

# HP Datacenter Care data sheet – Operational Support Services



This data sheet addendum to the HP Datacenter Care (DC) data sheet describes HP Datacenter Care Operational Support Services (OSS) features, which are an optional extension of HP Datacenter Care services. A Statement of Work (SOW) will detail the precise combination of reactive and proactive support features provided, including OSS, if purchased, based upon your requirements.

HP Datacenter Care – Operational Support Services (DC – OSS) is ideal for customers that are currently using internal IT resources to monitor operational activities within their own data center and that need to become more effective and better utilize their IT resources to meet internal service-level agreements (SLAs). DC – OSS is designed to provide improved infrastructure monitoring with specified response and service windows. The goal of these services is to help you to improve quality, reduce costs, free up your resources, and enable flexibility in helping you meet your operational and strategic objectives.

At a high level, OSS provides the following features:

## Service features

**Table 1.** Service features

Service focus	Description
<b>Operational Support Services</b>	<p>HP DC – OSS provides HP best practices for operating on-premise infrastructure by delivering 24x7 remote infrastructure monitoring and management services.</p> <p>The service addresses the service operations stage of the IT service lifecycle. It includes infrastructure such as eligible servers, storage, and networking devices. The service also covers the operating system as well as hypervisor, backup and restore, and security. These remote infrastructure and monitoring services may include the following:</p> <ul style="list-style-type: none"><li>• Reporting of Wintel server incidents (operating system tuning, firmware upgrades, etc.), Hyper-V, and blade enclosures</li><li>• Device and resource monitoring by pre-established alerts</li><li>• Monitor capacity (against thresholds)</li><li>• SAN storage provisioning—allocate, de-allocate, and create LUNs</li><li>• NAS storage provisioning—create/delete volume, manage quota, and manage share NFS and CIFS</li><li>• Provide 24x7 monitoring support for backups</li><li>• Open tickets in HP IT Operation Center for any missed/failed backups</li><li>• Security event logging</li></ul> <p>DC – OSS is designed according to Information Technology Infrastructure Library (ITIL) industry standards, HP's best practices, and standardized service-level objectives, which will be mutually agreed upon and set forth in the SOW. Through the use of HP's remote connectivity management tools, HP will establish and maintain access to enable 24x7 remote monitoring on eligible products by a centralized IT Operation Center that includes access to a wide range of expertise to support HP OSS.</p>

**Table 1.** Service features (*continued*)

<b>Service focus</b>	<b>Description</b>
<b>Core features</b>	
<b>IT Operation Center</b>	HP utilizes an IT Operation Center to respond to in-scope inquiries, service requests, and reports of incidents submitted by the Customer's organization through authorized technical representatives as detailed in the SOW. The monitoring activity (tooling-based approach) is provided 365 days a year, 24 hours a day, 7 days a week.* The center currently holds various ISO certifications for quality (ISO 9001:2008), security (ISO/IEC 27001:2005), and business continuity (ISO 22301:2012).
<b>Services provided</b>	IT Operation Center provides the following: <ul style="list-style-type: none"> <li>• A 24x7 manned HP IT Operation Center</li> <li>• Remote monitoring of physical and virtualized environments focused on health, capacity, utilization, and performance as outlined in the SOW</li> <li>• Supported service domains that include servers (legacy and x86 based), storage, networking, operating systems (legacy, Linux, and Windows®), hypervisors, backup and batch management, and security</li> <li>• Delivery model and processes aligned with ITIL activities based upon service levels outlined in the SOW</li> </ul>
<b>Event Management</b>	Event management will be defined in the SOW and covers incidents, problems, and change requests. All events are managed end to end by the IT Operation Center throughout the entire cycle.  Events include daily routine procedures and system administration services (i.e., installation, upgrade, troubleshooting, resource provisioning, capacity reporting, and more). The service covers various aspects related to the physical and virtual environment.
<b>Services provided</b>	Events handled by the service may include: <ul style="list-style-type: none"> <li>• Incidents: These are end-to-end case management, including monitoring, logging, closure, and action items follow-up with service-level compliance.</li> <li>• Problems: Problem management focuses on identifying opportunities to improve the quality, stability, and manageability of the supported environment(s) and makes recommendations for potential improvement (Continuous Service Improvement). Those recommendations are presented in the form of change requests.</li> <li>• Changes: The purpose of Change Management is to estimate the risks, implications, charges, and necessary measures of possible changes in scope in such a way that changes are fully evaluated. With HP as a permanent member of the Change Advisory Board, the HP account team may help facilitate a request for change (RFC), so that it can be deployed in a planned and well-prepared manner in accordance with the Change Management process in the SOW.</li> </ul>
<b>Relationship Management</b>	HP Datacenter Care service Relationship Management features are supplemented to include OSS. As a result, the assigned account team provided with HP DC will also address the types of OSS activities described below as part of the regularly scheduled HP DC account reviews. The goal of the account team and these reviews is to understand the Customer's business and IT objectives, as well as to provide advice on how these needs may be met.
<b>Services provided</b>	The role of the assigned account team is extended when DC – OSS is deployed to facilitate and govern the activities on different layers (Operational, Tactical, and Strategic). Accordingly, these categorized activities will be included as part of the underlying HP DC support reviews: <ul style="list-style-type: none"> <li>• Operational: disruptive incidents, changes and problems, operational improvement processes, approaching events, ongoing progress, and input for the tactical layer</li> <li>• Tactical: service reports, improvement processes, user satisfaction, annual plans, annual evaluation, and recommendations for the strategic layer</li> <li>• Strategic: annual plan, evaluation, SLAs, business-IT developments, and change processes</li> </ul>

