HPE Application Lifecycle Management or HPE Quality Center on SaaS Advanced offering

At a glance

HPE Software as a Service (SaaS) is a remotely delivered engagement that provides a managed environment of the HPE Application Lifecycle Management or Quality Center application. HPE oversees the configuration and implementation of ALM or QC and delivers ongoing infrastructure, application, and support service remotely. HPE deploys ALM or QC using infrastructure located at an HPE data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades. Services are delivered in English.

The customer accesses the ALM or QC application through the Internet (HTTPS). In addition, HPE provides ongoing expertise to assist the customer with utilizing and maintaining the ALM or QC application over time. This includes providing remote mentoring to the customer administrators, performing reviews for proposed changes, and providing ongoing guidance to help the customer derive the most value from the ALM or QC deployment. Service commencement date is the date that the customer purchase order is booked within the HPE order management system. Service is available within five business days from booking the purchase order in the HPE order management system.

Service benefits
- The upfront capital costs typically associated with IT investments are reduced by leveraging a data center environment maintained by HPE. Customer's ALM or QC application is deployed on infrastructure located at an HPE data center and system is monitored for 24x7 availability. HPE provides 24x7 infrastructure support, including application version upgrades, application service packs, and patch installation.

- The customer is freed from the responsibility of day-to-day operation and maintenance activity.

- HPE staffs and maintains a 24x7 Service Operations Center (SOC), which is the single point of contact for issues related to the infrastructure and support for ALM or QC.

- HPE provides ongoing expertise to help the customer derive the most value from the ALM or QC deployment. This includes providing remote mentoring to the customer administrators.

- HPE assigns an IT Infrastructure Library (ITIL®)-certified SaaS Customer Success Manager (CSM) to the customer for the duration of the service. The CSM is responsible for overall customer satisfaction, ensuring adoption of the service and providing best practice guidance. The CSM is the first point of management escalation for the customer in the event of any service related dissatisfaction. The CSM is supported by the HPE SaaS Technical Solutions Consultant (TSC) team, which provides ALM or QC application expertise throughout the term.

- HPE SaaS is certified for the information security standard ISO/IEC 27001:2005 and has built-in high availability, redundancy, and failover-supporting infrastructure.

- The customer can migrate to an in-house implementation upon contract expiration.

Service features

FEATURE	DELIVERY SPECIFICATIONS
Installation and product configuration	HPE provides customers one ALM or QC production (PROD) and one test (TEST) instance. Additional testing and training instances can be provided to the customer for a separate fee. HPE provisions the infrastructure for the service, including network, hardware, and software that are necessary to support the ALM or QC application. HPE requires the customer to have an active and current support contract. HPE monitors the application and infrastructure 24x7 using industry-leading system monitors for availability. Onsite components are installed and configured by the customer or customer contracted consultants. HPE does not operate onsite components on behalf of the customer.
HPE SaaS tools	**Alerts and notifications** SaaS for ALM or QC includes a centralized notification system, which provides proactive customer communications about application changes, planned maintenance and outages. **Reporting** Customers who have purchased a one-year or longer term subscription may request a report on production system availability on a quarterly basis from the CSM. Additional reports on system usage and adoption are furnished by the CSM as part of quarterly value realization reviews. **HPE SaaS ALM or QC add-on** The HPE SaaS add-on provides capabilities beyond the standard ALM or QC product install. • Self-service credential management • Flexible and scalable user management • Security policy enforcement • Role segregation and definition • Audit trail
Project entitlement	Based on the number of concurrent HPE ALM or QC users, the customer will be entitled to have two times the active and inactive ALM or QC projects in production (one user = two projects). Additional ALM or QC projects can be purchased for a separate fee.
SaaS customer support	HPE staffs and maintains a 24x7 SOC, which is the single point of contact for issues related to the infrastructure and support for ALM or QC. HPE provides ongoing support for the customer for the duration of the agreement. The customer may contact HPE via telephone or Web 24 hours a day, 7 days a week, 365 days a year. The SOC will either provide support to the customer directly or coordinate delivery of HPE software support. The severity of the request will determine the response and resolution times for each request.

