Hewlett Packard Enterprise

Data sheet

HPE Application Lifecycle Management or Quality Center on SaaS Dedicated offering

Key benefits

- Á la carte user modules
- Pay-as-you-go fee structure
- Self-service administration
- Wide range of customization
- Broad set of integrations
- Single-tenant architecture
- Enterprise SaaS

HPE ALM allows the customer to build high-quality applications quickly and effectively by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, and managing defects and issues.

Built on the HPE ALM platform, the Dedicated HPE ALM or QC offering enables teams and organizations to start leveraging a complete application lifecycle management toolset in expeditious fashion. Application teams can purchase HPE ALM or QC modules based on key aspects of application lifecycle management, and customize or expand the platform as required. The Dedicated HPE ALM or QC offering is available on a subscription basis and thereby provides flexibility to customer organizations.

The Dedicated HPE ALM or QC offering is available within five business days from booking the purchase order in the HPE order management system. The Dedicated HPE ALM or QC offering comes with on-demand trainings and self-service administration console.

At a glance

The Dedicated HPE Application Lifecycle Management (ALM) or HPE Quality Center (QC) offering is an on-demand Software as a Service (SaaS) solution. Based on the HPE ALM platform, the solution is run from HPE data center facilities with the 24x7 remote support. Dedicated offering is sold only by certified HPE SaaS Partners.

Table 1: Available ALM or QC modules and integrations

MODULES PER CUSTOMER PURCHASE	AVAILABILITY
All Modules of HPE ALM and HPE QC	Yes
HPE Requirements Management	Yes
HPE Defect Management	Yes
HPE Business Process Testing	Yes
ADMINISTRATION	
User management	Self-service
Project management	Self-service
Customizations	Self-service, per project
HPE QC Site Administration	Not available
HPE SaaS Administration Console	Self-service
INTEGRATIONS	
Microsoft® Word and Excel	Yes
HPE Unified Functional Testing	Yes
HPE Sprinter	Yes
HPE Screen Recorder	Yes
ENTERPRISE SAAS	
Support	24x7x365, via telephone or Web
Availability	Service-level objective of 99.9 percent
Upgrades	Included
Security	ISO/IEC 27001:2005 certified

Service features

FEATURE	DELIVERY SPECIFICATIONS
Customization	Workflow customization and user-defined fields are available on a per-project basis. Customization is available as self-service through the HPE ALM or QC user interface.
HPE ALM on SaaS Administration Console	Self-service administration is available via the HPE SaaS Administration Console with the following key features: flexible and scalable user management, project management, credential management, security policy.
Project entitlement	Based on the number of concurrent HPE ALM or QC users, the customer can have an equal number of active and inactive ALM or QC projects in production (one user = one project). Additional ALM or QC projects can be purchased for a separate fee.
Project archiving	Projects may be archived at an additional cost.
Integrations	Integrations with HPE testing tools are available with the Dedicated HPE ALM or QC solution on a self-service basis. See HPE product documentation for details. Other HPE ALM integrations supported by HPE SaaS and requiring additional software, hardware, or specific configuration will require additional scoping and are available at an additional cost.
Self-service recorded training	The customer will have access to on-demand training on the HPE SaaS portal with recorded content available for basic training on the new releases of HPE ALM, and user training for the HPE ALM or QC on SaaS Administration Console. These recorded training sessions are provided on demand.
HPE SaaS system tools	Alerts and notifications are available through a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages. Reports on production system availability are available from the HPE SaaS portal.

Operational services

FEATURE	DELIVERY SPECIFICATIONS
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 upgrades	HPE ALM or QC minor version upgrades and binary patches are performed by HPE as part of the service when an upgrade version is made generally available and has been validated in the HPE SaaS environment. HPE ALM or QC major version upgrades are offered by HPE as part of the service during weekdays (with an additional fee for a weekend upgrade) when an upgrade version is made generally available and has been validated in the HPE SaaS environment. These major version upgrades are significant release upgrades to the product; the customer should assess their technical readiness for the upgrade prior to arranging to implement the changes. 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 by HPE Software, whereupon customer instances will be upgraded to a 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 service-level agreement (SLA) for the service.
Scheduled maintenance	HPE SaaS reserves a weekly two-hour window (Sunday, 00:00 to 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 Dedicated HPE ALM or QC solution may be subject to mandatory upgrades that are scheduled in agreement between the customer and the HPE SaaS Partner, to the extent supported by HPE SaaS. These upgrades may require downtime in addition to the maintenance windows noted above.
Project restore	Project restores due to corruption are provided throughout the term of the service. Up to three project restores per year due to user error are provided per subscription. Restore requests should be submitted via a service request to the HPE SaaS service operations center (SOC). 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 the customer's written guidance. Additional project restores are available for an additional fee.
Data backup and retention	Database backup for the Dedicated HPE ALM or QC solution is retained for the most recent five days. All file systems run on clustered network-attached storage that is mirrored and features RAID storage.

