HPE IMC FCAPS Wired Implementation Service

HPE Network and Mobility Consulting

HPE IMC FCAPS Wired Implementation Service provides flexible HPE networking consulting and integration assistance that is designed to help meet your network management and connectivity needs. This service provides you with installation, configuration, and implementation of the HPE Intelligent Management Center (IMC) network management platform on an appropriate customer-provided server environment to enable Fault, Configuration, Accounting, Performance, and Security (FCAPS) monitoring of your wired network.

When you purchase this service, one or more HPE network technology consultants will be assigned to your organization, at HPE's discretion, for a predetermined period of time to assist your organization with mutually agreed-upon HPE IMC consulting and integration activities that are managed and directed by you to implement FCAPS aspects of network management specific to your network. You have the flexibility to choose from a variety of service activities, ranging from basic FCAPS wired configuration and project management to network integration and interoperability testing, and you can receive assistance with the configuration of advanced IMC features specific to network management FCAPS technologies.

You should always consider purchasing HPE IMC FCAPS Wired Implementation Service in conjunction with the installation and startup services of HPE IMC. Combining these two services can help ensure that your HPE IMC platform is properly integrated into your existing network environment. HPE IMC FCAPS Wired Implementation Service is sold in increments that provide 8 hours of offsite remote service assistance and 40 hours of onsite service assistance per single increment (SKU) provided at a single location. A single increment (SKU) will typically allow implementation of FCAPS monitoring for up to 200 wired network device nodes.

Service benefits

- Complements your IT team with assistance from HPE Technology Consulting Services
- Provides flexible network service assistance that is delivered when you need it, and at your direction
- Enables you to choose from a variety of service activities addressing the HPE IMC FCAPS wired networking feature set
- Enables you to make adjustments to the service activities as agreed during consultation and review meetings with an experienced network technology consultant
- Is designed to help improve the time to solution
- Is intended to help reduce business risk and project costs by providing access to HPE specialists
- Can help you to simplify IT operational procedures by leveraging HPE best practices

Service feature highlights

- HPE network technology consultant
- Pre-engagement review

Table 1. Service features

Feature	Delivery specifications
HPE network technology consultant	One or more HPE network technology consultants will be assigned to the Customer's organization to assist the Customer with a predetermined network project.
Pre-engagement review	Prior to the deployment of network technology consultant(s), HPE will work remotely with the Customer to establish a list of activities. HPE will perform the service based on the agreed-upon list of activities as directed by the Customer until the purchased service hours have been exhausted.

Service limitations

This service is available during HPE standard workdays excluding weekend days and HPE holidays, and during country-specific HPE standard business hours. Onsite service assistance will be provided at one physical location in the country where the service is sold. The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the Customer's direction. The Customer should check with their local HPE authorized representative to find out whether a specific location is eligible for this service.

Travel time associated with onsite service assistance will be applied toward the purchased service hours. Therefore, the Customer must take into account the amount of travel time required when determining the number of service hours they wish to purchase.

- Not all service options are available for all products. Contact HPE for more information regarding service option availability for eligible products.

Customer responsibilities

Working at the Customer's direction, HPE consultants will perform the services based on the list of activities agreed to during the pre-engagement review until the purchased service hours have been exhausted.

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 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 all work efforts and meeting schedules
- Ensure that all products associated with the tasks to be performed by HPE are ordered and available onsite prior to the start of the consulting services and/or the arrival of the consultant onsite
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, upon request, any information that HPE may reasonably request about the execution of the service
- Coordinate all required internal/third-party participation and cooperation
- Assign or make available experienced subject-matter and technical experts, upon request or as needed

- Provide HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required

- Provide a suitable work and meeting area commensurate with the number of onsite HPE consultants and Customer subject-matter experts assigned to the analysis, including desks, chairs, telephones, and Internet/HPE network access through a virtual private network (VPN)

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HP to deliver the service

Coverage

This service is available on regular HPE workdays excluding weekend days and HPE holidays, and during country-specific HPE standard business hours.

General provisions/Other exclusions

- HPE assumes that all information provided by the Customer is accurate. HPE will collaborate with the Customer to determine acceptable estimates for any information that is not available.

- HPE IMC FCAPS Wired Implementation Service is governed by Hewlett-Packard Company 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.

- Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

- For HPE IMC FCAPS Wired Implementation Service, HPE resource time is specifically provided as follows: Resource will be provided remotely for a total of 8 consecutive normal business hours (1 HPE standard local business day). Additionally, resource will be provided at one designated site only during HPE standard local business days and hours and during consecutive working days of service assistance, totaling a maximum of 40 hours onsite.

- Service hours are inclusive of onsite and offsite service, and travel time. Any request for flexible work hours must be agreed to in advance by HPE and may impact the calculation of hours expended as further detailed below. The onsite/offsite schedule of the network technology consultant will be mutually agreed upon prior to the start of services.

- Any after-hours work must be requested a minimum of 1 week in advance and must be approved by HPE. If approved by HPE, and the Customer requests and subsequently authorizes delivery outside the standard workday, those hours are subject to availability of resources, and the Customer understands and agrees that any such after-hours work will be counted on a time-and-a-half basis against the 40-hour onsite weekly limit and the 8-hour remote day limit.

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

- The scope is limited to services only. These services do not include the provision of any deliverables.

- HPE will stop work when the purchased service hours are exhausted.

- Service hours must be utilized and redeemed against specific service activities defined by the Customer within 120 days from the date of purchase and are restricted to a single IT environment location under the direct day-to-day management of one IT manager in one country.

- Service hours 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 any unused services.

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

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

• At such time as the Customer has exhausted 80 percent of their purchased hours, the parties will review the service status and HPE will provide estimates of what, if any, additional time may be required to help the Customer complete their activities. If the parties estimate that more time is needed, the Customer will be required to purchase additional service hours.

Ordering information

To obtain further information or to order this service, contact a local HPE sales representative or HPE reseller and reference the following product numbers:

• H0JR6A1/U8JL8E for HPE IMC FCAPS Wired Implementation Service

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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