



Hewlett Packard Enterprise

HPE Performance Testing-on-Demand Service

HPE Performance Testing-on-Demand Service (the "Service") is a fixed-price, fixed-scope service. This Service provides load testing to measure application performance and reduce the risk of an application performing poorly in production. The service enables you to use your existing HPE Performance Center or HPE LoadRunner investment and engage HPE to provide for your performance testing needs, or to extend, complement, and enhance your existing performance testing capability. HPE will assist with load testing of various types across a broad portfolio of application types including web-based applications, mainframe, enterprise resource planning, middleware, and service-oriented architecture systems.

This Service enables you to ramp up performance testing whenever you require, by leveraging HPE's performance engineering skills, knowledge, and experience.

Service feature summary

HPE offers the Service in two (2) packages to give you flexibility:

Performance Testing-on-Demand Service

The main package provides performance testing of an application, results analysis, and findings. Includes development of up to five (5) scripts and two (2) iterations of scenario execution. The results and findings are then presented to you for validation and application remediation.

Performance Testing-on-Demand Add-on Service

The add-on package can be used to extend the main package with either the development and validation of one (1) additional performance script or the

execution of one (1) additional testing iteration.

Service planning and execution

The HPE Team will perform the Service both onsite and remotely for the duration specified in the package description. An HPE Software Services Consultant ("HPE Consultant") will be onsite as required to engage your onsite team, and a remote HPE team will provide services as specified in the service description.

The HPE Software Services Consulting Team ("HPE Team") will deliver the Service during local HPE standard business hours at their location, excluding HPE holidays, unless otherwise agreed to in writing by HPE.

Performance Testing-on-Demand Service features

The HPE Team will provide services for the execution of this package for a maximum duration of five (5) weeks.

The HPE Team will deliver the following activities:

- Project Preparation
 - Conduct a Service kickoff meeting to review the expected project schedule and identify and validate project roles and responsibilities
 - Verify your readiness and schedule the HPE Team to commence service activities
 - Confirm whether all Service prerequisites as identified in the Service Eligibility section are met

- Confirm that the application under test, test environment, test data and performance testing tool set are available and in a state fit for purpose for the HPE Team to deliver this Service

- Confirm the scenarios to be tested

- Scenario verification
 - Document the test scenarios, load test model, and load objectives
 - Understand the application architecture and performance requirements
 - Verify and adapt master test data that has been provided by you
 - Confirm your agreement of the load test objective, scenarios, and the load model
- Test script development and testing
 - Build up to five (5) scripts based on approved test scenarios with a maximum of fifteen (15) steps each
 - Refine further test data supplied by you
 - Verify performance environment readiness and setup
 - Execute up to two (2) iterations of the performance scenarios, including scenario setup, test execution, capture and analysis of results and documentation of findings
- Handover
 - Walkthrough of the results, findings and report with you
 - Handover of scripts, documentation and results to you

Performance Testing-on-Demand Add-On Service features

The HPE Team will provide services for the execution of this package for a maximum

duration of two (2) days. The add-on package contains one of the following elements:

- Development and validation of one (1) additional performance script

or

- Execution of one (1) additional iteration of testing

Service limitations

This Service will be delivered as a single, continuous event. Extension of this service may be handled by purchasing multiple core or add-on packages. Any variances requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Definition of performance testing requirements
- Implementation of the load testing tools or management of the load testing tool environment
- Development of more than five (5) scripts of a maximum of fifteen (15) steps each
- Setup of the test environment and the application under test
- Provision, development, or extracting of test data
- Troubleshooting, support, management of test environments
- Performance fixing and tuning of applications
- Performance testing of applications outside the identified application/system under test
- Other testing outside of performance testing described in the Service

Hours specified for the Services in this data sheet are the maximum service hours allowed. Anything beyond this must be purchased via a separate order.

Customer requirements

To ensure a successful service execution, you must:

- 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
- Ensure the availability of and entitlement to all hardware, firmware, and software required by the HPE Team to deliver this Service, including HPE Performance Center or HPE LoadRunner and their required protocols
- For onsite work, provide reasonable access and working space at the site as HPE may reasonably request. You will provide HPE and HPE subcontractor staff standard telephone and dialup or comparable data access to HPE's network at industry-standard speeds
- For remote work, attend HPE conference calls and be able to access an HPE virtual meeting application. If you cannot access the HPE application, you must provide an alternative online meeting capability
- For remote work, provide remote access to your network via a virtual private network or an equivalent capability mutually agreed to by HPE and you
- Be responsible for all applicable backups

Service eligibility

You must provide the following for delivery of this Service:

- Access to your network and the application under test (including, but not limited to, VPN) to support the delivery of this service
- Access to subject matter experts and administrators to support scenario and script development for the application under test

Estimated service duration

Performance Testing-on-Demand Service

| RESOURCE | SKU H9T18A1 |
|-----------------------------|--|
| Remote Technical Specialist | One hundred and forty-four (144) hours |
| Lead Consultant | Seventy-two (72) hours |
| Remote Project Manager | Thirty-two (32) hours |

The Lead Consultant will spend 20 to 40 hours on site according to your agreement. Remaining work by the Lead Consultant will be performed remotely.

Performance Testing-on-Demand Add-on Service

| RESOURCE | SKU H9T19A1 |
|-----------------------------|-----------------|
| Remote Technical Specialist | Eight (8) hours |
| Lead Consultant | Four (4) hours |
| Remote Project Manager | Two (2) hours |

Please consult with your local representative for more information.

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

Data sheet

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 ALM Services](#)

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