Operational services (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 that 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 working with the application. The customer will prohibit the use of any hacker tool-such as but not limited to port scanners, password crackers, and network sensors-on the HPE SaaS environment. Furthermore, the customer may not perform load tests on the Dedicated HPE ALM or QC solution. As part of its holistic approach to information security, HPE SaaS has implemented numerous security controls including but not limited to physical security controls, firewalls, routers, and access control lists. Additional security measures to protect the access to the service back-end infrastructure 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.
Availability service-level objective	The Dedicated HPE ALM or QC solution is designed for an availability service-level objective of 99.9 percent. The HPE SaaS availability service-level objective starts on the "Go Live Date," the date when the customer's end users access the production environment with production data. The HPE SaaS availability service-level objective shall not apply to performance issues: • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks and so on • Caused by force majeure events as described in the terms • That resulted from actions or inactions of the customer (unless undertaken at the express direction of HPE) or third parties beyond the control of HPE • That resulted from customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HPE • That resulted from scheduled HPE SaaS infrastructure maintenance • Caused by downtime to implement major version upgrades
Service monitoring	HPE provides 24x7 monitoring of the Dedicated HPE ALM or QC solution using system monitors for availability.
Disaster recovery	As part of HPE's approach to risk management, HPE SaaS 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 the Dedicated HPE ALM or QC solution are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages.
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 part of the Dedicated offering, customers are allocated a maximum 1 TB of storage and any attachment should not exceed 2 GB of size. Additional storage capacity can be allocated with a separate fee.
Change management	HPE follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with reduced disruption to the service.

Assumptions

Assumptions associated with the Dedicated HPE ALM or QC offering include the following:

- The customer must have Internet connectivity to access the Dedicated HPE ALM or QC offering.
- HPE SaaS services will be performed remotely and delivered only in English.
- The service commencement date is the date that the customer purchase order between the customer and HPE SaaS Partner is booked within the HPE order management system.

Response and resolution targets
A summary of the service-level objectives for the customer's service requests is available at the following site: portal.SaaS.hp.com/slo

These service-level objectives are subject to modifications in response to changes in support needs.

Service request submission
HPE SaaS staffs and maintains a 24x7x365 service operations center (SOC). HPE SaaS Partner authorized users may contact HPE SaaS SOC via the Web portal or telephone. HPE SaaS Partner is the single point of contact for the customer's requests related to the HPE ALM or QC on SaaS Dedicated offering. The customer will maintain a list of authorized users who may contact the HPE SaaS Partner for support.

- 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 the Dedicated HPE ALM or QC solution. The customer is responsible for the accuracy and completeness of all information provided.
- 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 the Dedicated HPE ALM or QC solution application instance according to the change schedule.
- During a customer's data import, the customer must make information available to the HPE SaaS team in the designated format at the appropriate implementation step as defined in the approved project plan.
- The customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner that aligns with the project timeline. HPE SaaS is not responsible for the accuracy of the data provided in the import.
- Renewal of the HPE SaaS service is not automatic and will be subject to a new purchase order, entered into by and between the customer and HPE SaaS Partner.

Additional terms

Customers acknowledge that they have right to acquire HPE services and HPE products separately.

SAAS SERVICE SUBSCRIPTION OPTIONS:

Comprehensive	Includes license and support for the subscription term. This is one of the best ways 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	Twelve months minimum
Users	Ten users minimum

Upon contract expiration, HPE shall provide the database of the customer's data to an FTP site for 30 days for the customer to access and copy such data.

HPE reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, forty five 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 subscription is available for one month or three months and one-, three-, four-, or five-year terms.

Software as a Service contact
HPE Software as a Service
1140 Enterprise Way
Sunnyvale, CA 94089
USA

Web: my.pronq.com

Subscription credentials will be automatically sent to the customer's HPE SaaS Partner contact identified on the purchase order.

Phone numbers by region:
portal.saas.hp.com/site/html/contact.mss

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