

HP Service Anywhere Onboarding Service



Deliver an IT service desk ... anywhere

HP Service Anywhere Onboarding Service is a fixed-price, fixed-scope low-cost stand-up service. Provided as a virtual service, it offers a baseline implementation to help equip your IT team with self-service capabilities including robust employee self-service and service request processes. Multi-sourced community knowledge management is supported, as are incident, problem, and change management.

To help you accelerate your deployment and improve your total cost of ownership, an HP Professional Services Consultant (“HP Consultant”) focuses on maximizing the out-of-the-box functionality that is designed to adhere to Information Technology Infrastructure Library (“ITIL”) best practices. This will help reduce the need for customizations that can increase costs.

HP Service Anywhere Onboarding Service must be purchased with HP Service Anywhere Express Learning Comprehensive One Year Software as a Service (sold separately).

Service implementation

Phase 1—Plan

Project preparation activities, confirm that data export is completed

Phase 2—Design

Project initiation activities, virtual meetings for project kickoff and design, requirements and planning validation

Phase 3—Build

Data import and validation, configuration and validation including language pack and outbound email

Phase 4—Activate and operate

User testing and validation support, remote production cut-over success activities, go-live and post-implementation support, project closeout

Key features and benefits

Accelerated time to value

HP Service Anywhere Onboarding Service eliminates the lengthy design typically associated with a service desk implementation. This service is focused on establishing base capabilities as quickly as possible, allowing you to start reaping the benefits early.

Training

HP Service Anywhere Express Learning Comprehensive One Year Software as a Service (sold separately) gives you access to the HP Adoption Readiness Tool (HP ART) Service Anywhere End User interactive training or equivalent. The training gets your users up to speed as quickly as possible.

Service planning and deployment

The HP Consultant will work remotely full time for a total of eight (8) weeks. A remote project lead is also staffed on the project in a twenty-five percent (25%) capacity to provide project oversight support.

The HP Consultant will schedule the delivery of the service during local HP standard business hours at their remote location, excluding HP holidays, unless otherwise agreed to in writing by HP.

Description of services and deliverables

The HP Consultant will deliver remotely the following activities:

- Provide the data export templates, system requirements template and configuration requirements template
- Data export and requirements definition support

Confirmation that your data export and requirements templates have been completed prior to the kickoff conference

- Virtual project kickoff conference with up to six (6) of your stakeholders and the implementation team; includes Service Anywhere process and tool walkthrough of Employee Self Service, Incident Management and Knowledge Management
- Virtual requirements validation conference with up to six (6) of your stakeholders and the implementation team; review documents: completed requirements templates, data export review and validation, and project plan baseline and schedule validation
- Technical review of completed data templates, configuration and system requirements, and project schedule
- Connect-It on-premise Installation assistance—may be required for data load transfer tool use
- Import of core reference data from completed HP data templates
- Import and validation of no more than two thousand (2000) configuration items (“CIs”) data that includes no data relationships
- System and custom configuration up to forty (40) hours of effort to configure the standard content
- Production readiness validation
- User testing and validation support
- Remote production cut-over success activities
- Remote go-live support
- Remote post-implementation support
- Remote project management and technical oversight

Content overview

- The service's value-added implementation tools that may be used include system requirements templates, configuration requirements templates, data import utilities and Excel spreadsheet templates