Service features (continued)

FEATURE	DELIVERY SPECIFICATIONS
Security and audit management	HPE SaaS undergoes annual ISO 27001 process certification (issued by IQNet, the world's largest network of leading certification bodies) of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data. Only HPE-with a SaaS portfolio based on more than a decade of experience working with and delivering for the world's leading brands-can credibly offer enterprise-class levels of availability and security. The customer is responsible for managing user and group account administration for the HPE SaaS application and making sure only valid, authorized users access the HPE SaaS application. This includes the following tasks: permissions and privileges for users and groups, account naming schemes, password policies, and authentication procedures. Such users will access and use the system only for the purposes of using the application. The customer will prohibit use of any hacker tool-such as port scanners, password crackers, and network sensors-on the SaaS environment. Furthermore, the customer may not perform load tests. HPE SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, OS hardening, and other processes. Additional security measures include the following: • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be prearranged, otherwise access is denied.
Disaster recovery	As part of HPE's approach to risk management, HPE has developed processes and procedures to recover from potential disaster scenarios. In order to prepare for the unlikely scenario of a total data center loss, HPE SaaS replicates all customer data for storage at an alternative data center. All data centers have a spare capacity, which enables HPE SaaS to move critical services from an affected data center. HPE data centers that provide SaaS are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, physical security breaches, and power outages.
Data backup and retention policy	Database export for the ALM or QC system is retained for the most recent five days, and database backup is retained for the most recent five days. All file systems run on clustered, network-attached storage that is mirrored and features RAID storage. As a general practice, aged ALM or QC projects with more than six months of inactivity should be moved from the active domain. A list of these projects will be provided to the customer who should then identify which projects should remain in production, be removed from the system, or archived (for an additional fee) for audit purposes.
Project restore	Project restores due to corruption are provided throughout the term of service. Up to three project restores due to user error are provided per annual subscription. Restore requests should be submitted through the HPE SaaS support team; turnaround time is based on the severity of the business impact. Restored projects may either be placed in a temporary domain for view access or may overwrite a production version of the project, per customer guidance. The CSM also provides project setup best practices to mitigate accidental data deletion if necessary. Additional project restores are available for an additional fee.
Capacity and performance management	All tiers of the SaaS infrastructure are proactively monitored for capacity and performance. Our architecture allows us to add capacity to applications, databases, and storage, increasing it as required. As a part of the service customers are allocated a maximum 2 TB of storage and any attachment should not exceed 2 GB of size. Additional storage capacity can be allocated for a separate fee.
Change management	HPE follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, which enables beneficial changes to be made with reduced disruption to the service.
Software upgrades	ALM or QC minor version upgrades and binary patches are performed by HPE as part of the service when a new version is generally available and has been validated in the SaaS environment. ALM or QC major version upgrades are offered by HPE as part of the service during weekdays (with an additional fee for weekend upgrade) when an upgrade version is made generally available and has been validated in the SaaS environment. These major version upgrades are significant release upgrades to the product, and customer assessment of their technical readiness for the upgrade is needed prior to the upgrade. The customer is responsible for the verification of the upgrade as well as the actual upgrade of the test automation script-assets or other non-standard third-party integrations. Upgrades are required when the ALM or QC version is assigned end-of-life status by HPE Software, whereupon customer instances will be upgraded to the supported version. If the customer declines to upgrade from the non-supported software version, HPE may charge additional support fees and the non-supported version may compromise the service-level agreement for the service.
Solution provisioning and configuration	Onsite components are installed and configured at the customer's site by the customer or customer-contracted consultants. HPE SaaS does not operate or support onsite components on behalf of the customer.
Scheduled maintenance	HPE SaaS reserves a weekly two-hour window (Sunday, 00:00–02:00 PST) and one monthly four-hour window (Sunday, 00:00–04:00 PST). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two weeks in advance when customer action is required, or at least four days in advance otherwise. The HPE ALM or QC solution may be subject to mandatory upgrades that are scheduled in agreement between the customer and HPE SaaS. These upgrades may require downtime in addition to the maintenance windows noted above.
Service monitoring	HPE provides 24x7 monitoring of the HPE ALM or QC solution using system monitors for availability.

HPE responsibilities

HPE provides remote consultants with the requisite skills necessary to provide SaaS for ALM or QC.

