

HPE Installation and Startup Service for VMware vSphere with Operations Management

HPE Lifecycle Event Services

Service benefits

- Installation and startup (initial configuration) by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

Service feature highlights

- Service planning
- Service deployment
- Customer orientation session

HPE Installation and Startup Service for VMware vSphere with Operations Management provides a pre-installation session with a Hewlett Packard Enterprise service specialist, installation and basic configuration of VMware vSphere with Operations Management, and an orientation session to help familiarize your organization with the product's functionality.

To help you match your deployment needs with VMware vSphere with Operations Management software, HPE Installation and Startup Service for VMware vSphere with Operations Management is available in the following packages:

- Package 1 - VMware vSphere with Operations Management (vSOM) Enterprise Plus

- Package 2 - HPE Custom ESS SW Deployment SVC – Statement of Work-based service that may include environment assessments, virtualization consulting, or custom installation and startup beyond what is included in Package 1.

Each service package includes a scheduled remote planning meeting (before scheduled service delivery time), with a Hewlett Packard Enterprise service specialist to prepare for the installation and deployment of the software package, basic configuration of the software, and a customer orientation session. See the 'Service planning' section for details on the service deliverables.

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to the service delivery, a Hewlett Packard Enterprise service 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 hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	<p>Service deployment for vSOM (VMware vSphere with Operations Manager Installation and Startup) includes the following:</p> <ul style="list-style-type: none"> • Package 1 – VMware vSphere with Operations Management (vSOM) Enterprise Plus: <ul style="list-style-type: none"> – Installation of one (1) vCenter Server Software on a dedicated server – Installation of up to four (4) ESXi servers at a single Customer location – Creation and configuration of up to two (2) different VMs – Creation of up to two (2) copies of one of the configured VMs on each ESXi server – Configuration of a sample VMware Distributed Resource Scheduler and Distributed Power Management (DRS and DPM) cluster – SKU-specific configuration of vCenter Server Appliance (configuring data center, cluster, adding hosts) – Review network configuration – Review storage connection configuration – Setup of IP pool – Customer must provide IPs – Deployment of VMware vCenter Operations Manager Virtual Appliance (vCOPS vApp) – Setup of a basic adapter (does not include setup of custom adapters) – Basic configuration of vCOPS and vCOPS dashboard setup <p>Hewlett Packard Enterprise will run the appropriate installation verification tests (IVTs) required for this service:</p> <ul style="list-style-type: none"> • Verify vApp Virtual Appliance Management Interface (VAMI) • Verify database connectivity (using 'test' button to validate the database connection during installation) • Verify network and firewall settings • Verify vCOPS Collector and basic adapter status • Verify connection to vCenter • Verify metrics collection • Verify dashboards and population of data
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and features, and will be available to answer questions, as appropriate. This session is completed in same day the installation is completed.

Service limitations

- Customer environment assessments and consulting are not included as part of this service
- This service is limited to a single product at a single physical site.
- The service is delivered as a single, contiguous event during HPE standard business hours, excluding HPE holidays. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost. Services outside the scope of the deliverables of this service may be performed as a custom service based on a separate Statement of Work (Package 2).
- Physical-to-virtual (P2V) migrations are not included as part of this service and are available separately as a custom service based on a separate Statement of Work
- VMware vMotion will not be demonstrated as part of the VMware vSphere Installation and Startup Services (standard installation only).
- VMware vSphere has certain features that require VMware vCenter Server to be installed (for Standard installation only) These features include but are not limited to:
 - VMware Update Manager
 - High Availability (HA)
 - vMotion
 - Distributed Resource Scheduler (DRS) and
 - Distributed Power Management (DRM)

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must be properly licensed for the VMware vSphere product to be installed
- The Customer must be properly licensed and meet the product prerequisites for VMware vCenter Server

- The Customer must meet the hardware prerequisites for the VMware vSphere product to be installed
- Customer shared storage must be configured properly in accordance with the product documentation, and configuration must be completed in advance of HPE's delivery of this service.
- Customer networks must be configured properly in accordance with the product documentation, and configuration must be completed in advance of HPE's delivery of this service
- For VMware vSphere, the Customer will need to satisfy the network requirements according to the VMware vSphere product documentation in order to achieve vMotion functionality
- The Customer must have the appropriate operating system licenses
- Configured Database - if using external SQL server, it must be setup prior to installation.

Customer responsibilities

The Customer will:

Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service

Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

Uncrate products and place the boxes in the immediate location where the installation service will take place

Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

Be responsible for all data backup and restore operations

Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

General provisions/Other exclusions

Hewlett Packard Enterprise 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 that are not met by the Customer.

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

Hewlett Packard Enterprise'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.

Travel charges may apply; please consult your local office

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

- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

Ordering information

This service can be ordered using the following service part number(s):

Package 1 - VMware vSphere with Operations Management (vSOM) Installation & Startup Service - Enterprise Plus

UORA1E - Fixed Care Pack, HA124A1#5TE - Flexible Support Service

Custom Statement of Work (SOW) Service:

Package 2 - Custom Deployment Statement of Work - HPE Custom ESS SW Deployment SVC (Statement of Work) - HJ898A1 or HJ898AE

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support
hpe.com/services/lifecycleevent



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