HPE Data Migration Readiness Assessment Service

HPE Technology Consulting

HP Enterprise Migration Readiness Assessment Service is designed to provide insight into the requirements needed to help your organization complete a data migration on time and within budget. With this service, HPE will:

- Provide key knowledge of your existing environment to help you identify and understand the potential challenges of an upcoming data migration project

- Prepare your organization and help you understand the possibilities for transforming and transitioning your legacy storage environment; this process can help build your confidence about the migration process

- Work with you to identify the appropriate actions needed to help complete a successful data migration while executing HPE best practices–based data migration using HPE tools, methodology, and technologies

This service is a fixed-scope, fixed-price service that has an engagement period of one workweek (five workdays) as is further described in the 'Service limitations' section.

Service benefits

Service Benefits

- Provides your organization with an understanding of what is in the storage and SAN configuration, what is in scope for the migration, and the complexity and activities that will be performed to remediate the current assets in preparation for the migration to the new platform and methodologies

- Is designed to help define a more effective architecture/method for a data migration project that supports the key business needs

- Leverages HPE's tools, methodology, and experience in data migration projects

Service feature highlights

HPE Migration Readiness Assessment Service is comprised of three phases:

- Project Coordination and Discovery Phase

- Design and Planning Phase

- Assessment Report Review Phase

Table 1. Service features

Feature	Delivery specifications

Project Coordination and Discovery Phase	In this phase of the service, HPE will:
	• Assign a project manager who will work with the Customer remotely to:
	  – Initiate the project with a kick-off meeting and organize follow-up and status meetings, as well as discussions of expectations for the migration assessment
	  – Identify and review all service prerequisites and any actions required by Customer to meet them
	• Provide assessment documentation to the Customer's designated staff member to complete in support of migration planning
	• Verify the environment, source array
	• Set up and execute using Discovery Tool
	HPE will perform data collection through interviews with the Customer's IT staff using HPE proprietary service tools.

Design and Planning Phase	During the scheduled onsite delivery, HPE will: • Define the design and planning • Analyze the in-scope servers and storage source environments • Identify and select the appropriate migration methodology • Identify any potential opportunities HPE's findings and recommendations will be documented in the Remediation Lite Assessment Report. This report is based upon the data provided by the Customer and is a snapshot of the current state of the Customer's environment that the Customer is considering migrating and may also include recommendations for identified requirements that may create issues during the migration process.
Assessment Report Review Phase	As part of the Assessment Report Review Phase, HPE will: • Review the Remediation Lite Assessment Report • Remove any HPE tools • Provide a Remediation Lite Assessment • Discuss with the Customer if they wish to purchase Data Migration Services and, if so, what the next steps might be • Discuss any further storage and data migration activities in which the Customer may require assistance from HPE Technology Consulting Services

Service limitations

• Delivery of the service will not exceed a total of one workweek (five workdays), including travel time.

• HPE is delivering this service based upon the information available at such time and is relying upon the accuracy and completeness of any information provided by the customer to provide this service.

• Any HPE recommendations are provided with the intention of helping the Customer to understand and assess specific migration requirements and potential migration methodologies. Any implementation of these recommendations that result as an output of this service is outside the scope of these services.

• This service is to be fulfilled at a single Customer location on a single data migration project.

• This service feature does not include installation and startup of Data Migration Services.

• This service is delivered by no more than one HPE consultant onsite.

• This service must be delivered in full no more than 120 days after the initial engagement. The Customer must contact an HPE service specialist within 120 days of date of purchase to schedule the delivery of the service.

- This service does not redesign existing storage configurations.

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

- – Full Data Migration Services

- – Any restoration/recovery of compromised data

- – Any services not clearly specified in this document

- – Support for network-related problems

- – Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

Travel zones

Travel zones and charges, if applicable, may apply and may vary in some geographic locations.

Service eligibility

- As a prerequisite of this service, the Customer's existing storage system must be running a firmware version supported by HPE Data Migration Services.

- As a prerequisite of this service, the Customer must install any recommended host patching or software upgrades, including device drivers and firmware.

- The Customer must provide a suitable physical infrastructure system that enables physical connectivity as required.

Customer responsibilities

The Customer must meet all service prerequisites as identified in the Discovery phase prior to any service delivery. To increase the effectiveness of the Migration Readiness Assessment Service, the Customer will:

- Provide a designated primary contact, who is:

- – Responsible for all client aspects of the assigned work efforts

- – Authorized to make all decisions relative to the project, including identification and assignment of client resources

- – Available to and able to interface with HPE assigned resources on day-to-day issues throughout the project

- – Authorized to sign status reports, approve consultant hours, and approve project changes

- – Able to coordinate work efforts and meeting schedules

- Allow HPE full and unrestricted access to all locations where the service is to be performed

- Allow HPE personnel full and unconditional access to all software products to be supported

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent

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

- Provide accurate and complete information necessary for HPE to deliver the service

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to delivery of the onsite portion of the services

- Provide HPE technology service consultants with all the architectural diagrams that were previously designed for storage, if available

- Provide any third-party products, if required

- Use all software products in accordance with current HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer

General provisions/Other exclusions

- An HPE consultant will schedule the delivery of the service at a time mutually agreed upon between HPE and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays. All service deliverables are accepted upon delivery.

- In order to help provide the Customer with a quick dashboard and the environmental knowledge needed to jump-start data migration decision-making and planning initiatives, HPE will provide the following during the specified duration of these services:

  – Working with the Customer, HPE will develop a Remediation Lite Assessment Report, which will provide an executive view of the current-state environment and illustrate potential major pitfalls that can cause unexpected outages and/or downtime

  – An understanding of the migration methodologies and an analysis of the discovered data that is intended to help define the migration methods that should work best for the Customer based on defined and agreed-upon business, technical, and functional requirements

  – A more accurate ROM pricing if the Customer intends to move forward with completing a Data Migration Services project

- Service required due to causes external to the HPE-maintained hardware or software are excluded from this service.

- HPE 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.

- Pricing includes travel time and expenses.

Migration toolsets and methodologies are determined by HPE.

- HPE assumes that all information provided by the Customer is accurate.

- HPE Migration Readiness Assessment Service is governed by Hewlett Packard Enterprise standard terms for professional services. Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work.

- Any work to be performed outside of normal business hours (based on local time) must be requested a minimum of one week in advance and approved by HPE, and may be subject to additional charges. Work hours exclude HPE holidays.

- Services will be performed at the Customer's site or at HPE designated offices, as required, over a contiguous period.

- Service deliverables are accepted upon delivery.

- Services are restricted to a single IT environment under the direct day-to-day management of one IT manager in one country.

- Services will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of unused services.

- Travel will occur during the first morning and last workday of each week for onsite delivery or as jointly determined by the Customer and HPE.

- Documentation created for this engagement will be available in electronic format created with Microsoft® Office.

Ordering information

To order HPE Migration Readiness Assessment Service, reference the following product number: H0JD1A1.

Availability of service features and service levels may vary according to local resources, and may be restricted to eligible products and geographic locations. To obtain further information or to order services, contact a local HPE sales representative.

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

Hewlett Packard Enterprise