HPE ROLE	RESPONSIBILITIES
SaaS Customer Success Manager	• Serves as the customer liaison to HPE (CSM) • Manages contract issues such as SaaS delivery and renewals • Coordinates HPE resources including system and process experts as necessary • Facilitates ongoing mentoring • Serves as an escalation point of contact between the customer and HPE for issues submitted to the SOC staff that require escalation • Coordinates with the customer during required and periodic system maintenance • Oversees the customer onboarding process
SaaS SOC	• Primary point of contact for service requests. The customer can contact the operations center for all services such as support and maintenance, or issues regarding availability of the SaaS • Provides 24x7 ALM or QC application support • Provides 24x7 ALM or QC infrastructure support
SaaS operations staff (ops)	• Monitors the SaaS hosted systems for availability • Performs system-related tasks such as backups, archiving, and restoring instances according to HPE's standard practices
SaaS technical solution	• Provides second-level support for customer service requests • Provides customer the access to pre-recorded enablement sessions on the solution • Assists with the implementation of the workflows and reports in accordance with agreed-to design • Assists with the ALM or QC project template or workflow customization of one master project or template • Provides up to three custom reports per contract term
SaaS training and mentoring	HPE provides remote mentoring and train-the-trainer sessions in English on selected product features via remote Web based training sessions, as mutually agreed by the parties. The first training session will focus on how to use ALM or QC, and is intended for ALM or QC end users. This session introduces users to ALM or QC modules and functionality. It also introduces the users to SaaS library to answer a common questions. The second training session covers ALM or QC administration and is intended for ALM administrators. The training includes administration, project customization training and answers the most common administration-related questions. These recorded enablement sessions are provided on demand. The trainings are not intended to be a substitute for formal instructor-led training (ILT). Once the initial set of users has been enabled to use ALM, the customer's CSM will work with the customer to establish a train-the-trainer program so that the customer's user base will be trained by the customer's train-the-trainer staff as the level of adoption grows. All mentoring activities will be provided through on-the-job interactions with the customer project team and does not include formal training for system administrators or end users.

Customer responsibilities

The following customer responsibilities apply to SaaS for ALM or QC.

CUSTOMER ROLE	RESPONSIBILITIES
Business owner	• Owns the business relationship between the customer and HPE • Owns the business relationship with the range of departments and organizations using HPE ALM or QC products and services • Manages contract issues
Project manager	• Coordinates customer resources as necessary • Serves as the point of contact between the customer and HPE • Drives communication from the customer side • Serves as the point of escalation for issue resolution and service-related issues
ALM or QC owner (ALM or QC administrator)	• Serves as the first point of contact for ALM or QC end users for problem isolation • Performs ALM or QC user and project administration • Provides tier 1 support and works with HPE to provide tier 2 support • Coordinates end-user testing as required • Leads ongoing solution validation • Trains the end-user community • Coordinates infrastructure-related activities at the customer site • Owns any customization
Subject matter expert	• Leverages the product functionality designed by the ALM or QC administrators (ALM or QC end users) • Provides periodic feedback to the ALM or QC administrator for potential areas of improvement • Performs end-user testing when needed

Support call submission

The customer's authorized users may contact HPE for SaaS support via the Web portal or telephone 24 hours a day, seven days a week. The customer will maintain a list of authorized users who may contact the SOC, which will either provide support to the customer directly or coordinate the delivery of HPE software support.

Assumptions and dependencies

The following assumptions and dependencies apply to SaaS for ALM or QC.

- When importing customer data, the information must be made available to the HPE team in the HPE-designated format at the appropriate implementation step as defined in the approved project plan. Changes to the project scope require the change order process to be followed.

- The customer is responsible for maintaining a list of authorized users who may access the system, including the creation of usernames and passwords and keeping the list accurate and confidential according to the customer's internal policies.

- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to each of the customer ALM or QC instances according to the change schedule.

- The customer must have Internet connectivity to access the ALM or QC instance.

- SaaS services will be performed remotely.

- The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide SaaS for ALM or QC. The customer is responsible for the accuracy and completeness of provided information.

- As part of any import, the customer will be responsible for data cleansing and data accuracy. These activities are to be completed in a manner that aligns with the project timeline. HPE is not responsible for the accuracy of the data provided in the import.

- Customers who plan to do their own configuration must have qualified personnel who have been through the HPE ALM or QC training for project planning and customization.

Additional terms

The customer acknowledges that it has the right to acquire HPE services and HPE products separately.

SAAS SERVICE SUBSCRIPTION OPTIONS:

Comprehensive	Includes license and support for the subscription term. This is the easiest way to adapt usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses. Features the ability to switch from an on-premise deployment to HPE SaaS.
Term	12 months minimum
Users	10 users minimum

HPE reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current HPE Customer Terms for Software as a Service. A copy of the terms may be requested.

Flexible term subscription: Flexible term subscriptions are available for three months, one-, three-, four-, and five-year terms.

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