Scope limits

- All work provided with this service will be performed remotely.
- This service includes implementation of a single HP Service Anywhere tenant. Replication or transfer of tailoring, configurations, or data to other tenant(s) is considered out of scope.
- The following modules are provided as part of this basic out-of-the-box implementation service:
 - Employee Self-Service
 - Knowledge Management
 - Incident Management
 - Problem Management
 - Change Management
- In-scope configuration changes include simple data-related changes. Process flow changes or the creation of new processes are considered out of scope for this service.
- Configuration of one (1) language package is included.
- Configuration of email includes outbound email (using standard SMTP on open and close of an incident).
- Data import:
 - Import of referential data and validation is limited to existing Service Anywhere tables
 - Import of CI data and validation (no relationships) is limited to no more than 2000 CIs)
- Configuration:
 - This Service includes a maximum of forty (40) hours of effort to configure the standard content
 - Configuration hours can be used for any minor configurations agreed to by the project team
- Any effort required to tailor/configure in excess of forty (40) hours will need to be scoped in a separate statement of work and charged separately.
- This service will accommodate minor modifications such as adding a custom field to a form. Larger changes that alter a process flow will require additional services scoped in a separate statement of work and charged separately.
- Any limit imposed by the Service Anywhere tool, such as the number of custom fields that can be added to a specific table, will be considered a limit of this service.

- Import from an external repository or creation of KM articles is out of scope for this service.
- Creation of additional users not imported via LDAP into the SaaS interface and assignment of appropriate Service Anywhere roles is considered out of scope.
- Detailed project work plan creation and scheduling is not in scope.
- Detailed resource management using named resource assignments is not in scope
- Any services, deliverables and/or configurations not documented in the requirements template or the baseline project plan at the conclusion of the document review period are considered to be outside the scope of this service.
- HP uses a forty (40) hour work week as its standard.
- Post-implementation support includes a remote consultant on standby for forty (40) hours for troubleshooting issues that occur following go-live. It does not include the implementation of subsequent requirements that were not included in the requirements template.
- Remote project management and technical oversight include standard project management activities for the offshore implementation team.

Customer requirements

To ensure a successful service implementation, you must:

- Purchase of HP Service Anywhere Express Learning Comprehensive One Year Software as a Service (sold separately) is required for purchase of this Service Anywhere Onboarding Service.
- Assign designated person(s) from your staff who will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Service
- Ensure that all Service prerequisites as identified in the Service eligibility section are met
- Attend HP conference calls and be able to access HP Virtual Rooms. If you cannot access HP Virtual Rooms, you must provide an alternative online meeting capability
- Install Connect IT on premise if needed for data export and perform the data export
- Export of referential data using HP-provided templates or Connect IT
- Provide completed data and configuration requirements in the HP-supplied templates according to the guidelines of the HP Consultant, prior to the kick off conference

- Reviewing the Baseline project plan and requirements templates during the Document Review Period

Service eligibility

You must provide the following for delivery of this Service:

- Tenant administration access rights to a licensed Service Anywhere tenant for all HP Consultants
- If and where needed, access to system administrator(s), database administrator(s), and network engineers(s) to support data export activities as needed
- Access to your network and servers (including, but not limited to, VPN) to support data export activities as needed

Effort and duration

Resource	Max. effort	Est. duration
Project Manager	24 hours	46 days
Consultant (remote)	352 hours	46 days
Project Lead	88 hours	46 days

Estimated duration shown is a sample guideline and shows average duration. Your project may require more or less time to deliver. Please consult with your local representative for actual estimates.

Hours in excess of the maximum cap will need to be scoped in a separate statement of work and charged separately.

HP responsibilities

HP shall observe HP work rules and security and safety policies while performing the service.

Terms

This offering consists of a consulting and training effort and is governed by the HP 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 HP under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HP; software as a service; managed print services; and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP 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 the terms of this Data sheet. You 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 HP employees.

Intellectual Property. HP may provide HP tools, templates, and other pre-existing intellectual property of HP during the course of providing

services ("HP Pre-existing IP"). HP Pre-existing IP does not include, nor is considered a part of, either the Deliverables or HP software products. HP retains all intellectual property ownership rights in such HP Pre-existing IP. All HP Pre-existing IP is HP Confidential Information. HP Pre-existing IP may be governed by additional license terms that are embedded in the HP 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, HP'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 HP 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

hp.com/go/itsmservices

hp.com/go/hpswprofessionalservices

SKU H7F01A1

Sign up for updates

hp.com/go/getupdated



Share with colleagues



Rate this document

