HPE Data Center Operations Consulting Service

HPE Packaged Consulting Services

Data centers are large-scale capital investments that may not meet their capacity, availability, and operational cost goals without a strong operational focus. Capital resources, both facilities and IT, require knowledge, processes, and operational savvy to optimize performance and help achieve promised ROI. Business demands the availability and capacity to process applications and data to implement a modern go-to-market strategy. Hewlett Packard Enterprise Data Center Operations Consulting Service is designed to support these business requirements through guidance, intended to help you meet the capacity utilization and reliability requirements of your data center facility.

This service provides HPE's recommendations, based upon your requirements, in specific areas as outlined in HPE's standard run book template that are designed to help with the development of governance rules, operational procedures, documentation, and staff selection, training, and performance measurement as more specifically described below.

Service benefits

- Is designed to help enable you to effectively manage your data center facilities

- Provides recommendations that are intended to help you improve or maintain system uptime

- Allows your IT resources to stay focused on their core tasks and priorities

- Provides a service performed by a Hewlett Packard Enterprise technical specialist

- Includes a project manager, who will manage the implementation of the service engagement (Implementation Service only)

- Provides delivery of the service at a mutually scheduled time convenient to your organization, during HPE standard business days hours excluding weekend days and HPE holidays.

- Includes the availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

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- Creates a basic facility 'run book' based upon HPE's runbook template for the identified facility infrastructure systems based upon the information provided by the Customer as more specifically defined below.

Service feature highlights

- Project management and pre-engagement review

- Workshop phase

- Site survey phase

- Analysis phase

- Gap analysis phase

- Action plan phase

- Run book development phase

- QA/QC phase

- Project review and delivery

Table 1. Service features

Feature	Delivery specifications
Project management and pre-engagement review	HPE will assign a project manager who will direct fulfillment of the project and: • Assign the operations consultant(s) and designate a HPE staff member to provide QA/QC functions and services • Schedule onsite workshop and teleconference meetings to discuss project requirements • Generate minutes of project meetings, both onsite and remote • Track project progress • Create and maintain project files for development of the runbook. Prior to delivery of the workshop, the HPE project manager will work with the Customer to identify prerequisites such as security access information, meeting spaces, existing documentation access, and Web system access.
Workshop phase	During delivery of the one-day onsite workshop that initiates the project, the assigned operations consultant(s) will: • Identify the stakeholders, roles, and major concerns of each stakeholder driving the Operations Consulting Service (OCS) project • Present an overview of the Facility Operations role as defined in the IT Service Management (ITSM) IT service delivery process covering ITSM methodology regarding the capacity, availability, resource optimization, and cost control essential for delivering IT services to the business • Present a HPE PowerPoint presentation entitled "Engineering a Data Center Staff" to provide HPE's perspective on general staffing issues, organizational framework, and strategy approaches employed in managing a data center • Present and explain HPE's Governance check sheet as a HPE best practice resource designed to help track the development of certain site-specific operations documentation, processes, and procedures essential to facility operations • Review the plan for developing the runbook based upon the workshop output through survey, analysis, and gap identification, as well as a potential action plan designed to help close gaps in procedures and documentation. Any changes in scope as a result of this review are subject to the change management process set forth in the SOW. • Introduce the HPE OCS run book library content and access process through the HPE delivery staff for those pieces essential to closing identified documentation gaps. • Set the schedule for the survey phase of the OCS to review Customer's current operations documentation and processes employed in managing the facility infrastructure
Site survey phase	During delivery of the site survey phase, the operations consultant(s), together with the assigned Customer site personnel, will perform the following: • Review the data center facility critical equipment checklist to adjust the General Maintenance Management Program to the Customer-specific equipment list as it exists in the data center • Survey existing data center operations documentation to determine which existing facility governance documents can be included in the run book • Survey the existing data center preventive maintenance program to determine which facility-critical equipment systems exist and how they are currently being maintained • Survey the Sequence of Operations and O&M documents provided to the Customer by the engineer of record (EOR) to determine the procedures required for facility operations • Survey the current Methods of Procedures (MOPs), Standard Operating During delivery of the site survey phase, the operations consultant(s), together with the assigned Customer site personnel, will perform the following: • Review the Customer provided data center facility critical equipment checklist to make any adjustments based upon the HPE General Maintenance Management Program (if applicable to the products) or Customer provided documentation regarding maintenance to the Customer-specific facility infrastructure equipment list as it exists in the data center • Survey existing data center operations documentation to determine which existing facility governance documents can be included in the run book • Survey the existing data center preventive maintenance program to determine which facility-critical equipment systems exist and how they are currently being maintained • Survey the Sequence of Operations and O&M documents that the Customer received from their engineer of record (EOR) and used by Customer to develop their existing procedures required for facility operations

