



# Hewlett Packard Enterprise

## HPE CloudSystem Enterprise Software— IaaS Design and Configuration Service

Deliver cloud infrastructure services the right way.

The promises of cloud are many—agile service delivery, cost reduction, and higher user satisfaction, to name a few. HPE CloudSystem Enterprise offers a combined hardware and software platform to accelerate the creation and deployment of hybrid cloud services from infrastructure to platform and applications, across private and public clouds.

HPE's next-generation platform—CloudSystem Enterprise 10—unleashes the power of the HPE Software Cloud & Automation portfolio with:

- HPE Cloud Service Automation (CSA)
- HPE Operations Orchestration (OO)

These solutions allow you to offer cloud infrastructure as a service (IaaS).

The HPE CSE IaaS Design and Configuration Service (the “Service”) includes a focused cloud design session, additional configuration of the HPE CSA appliance, and creation of typical infrastructure service designs.

### Key benefits

This service focuses on how-to, examples, and knowledge transfer rather than a full production rollout, and provides you with:

- Hands-on experience installing, configuring, and using the software
- A rapid start so that you can continue the implementation on your own

HPE-provided typical use cases and HPE-standard architectures for small to medium environments

### Service implementation

#### Scheduling

The HPE Project Manager will work with you to schedule an HPE Technical Consultant (“HPE Consultant”). The HPE Consultant will work at the onsite location for two (2) weeks during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed to in writing by HPE.

Both the HPE Project Manager and HPE Consultant are available for up to eight (8) hours over two (2) weeks to help prepare for the onsite implementation.

#### Design

The HPE Consultant will work with you to document a cloud service design that incorporates your current practices and HPE-recommended practices.

#### Configuration

The HPE Consultant will work with your technical staff to perform basic configuration of HPE CSA, load HPE Live Network content, and build and test up to two (2) typical service designs.

### Design

#### Description of services and deliverables

The Service includes the following activities:

- Lead a service design review meeting over three (3) days. The service design review meeting includes the following:
  - Identify one (1) provisioning use case with up to three (3) servers based on your current provisioning practices

- Review HPE-recommended practices for provisioning, and incorporate selected practices into the provisioning use case
- Define and document the provisioning use case: the ordered list of steps and the inputs and outputs for each step
- Identify and document typical process integration points in a cloud architecture, including: request management, change management, configuration management, asset management, and service monitoring
- Review education and enablement options provided by HPE
- Review HPE standard roles and responsibilities for cloud services
- Complete the Architecture and Service Design Document and send it to you via email. The Architecture and Service Design Document is based on an HPE-provided template and includes:
  - Application Architecture: a listing of the HPE application components in a cloud implementation, a summary of their purpose, and relationships to other application components
  - Functional Architecture: detailed documentation for one (1) provisioning use case including the options presented when ordering the service catalog entry, ordered steps for the use case, a mapping of each step to the relevant application architecture components, and inputs/outputs for each step
- Schedule and attend a four (4)-hour follow-up meeting to review your feedback on the Service Design Document
- Modify the Service Design Document based on your feedback, and send you the final result via email

## Configuration

### Description of services and deliverables

The HPE Consultant will perform the following activities:

- Download and import HPE CSA content for HPE OO published by HPE Live Network
- Configure Lightweight Directory Access Protocol (LDAP) integration for one (1) CSA installation: configure the LDAP credentials, mapping one (1) LDAP group to the cloud administrator role, and verify LDAP integration by logging into the cloud portal as a user in the designated LDAP group
- Create one (1) consumer portal: create the portal, configure LDAP credentials for the portal, map one (1) LDAP group to the consumer role for the portal, and verify portal functionality by logging into the consumer portal as a consumer and ordering one (1) service
- Create one (1) simple compute service design:
  - Load resource offerings from HPE Live Network
  - Configure one (1) resource provider that you select and HPE approves. HPE-approved resource providers include: VMWare VCenter, Helion OpenStack, Amazon EC2, Microsoft Azure, and Openstack
  - Create one (1) HPE CSA service design that creates up to two (2) types of compute provider clients with the following properties: all clients use the same compute provider, compute provider assigns IP addresses, you identify the existing compute provider template to deploy to each machine, expose any parameters that the compute provider and resource offering support
  - Publish the service design to a catalog
  - Verify the service offering by ordering one (1) service, verifying that the appropriate number of virtual machines are deployed with the correct hardware configuration, and logging into one (1) of the virtual machines

- Demonstrate modification of service options and parameters:
  - Copy the compute service design created above
  - Create option sets for small, medium, and large options, mapping each option setup to ten (10) parameters supported by the compute provider
- Publish the service design to a catalog, binding all parameters to a hard-coded value or based on a selection made by the consumer when the service is ordered
  - Verify the service offering by ordering one (1) service, verifying that the appropriate number of virtual machines are deployed with the correct hardware configuration, and logging into one (1) of the virtual machines

### Scope limits

- All work provided on this Service will be performed onsite.
- LDAP integration is limited to a single Microsoft Active Directory server, and your LDAP configuration (e.g., firewalls, certificates) may prevent completion of LDAP configuration.
- All service designs are limited to the operations and parameters provided by the HPE Live Network content for the one (1) selected compute provider. The service designs do not include integration with other providers.
- HPE uses a forty (40)-hour work week as its standard.

Remote project management includes standard project management activities for the onsite implementation team.

Resource	Max. effort	Est. duration
HPE Consultant (remote)	8 hours	10 days
HPE Consultant (onsite)	80 hours	10 days
Project Manager (remote)	48 hours	20 days

## Customer requirements

To ensure a successful Service implementation, you must:

- Provide HPE personnel access to your building facilities, computer room facilities, systems, passwords, etc. as needed, during normal business hours.
- Provide a suitable work area commensurate with the number of onsite HPE consultants. The work area will include desks, chairs, internet/HPE network access through a VPN, and access to copiers and office supplies.
- Purchase HPE CSE 8 and allow the HPE Consultant to complete configuration of the HPE CSE 8 hardware and software.
- Provide administrative credentials and access to HPE CSE 8 implementation, the selected resource provider, and the HPE CSA appliance included with HPE CSE 8.
- Provide LDAP credentials and LDAP certificate necessary to authenticate with LDAP. Identify LDAP groups that the HPE Consultant will map to HPE CSA roles.
- Assign designated person(s) from your staff who 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.
- Attend HPE conference calls and be able to access HPE Virtual Rooms. If you cannot access HPE Virtual Rooms, you must provide an alternative online meeting capability.
- Provide feedback on the Service Design Document within one (1) business day of receipt.
- Provide internet access from the HPE CSA appliance to facilitate download of HPE Live Network content.

## Service eligibility

You must provide the following for delivery of this Service:

- If and where needed, access to system administrator(s), LDAP administrator(s), and network engineers(s) to support configuration 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

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.

## HPE responsibilities

HPE shall observe HPE 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 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.

Hiring of Employees. You agree 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 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 HPE employees.

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**  
**HPE Cloud & Automation Services**

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