



# HP DDI Lifecycle Services

## HP Networking Consulting

### Service overview

Mobility, virtualization, cloud computing, and BYOD are creating major challenges for IT in managing their core network services, including DNS, DHCP and IPAM (DDI). Customers are struggling to effectively support existing services, roll out new and emerging initiatives, and meet rising expectations for connectivity. For example, most customers are managing their IP address space manually with spreadsheets, homegrown applications, or both.

The HP DDI solution enables you to be connected 24x7 while simplifying network management and reducing IT workload. The HP DDI service replaces or improves upon inefficient and error-prone legacy DDI solutions with a flexible and easy-to-use solution. As part of this service, HP assesses, designs, and implements or migrates a centralized solution with visibility into “everything IP,” including DNS, DHCP, and IPAM.

Network consulting teams leverage BlueCat technology to provide you with a full solution that helps you regain control; improve efficiency; centrally manage your network infrastructure; and enable strategic initiatives that are network dependent such as mobility, virtualization, and cloud computing.

### Service benefits

The DDI solution enables network administrators to more efficiently manage their core network services, reduce network downtime, and accelerate the rollout of new services, such as unified communications or wireless LANs. HP DDI Lifecycle Services unify mobile security, address management, automation, and self-service to offer a rich source of network intelligence that can protect networks, reduce IT costs, and help ensure reliable service delivery. DDI is the foundation of the network and an efficient, available, and optimized network is the foundation for cloud computing, mobility, and unified communications.

- Reduces the risk of outages caused by overlapping IP address space and manual configuration errors
- Helps ensure that your critical network-dependent systems, applications, and services are available 24x7
- Accelerates the rollout of new services and enables automation and self-service
- Tracks the relationship between user, device, and IP address for all connected devices using mobile security
- Eliminates the need to manually manage the registration of new devices with mobile security
- Maintains control over networks and accelerates the deployment of the latest megatrends (e.g., the cloud, BYOD, and virtualization)
- Manages and tracks all devices and IP address usage across your organization for security and compliance
- Prepares the network for seamless transitions to new network technologies like IPv6, DNS Security Extensions (DNSSEC), software defined networking (SDN), and machine-to-machine (M2M)

### Specifications

Table 1. Service features

Feature	Delivery specification
<b>Planning &amp; Discovery</b>	<p>As part of this service, HP will:</p> <ul style="list-style-type: none"><li>• Review engagement logistics with the Client</li><li>• Conduct a meeting with key staff to review the current operating environments, targeted end state, and proposed solution architecture</li><li>• Discuss and review the targeted network infrastructure</li><li>• Confirm the Client's data extraction and acquisition (DDI data)</li><li>• Perform an assessment of existing data and provide recommendations on architectural considerations, data normalization, data optimization, and data validation</li><li>• Review the provided IPAM data that needs to be imported and make recommendations based on the Client's needs and HP best practices</li><li>• Develop with the Client the system acceptance test plan (ATP), which will be used for testing purposes</li><li>• Establish an agreed-upon timeline for completion of the necessary changes to the existing DDI data by the Client, as appropriate</li><li>• Define the tasks needed for transitioning DNS and DHCP services to the HP solution</li></ul>
<b>Data Transformation</b>	<p>As part of this service, HP will:</p>

- Perform configuration of the lab environment, as appropriate
- Perform initial configuration of the production infrastructure
- Begin data conversion of the acquired DDI data
- Review and adjust the DHCP option data, as appropriate
- Perform staging and execute the acceptance test plan scenarios, as applicable
- Perform acceptance testing on migration and data transformation processes, as appropriate
- Perform the initial import of Client data into the HP solution and provide a report containing exceptions requiring remediation by the Client prior to production migration
- Validate imported data with the Client and import IPAM data into production

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#### Data Migration

As part of this service, HP will:

