



# HPE ALM—HPE Quality Center Quick Start

## Summary

The HPE Application Lifecycle Management—HPE Quality Center Quick Start Service (the “Service”) provides implementation of the HPE Application Lifecycle Management software (“HPE ALM”) and HPE Quality Center (HPE QC”) by an HPE Software Services consultant (“HPE Consultant”).

The Service includes the installation of HPE ALM / HPE QC, verification of the installation, and mentoring on the software features and usability via hands-on workshops.

## Service implementation

The Service implements HPE ALM / HPE QC in a supportable out of the box configuration. The Service may be applied only to new HPE ALM / HPE QC installations, and is not applicable to product upgrades and/or expansions to existing installations of HPE ALM / HPE QC. Installation is conducted in accordance with the product manufacturer’s specifications and your specific requirements provided in the pre-installation questionnaire sent to you two (2) weeks prior to the Service delivery. The HPE Consultant will engage with you through phone calls, on a need-to basis, to answer any questions you may have regarding the questionnaire.

## Service planning and deployment

The HPE Consultant will schedule the delivery of the Service at a time mutually agreed upon between HPE and you, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed to in writing by HPE.

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

### Installation

The HPE Consultant will perform the following activities in up to four (4) consecutive days:

- Conduct one (1) kickoff/assessment meeting with all stakeholders as discussed during the pre-engagement calls:
  - Verify that installation prerequisites have been met as per the documented system requirements
  - Capture your deployment and topology requirements with respect to the supported out of the box deployment capabilities
  - Validate the proposed Service configuration based on your needs and project growth over time
- Install HPE ALM / HPE QC:
  - Design and install HPE ALM / HPE QC at one (1) site in a supported configuration.
  - In a cluster configuration, install up to three (3) HPE ALM / HPE QC nodes in a supported configuration for a single-site solution
- Set up and configure HPE ALM / HPE QC:
  - Set up one (1) HPE ALM / HPE QC instance, up to three (3) client desktops and connection to one (1) database instance and one (1) HPE ALM / HPE QC repository
  - If needed, configure HPE ALM / HPE QC for integration with LDAP for user authentication and connectivity with mail service

- Creation of up-to five (5) users within Site Administrator
- Creation of a new HPE ALM / HPE QC project
- Copying of a project to recreate within Site Administrator
- Test HPE ALM / HPE QC installation:
  - Successful sign-in to the out of the box HPE ALM / HPE QC demo project
  - Assisted by your resources, create and provide the as-built documentation describing the configuration and deployment of your HPE ALM / HPE QC environment

### Installation Verification

- Creation of one (1) user group within the newly created HPE ALM / HPE QC project
- Creation, modification, and deletion of one (1) of each of the following project assets: Requirements, Business Models, Test Resources, Defects, Test Sets, Test cases
- Validation of traceability capabilities between all created entities
- Modification of the workflow code associated with a single project to modify behavior of a single user group
- Creation, modification, and deletion of five (5) custom entities

## Customer mentoring session

Upon completion of the installation and verification, the HPE Consultant will conduct a mentoring session for up to five (5) users for up to two (2) business days on installed HPE ALM / HPE QC. While not intended as a substitute for formal HPE product training,

this session will familiarize participants with how to use the software by:

- Creating a project within HPE ALM / HPE QC Site Administration (one per mentee)
- Reviewing log files for daily health check of the HPE ALM / HPE QC installation
- Training on all administrative screens
- Training on all user screens

## HPE ALM / HPE QC workflows and project setup workshop

Upon completion of the mentoring session, the HPE Consultant will lead a workshop for up to five (5) users for up to three (3) business days, with the following objectives:

- Understand and capture your requirements regarding how to specifically configure HPE ALM / HPE QC to meet your needs
- Lead a hands-on, guided exercise where mentees will use the knowledge they have gained during the mentoring session to configure HPE ALM / HPE QC based on the previously gathered requirements

This will enable mentees to begin using and customizing HPE ALM / HPE QC through the following tasks:

- Creation of test projects within HPE ALM / HPE QC
- User group setup and user assignments
- Daily and weekly maintenance tasks such as patching of the HPE ALM / HPE QC environment

## HPE ALM / HPE QC Maturity workshop and recommendations

Upon completion of the workshop, the HPE Consultant will lead up to a one (1) day workshop covering quality testing and methodology. The focus of the workshop is

to explain the HPE ALM / HPE QC quality maturity model, how it can be applied within your organization, and how the Service that is implemented fits your company's Software Development Life Cycle methodology. HPE recommends that participants in this session should be representatives from the application development, business analysis, test/QA, and operations teams.

Working with your team members, investigating and evaluating your current testing capabilities, the HPE Consultant will provide a quality maturity profile and the steps recommended to improve testing maturity. HPE defines and uses quality maturity profiles as a template tool that probes an organization's capabilities in terms of Software Quality Testing by comparing it to HPE's best practices and Industries leading practices around "People", "Processes" and "Tools".

## Customer requirements

To ensure a successful service implementation, you must:

- Complete the general questionnaire worksheet supplied by HPE prior to the scheduled kickoff/assessment meeting
- Meet the hardware and software requirements for HPE ALM / HPE QC as defined by the product user guides, available with the delivered /downloaded software media or **online**
- Provide all software licenses and media for all products to be installed
- Meet the network and security requirements to install and configure HPE ALM / HPE QC per the product user guides
- Assign a designated person from your staff who, on your behalf, 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 Consultant to deliver this Service
- Provide reasonable access and working space at the site as HPE may reasonably request. 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 your work rules and security and safety policies while performing the Service at the site of which HPE is informed of in writing in advance and that are not inconsistent with HPE's own business practices
- For offsite work, attend HPE conference calls and be able to access HPE Virtual Rooms. If you are unable to access HPE Virtual Rooms, you must provide an alternative online meeting capability
- For remote work, provide remote access to your network via a provided virtual private network or an equivalent capability mutually agreed to by HPE and you. HPE shall observe your work rules regarding remote access to your network
- Be responsible for all applicable backups
- Actively participate in all mentoring sessions and workshops

## Service eligibility

For the delivery of this Service to occur you must comply with the following:

- Have a SAID number as required to create cases with HPE Software Support
- If and where needed, access to system administrator(s), database administrator(s), and network engineers(s) to support installation and configuration of HPE ALM / HPE QC
- Access to your network, servers and workstations including, but not limited to, VPN

## Service limitation

This Service will be delivered as two (2) consecutive visits, in accordance with the schedule proposed during the initial kickoff session. 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 or change order request.

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

- Configuration/integration of HPE Application Lifecycle Management QuickTest Professional
- Import of business process model or pre-existing project templates
- Delivery of formal education courses and material
- Deployment of components other than HPE ALM / HPE QC
- Integrations with any third-party system

## Customer responsibility

- Contact an HPE Software Services representative within ninety (90) days of the date of purchase to schedule delivery of the Service
- Coordinate Service deployment on third-party-maintained hardware/software (if applicable) with HPE
- Ensure that all prerequisites as identified in the Service Eligibility section are met
- 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

## Duration

Delivery of this Service will not exceed a total duration of ten (10) days, including two (2) site visits.

## 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.

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 your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HPE to accept all Shrink-Wrap Terms on its behalf.

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.

## Learn more at

**HPE Software Services**

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SKU HH587A1



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