- Survey the Customer's current Methods of Procedures (MOPs), Standard Operating Procedures (SOPs), and Emergency Operations Procedures (EOPs) to determine what is currently being used to guide facility management operations
- Review HPE's Single Points of Failure (SPOF) generic checklist designed to help identify potential known failure risks on which to base MOPs, SOPs, and EOPs

Analysis phase	During the analysis phase, the HPE operations consultant(s) will remotely perform the following tasks: - Determine and document which items in the HPE Program Maintenance Standards file need to be included to help document the published maintenance recommendations of the critical facility equipment listed in the run book index - Determine and document which additional facility operations governance documents need to be included from the HPE DCF run book index to complement the operations governance documents currently being used by the client. - Compare the current maintenance program against the HPE DCF Program Maintenance Standards, copyrighted by HPE, as adjusted to the Customer's needs in the previous step above in this analysis phase - Identify areas where the Customer's current MOPs, SOPs, and EOPs are not sufficiently documented based upon the Customer provided against the Sequence of Operations and O&M documents. - Based on the HPE generic SPOF checklist and site documentation, HPE will make recommendations regarding which additional MOPs, SOPs, and EOPs may be needed with intention of helping Customer mitigate potential risks of data center facility infrastructure failure
Gap analysis phase	The operations consultant(s) will provide a preliminary Gap Analysis Report in the form of a checklist that identifies the following : - HPE's recommendations regarding possible adjustments to the Customer's existing maintenance management program based on the existing maintenance program and the recommended HPE Maintenance Management Program, as adjusted to the Customer's equipment base and based upon information provided by the Customer. - Additional facility operations governance documents intended to help Customer implement the maintenance and operations procedures within the HPE DCF Standard Run Book index - Additional MOPs, SOPs, and EOPs required to help Customer understand those operational practices that need to be developed based upon the Customer provided. Sequence of Operations and O&M documents. Any development of Customer specific additional MOPs, SOPs, and EOPs identified as part of this gap analysis phase are not within the scope of these services. - Risk mitigation procedures (MOPs, SOPs, and EOPs) that HPE recommends the Customer develop and implement which is intended to help reduce the risk probability of operational downtime from identified single points of failure discovered using the HPE Single Points of Failure checklist and based upon the Customer's provided MOPs, SOPs, and EOPs to manage those risks.
Action plan phase	The HPE operations consultant(s) will meet with the Customer via teleconference and: - Review the gap analysis report with the Customer and assigned HPE project manager - List the existing governance documents that will be used in the development of the Run Book for Facility Operations based upon HPE's Run Book template - Based upon gap analysis report, list the general governance documents that will be provided by HPE that are designed to help fill gaps in –areas not addressed based upon Customer provided documents with the run book index - List the existing Customer provided SOPs, MOPs, and EOPs that will be used to develop the Run Book for Facility Operations - List the generic (not site specific) SOPs, MOPs, and EOPs that will be provided by HPE in the basic run book for Facility Operations, and provide examples to be used as a model for the identified gap areas. Any customization of the generic SOPs, MOPs, and EOPs to Customer's site are outside the scope of these services. - Provide all Customer provided content in the HPE required format (Excel) for the Run Book for Facility Operations and governance rules for ownership, access, and adopting changes - Based upon Customer's existing SOPs, MOPs, and EOPs (as applicable), provide HPE's recommendations to Customer to help convert them into site-specific documents based upon HPE generic MOPs, SOPs, and EOPs with examples; any implementation of these recommendations by HPE is outside the scope of these services
Run book development phase	Offsite, the HPE operations consultant(s) will: - Refer to the Operations Consulting Library for HPE-approved source documents - Adapt the HPE DCF Maintenance Management Program to the Customer's equipment based on the survey information. - Where existing Customer governance, procedures, Sequence of Operations, and O&M manuals exist, copy and organize them into a single Customer reference file that can be linked to an Excel-based run book. - Based upon the HPE Run Book template index, provide HPE generic MOPs, EOPs, and SOPs that apply to the Customer's site based upon the survey information.
QA/QC phase	Offsite, the HPE operations consultant(s) will: - Submit and orally review the run book report with the designated QA/QC person
Project review and delivery	- The project manager will provide the run book to the Customer as well as files to an accessible Web address for client use and reference (as applicable)