\* Subject to force majeure provision of the SOW and continuous connection by the monitoring tools

**Table 1.** Service features *(continued)*

<b>Service focus</b>	<b>Description</b>		
<b>Transition phase</b>	A transition phase will be completed before HP is able to deliver remote monitoring and administration services for the infrastructure in scope. The purpose of this phase is to prepare both organizations, the Customer's and HP's delivery team, for the takeover of the operational services, as well as validate assumptions and document existing processes. The transition phase and associated activities will be defined in the SOW.		
<b>Services provided</b>	<p>Transition-related services typically include the following activities:</p> <ul style="list-style-type: none"> <li>• Exchange required Customer environment information (Joint Verification)</li> <li>• Formulation of an action plan containing customized transition project from Current Mode of Operation (CMO) to Future Mode of Operation (FMO)</li> <li>• Testing of the support environment(s) against the acceptance criteria</li> <li>• Transfer and verification of documentation</li> <li>• Installation and configuration of the connection and tooling for remote support</li> <li>• Explanation of HP or approved subcontractor's working method</li> <li>• Introduction of HP or approved subcontractor's contacts</li> <li>• Formulation of daily agreed-upon procedures</li> </ul>		
<b>Service-level objectives</b>	<p>DC – OSS provides three support level tiers for OSS-covered events designed to allow flexibility in meeting the dynamic needs across the services delivered by the IT organization:</p> <ul style="list-style-type: none"> <li>• OPTIMIZED: support for the primary and critical processes and services</li> <li>• STANDARD: support for the time-critical supporting processes</li> <li>• BASIC: support for less critical processes and services</li> </ul>		
<b>Services provided</b>	Customers will be able to choose one of the three support level tiers, or select a mix of tiers, for different layers of the infrastructure and/or different system/services. Service-level objectives are based upon the priority assigned (urgency), response times, and service coverage windows. Based upon the scope of the OSS, the service-level objectives will be developed and mutually agreed upon in the SOW. Service levels are validated as part of the transition phase. Not all service-level options shown in the examples that follow are available on all products.		
<b>Urgency</b>	Urgency is measured by the number of users impacted by an incident.		
<b>Priority</b>	<p>A priority will be assigned to each in-scope incident based on the business impact (service level tier) and urgency. The prioritization is aligned to the Datacenter Care support service-level objective. Examples of priority descriptions are as follows:</p> <ul style="list-style-type: none"> <li>• Priority 1: An incident that results in a critical business impact for a system. An incident may be assigned with Priority 1 where one or more users experience a complete or substantial loss of service.</li> <li>• Priority 2: An incident that results in some business impact for a system. An incident may be assigned with Priority 2 where one or more users experience the following: (i) the functionality of the software is adversely affected, but can be circumvented, or (ii) certain functions within the software are disabled, but the software remains operable.</li> <li>• Priority 3: An incident that results in a minimal business impact for a system. An incident may be assigned with Priority 3 where a single user experiences some problem in using the software.</li> </ul>		
<b>Table 1.</b> Incidents priority			
<b>Tier/Urgency</b>	<b>&lt;10 users</b>	<b>&gt;10 users</b>	<b>50% of all users</b>
OPTIMIZED	Priority 2	Priority 1	Priority 1
STANDARD	Priority 2	Priority 2	Priority 1
BASIC	Priority 3	Priority 3	Priority 2

**Table 1.** Service features (continued)

Service focus	Description
<b>Examples: Response time service window</b>	Examples of response times and service windows are reflected below. An HP authorized representative will respond within the agreed time after the service request has been logged, if this time falls within the contracted coverage window.

**Table 2.** Response time

Tier/Response	Priority 3	Priority 2	Priority 1
OPTIMIZED	90% < 2 hour	90% < 1 hour	90% < 15 min
STANDARD	90% < 8 hour	90% < 4 hour	90% < 2 hour
BASIC	90% < 12 hour	90% < 8 hour	90% < 4 hour

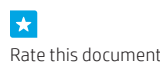
**Table 3.** Service window

Tier/Window	Priority 3	Priority 2	Tier/Window
OPTIMIZED	Mon–Fri 8:00 a.m.–5:30 p.m.	7x24	OPTIMIZED
STANDARD	Mon–Fri 8:00 a.m.–5:30 p.m.	Mon–Fri 8:00 a.m.–5:30 p.m.	STANDARD
BASIC	Mon–Fri 8:00 a.m.–5:30 p.m.	Mon–Fri 8:00 a.m.–5:30 p.m.	BASIC

<b>OSS service exclusions</b>	<p>The following are excluded from HP OSS:</p> <ul style="list-style-type: none"> <li>• Managed or hosted services that include any combination (or all) of professional services and product support, as they relate to the ongoing management of computing and storage resources (e.g., application monitoring, database management system (DBMS) monitoring and management, and middleware application monitoring and management)</li> <li>• Any middleware and applications, including any application installation, configuration, and troubleshooting</li> <li>• Vendor management and coordination</li> <li>• Management or transformation of business processes</li> <li>• Design/redesign of infrastructure or architecture or policies</li> </ul>
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