- Finalize DNS and DHCP data imports and review them with the Client
- Import DNS and DHCP data into production and validate the imported data with the Client
- Perform acceptance testing on the finalized data, as appropriate
- Finalize the configuration of the HP solution in the production environment
- Execute the cutover for DNS and DHCP data and monitor systems and service performance

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#### Transition and Project Close out

As part of this service, HP will:

- Finalize the configuration of the HP solution in the production environment
  - Execute the cutover for DNS and DHCP data and monitor systems and service performance
  - Review the deployed system with the Client
  - Document the final report, which includes:
    - A description of the built architecture
    - A summary of the configuration
    - Open issues and action items
    - Recommended next step for continued implementation of HP solution
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## Customer responsibilities

The Customer will:

- Provide HP personnel with access to the Client's building facilities, computer room facilities, systems, passwords, and so on, as needed, during normal business hours as well as after hours, if needed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HP to provide these services
- Contact an HP service specialist within 30 days of purchase date to schedule the service
- Assign an appropriate number of skilled personnel to work with HP and ensure that the personnel will make reasonable efforts to assist and cooperate with HP consistent with the services described herein
- Provide HP personnel with the existing DNS, DHCP, and/or IPAM data to be migrated into the HP solution at the start of this project
- Ensure that personnel with expertise on current operations, data, systems, and configurations relevant to DNS, DHCP, and/or IPAM are available to participate in the initial data assessment discussions and as needed over the course of the project
- Take responsibility for enacting all agreed-upon changes to their current DNS, DHCP, and/or IPAM solution necessary to complete this project
- Provide a suitable work area commensurate with the number of onsite HP consultants; the work area will include desks, chairs, and telephones, as well as Internet/HP network access through a virtual private network
- Gather relevant supporting documentation as requested by the HP team (this includes any current and planned-for configuration schematics, network topology diagrams, and network traffic analysis materials) where appropriate to ensure successful deployment
- Ensure that all of the relevant dedicated hardware necessary for the project has been purchased, configured, and installed
- Perform all entries and approval tracking for the Client's internal change management process
- Provide a suitable work area for delivery of the service, including access to power and network connections required for the monitoring equipment
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Perform all entries and approval tracking for the Client's internal change management process
- Assume responsibility for the accuracy, completeness, and the timely provision of all information provided by Client; if information is incomplete or incorrect, any delay and anything required to correct problems created by the use of such incomplete or inaccurate information will be treated as a Client requested Change Request to the Statement of Work (SOW) and will be subject to the Change Management process
- Assign a project sponsor who:

- Is available to HP personnel throughout the life of the project
  - Acts as an escalation point when conflicts cannot be resolved by the project manager
  - Is responsible for all Client aspects of this project
  - Is authorized to make all decisions relative to the project, including identification and assignment of Client resources
  - Is available to HP consulting personnel throughout the life of the project
  - Is authorized to sign status reports, approve consultant hours, and approve project changes
  - Will coordinate all interviews and collaboration events
  - Is responsible for the acceptance of deliverables and can verify compliance of each deliverable with the acceptance criteria as defined
  - Is authorized to approve project changes
- Assign managers and other personnel, as appropriate, to work with HP throughout the life of the project

## Service limitations

HP and the Customer acknowledge that successful completion of this project will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent, or similar action by either party is required by any provision of the SOW, such action will not be unreasonably delayed or withheld. The Customer agrees that to the extent that its failure to meet its responsibilities results in the failure or delay of HP in performing its obligations under the agreed SOW, HP will not be liable for such failure or delay.

Any services or deliverables not documented in the SOW are considered outside the scope of this service.

All deliverable documentation created for this engagement will be available in electronic format. The engagement planning software used for this engagement will be Microsoft® Project.

Services are deemed accepted upon performance.

Any change requests will be governed by the Change Management process.

## 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 pricing that may be requested by the Customer or 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 30 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. The DDI Lifecycle Services are custom scoped and priced based on the Customer's unique assessment needs as a time and material service.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

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

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