- Review what additional services, not included in the scope of these services may be required by Customer.
The run book will be delivered in Microsoft® Excel-based electronic digital format.

Service limitations

This service is available during HPE standard work days excluding weekend days and HPE holidays.

Services are delivered on-site or remotely, at HP's discretion

The consulting service is limited to one data center in one physical location.

This service does not provide a custom, site-specific run book. Content of materials supplied by HPE are generic and based on the manufacturer's guidelines, generally accepted industry practices, and HPE developed practices that HPE recommends for modeling custom procedures by the Customer to fill HPE identified service documentation gaps. Custom, site-specific adaptation of the materials supplied in the deliverables is outside of the scope of this service.

This service is intended to help provide consulting related review and recommendations to the Customer's data center operations in the form of HPE review and recommendations only and is based upon the accuracy and completeness of the information provided by the Customer.

Service eligibility

This service is available to all data centers requiring facility operations consulting expertise to help operate and maintain their space, power, and cooling data center facility infrastructure.

The data center does not have to be designed, built, or operated by HPE.

Customer responsibilities

The Customer will:

- Provide a designated primary contact to interface with HPE-assigned resources on day-to-day issues and coordinate resources

- Upon request or as needed, assign or make available experienced subject-matter and technical experts

- Ensure that stakeholders from IT and facilities management participate in the workshop

- Make available all information requested by HPE resources in a timely manner

- Provide latest revisions and or/as-built, as operated, existing prints, procedures, governance rules, and related facility documentation in electronic format compatible with Microsoft Office (PowerPoint, Excel, and Word) for inclusion in or to be referenced by the run book in a timely manner

- 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

- Ensure that all service prerequisites identified during the 'Service planning' activity have been met

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

- Provide any prerequisite equipment or materials

- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HP to determine the level of support eligibility

- 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

- Perform other reasonable activities to help Hewlett Packard Enterprise identify or resolve problems, as requested by HPE

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service

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

General provisions/Other exclusions

- 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.

- 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.

- Deliverables are deemed accepted upon delivery.

- Any services not clearly specified in this document are excluded from this service.

- 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.

- Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.

- Any implementation of recommendations is outside the scope of these services.

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

- Adapting HPE-provided generic governance documents and procedures to site-specific conditions

- Converting existing Customer documents into electronic format for inclusion in run book referenced electronic files, or for other purposes

Ordering information

To obtain further information or to order this service, contact a local Hewlett Packard Enterprise sales representative or Hewlett Package Enterprise reseller and reference the following service part number

- Standard Operations Consulting Service Run-Book - H8Q80A1

For more information

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

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