onsite Consulting
- Up to two days of offsite/remote Project Management
- This Service includes up to two (2) onsite visits by the HPE Software Services specialist.

Terms

This offering consists of a consulting and training effort and is governed by the HPE Customer Terms. All capitalized terms used in

this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. For purposes of this Data sheet, "services" mean consulting, integration, professional services or technical services performed by HPE under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HPE; software as a service; managed print services; and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Intellectual Property. HPE may provide HPE tools, templates, and other pre-existing intellectual property of HPE during the course of providing services ("HPE Pre-existing IP"). HPE Pre-existing IP does not include, nor is considered a part of, either the Deliverables or HPE software products. HPE retains all intellectual property ownership rights in such HPE Pre-existing IP. All HPE Pre-existing IP is HPE Confidential Information. HPE Pre-existing IP may be governed by additional license terms that are embedded in the HPE Pre-existing IP.

Payment and validity

This offering will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. If applicable, you must schedule delivery of the offering to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, HPE's obligations to deliver the offering under this Data sheet are considered fulfilled and your rights of receipt of the offering under this Data sheet will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify HPE in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date..

Change in scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

For more information

Contact your HPE representative or email HPE Software Services in your region:

AMS: amsalmpswat@hpe.com

EMEA: hpse-pso-emea-alm-mcs@hpe.com

APJ: hpswpsopajlmswat@hpe.com

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SKU HM340A1

Exhibit A

The following additional terms are hereby incorporated into this datasheet:

1. **Services.** Services means consulting, integration, or technical services performed by HPE under this Datasheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HPE; software as a service; managed print services; and outsourcing services.
2. **Dependencies.** Customer will comply with the general obligations specified in these Terms, and this Datasheet, in a timely manner. Customer acknowledges that HPE's ability to deliver the Services is dependent upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data Customer provides to HPE.
3. **Acceptance.** Acceptance of Services occurs upon HPE's performance of the Services. Acceptance of Deliverables occurs upon delivery.
4. **Hiring of Employees.** Customer agrees not to solicit, or make offers of employment to, or enter into consultant relationships with, any HPE employee involved, directly or indirectly, in the performance of Services hereunder for one (1) year after the date such employee ceases to perform Services under these Terms. Customer shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HPE employees.
5. **Force Majeure.** Neither party will be deemed to be in default hereunder, or will be liable to the other, for failure to perform any of its non-monetary obligations under these Terms for any period and to the extent that such failure results from any circumstance beyond that party's reasonable control, and which it could not have prevented by reasonable precautions or reasonable efforts provided that the exercise of such reasonable precautions or reasonable efforts will not require the incurrence of any additional cost or expense.
6. **Background Checks.** HPE conducts background checks in accordance with HPE's policies and procedures.
7. **Authorization to Install Software.** During the provision of Services, HPE may be required to install copies of third-party or HPE Branded Software and be required to accept license terms accompanying such Software ("Shrink-Wrap Terms") on behalf of Customer. Shrink-Wrap Terms may be in electronic format, embedded in the Software, or contained within the Software documentation. Customer hereby acknowledges that it is Customer's responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HPE to accept all Shrink-Wrap Terms on its behalf.



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