



HPE Datacenter Care Infrastructure Automation (DC-IA)

HPE Datacenter Care services

This data sheet addendum to the HPE Datacenter Care data sheet describes the HPE Datacenter Care Infrastructure Automation (DC-IA) service features, which are an optional extension of HPE Datacenter Care services. The Statement of Work (SOW) will detail the combination of reactive and proactive support features that will be based on your requirements.

DC-IA is an extension of HPE Datacenter Care (HPE DC) that allows you to configure and operate your data center in a new way to help you realize the potential of the software-defined data center. With DC-IA, data center infrastructure is treated as software that can be designed, documented, version controlled, and tested using some of the same tools and processes software developers use. DC-IA provides you with advice, support, and tools designed to configure and operate your data center using eligible HPE and multivendor products (DC-IA Supported Products).

At a high level, these features provide the following:

Advice

- Infrastructure Automation Optimization quarterly reviews:
 - DC-IA Supported Product assessment reports to prepare and review
 - Specialists to discuss current operational use cases, challenges, and future needs
- Guidance and HPE best practices for DC-IA Supported Products:
 - Workflow review
 - Provisioning and configuring environments
 - Patch management
- Scheduled Specialist Coaching and Code Review (Datacenter Care Infrastructure Automation Center of Excellence):
 - Basic coaching on DC-IA Supported Product usage and automation development
 - Basic code review and coaching that is focused on helping you develop infrastructure automation code using DC-IA Supported Product(s)
 - Basic advice and tips on integrating supported products

Support

- Software support for DC-IA Supported Products for the coverage period below:
 - Proactive DC-IA Supported Product notifications as made available from DC-IA Supported Products vendor

- Single point of contact for DC-IA Supported Products, including case management ownership
- Contextual and personalized experience via the Infrastructure Automation Environment Customer Profile
- Incorporation of DC-IA Supported Products into existing HPE Datacenter Care account support planning and activity reviews

Tools

- Support for licensed DC-IA Supported Products, as described in the SOW

Table 1. Service features

Feature	Delivery specifications
Reactive features	<p>Enhanced call handling for HPE DC customers is provided as represented in HPE Datacenter Care data sheet.</p> <p>Access to DC-IA Center of Excellence (CoE) for Technical Support focuses on providing assistance to resolve identifiable and customer-reproducible DC-IA Supported Product problems. HPE has established formal escalation processes to facilitate software problem resolution, enlisting the skills of appropriate HPE resources and/or selected third-party vendors of DC-IA Supported Products to assist with problem-solving. The service is available 24/7.</p> <p>Version support: HPE will provide support for the versions of DC-IA Supported Products as set forth in the SOW.</p>
Proactive features	<p>Scheduled Specialist Coaching and Code Review</p> <p>This service provides general technical advice for customers who need help with understanding how to structure their data center infrastructure using DC-IA Supported Products. The service is tool/vendor agnostic.</p> <p>HPE will make DC-IA CoE team specialists available by appointment through Web conference calls (up to 1 hour in duration), subject to the limitations noted below, to provide basic code review and coaching as the Customer develops their infrastructure automation code (for up to three individuals per coaching session). At its discretion, HPE may provide additional specialists to help facilitate learning and leveraging the infrastructure automation tools. <i>This support consists of general basic advisory services only and does not include resources for writing code or automation scripts.</i></p> <p>Infrastructure Automation Customer Profile</p> <ul style="list-style-type: none"> • At the start of the engagement, the HPE DC-IA CoE team and Account Support Manager (ASM) will work with the Customer to understand planned infrastructure automation use cases and the technical environment. Customer profile information will be part of HPE's customer knowledge base and will be used to provide contextual and personalized support if and when issues arise • A Customer Infrastructure Automation Environment Profile is intended to help HPE understand the size of the Customer's infrastructure deployment • The Infrastructure Automation Customer Profile will be available to the CoE before and during service delivery • As an extension of the data center site survey, the Infrastructure Automation Customer Profile becomes part of a customer knowledge base maintained by HPE <p>Infrastructure Automation Optimization (IO) Review</p> <ul style="list-style-type: none"> • IO reviews will be provided as part of the quarterly HPE Datacenter Care Support & Planning reviews • Available hours for review are Monday through Friday from 9 a.m.–5 p.m. local time, excluding HPE holidays • Based on guided questions, the DCIA CoE specialists will review tool use and IT automation lifecycle, and help to identify potential audit and compliance issues, infrastructure-as-code testing results and validation, and IA collaboration practices. This review is designed to identify HPE best practice recommendations with the goal of helping the Customer increase IT agility and reliability through infrastructure automation • The review includes DC-IA Supported Products-specific content designed to address concerns and configuration health (scalability and performance) • IO review structure is as follows: <ul style="list-style-type: none"> - 2-hour Web conference - Lead by CoE specialist - Co-hosted by the HPE Account Support Manager

- Based upon the output of the review session, HPE will provide an Infrastructure Automation Assessment Report, which may include recommendations for possible infrastructure optimization

Software

- Proactive notification on update availability is via email patches and security announcements (mirroring ISV announcements) for DC-IA Supported Products as made available from DC-IA Supported Product vendors
 - Access to IA vendor updates for DC-IA Supported Products may be available from HPE, or the Customer may be required to obtain them from the vendor directly as detailed in the SOW. For some products, software updates may only include minor improved features, and new versions must be purchased separately. Additional licensing terms may accompany and govern the provision of any updates
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Service limitations

Scheduled Specialist Coaching and Code Review:

- HPE will make DC-IA CoE team specialists available by appointment through Web conference calls lasting up to 1 hour
- This support is limited to supported products and tools included in the SOW
- *This support does not include resources for writing code or automation scripts*
- HPE will make reasonable efforts to schedule the review within five (5) business days of a request
- Available hours for reviews are Monday through Friday from 9 a.m.–5 p.m. local time
- The scope and frequency of these review sessions is provided at HPE's discretion

Infrastructure Automation Optimization (IO) Reviews:

- IO Reviews for DC-IA are coordinated with the support planning and review sessions provided under the Customer's Datacenter Care services as detailed in the SOW (typically quarterly)
- This 2-hour session Web conference (with an additional 1 hour for each CM framework if there are more than one) is led by one CoE specialist (with skills in customer tool choices; there may possibly be two CoE sessions scheduled sequentially if there are multiple tools)
- This review is co-hosted by the HPE ASM and includes the Infrastructure Automation Assessment Report

Customer responsibilities

For access to DC-IA Supported Products, the Customer will:

- Have rightfully acquired the vendor's underlying software license for the DC-IA Supported Products and provide to HPE, upon request, proof of such license
- Use all DC-IA Supported Products in accordance with the current licensing terms
- Use a current supported version of the DC-IA Supported Product to be eligible for these services

Note: HPE is collaborating with DC-IA vendors for the provision of these services. As part of these activities, HPE will share the Customer's name, location, and technical information with these vendors. This information will be treated as confidential and protected in accordance with the Confidentiality provision as set forth in the governing terms of the SOW between the parties.

Coverage

For a list of DC-IA Supported Products available for these services please refer to www.hpe.com/services/dciasupportedtools.

