

HPE Enterprise License Agreement Services

Hewlett Packard Enterprise (“HPE”) Enterprise License Agreement (“ELA”) Services are fixed-price, fixed-scope services. These services provide a structured and consistent way to begin the adoption of HPE Software products purchased in an ELA (sold separately), enabling you to speed up the value realization of the HPE portfolio of products. HPE will assist you in analyzing the maturity of your current IT organization and define a strategic plan to implement technology that is driven by your business objectives. This strategic implementation plan is built based on reference architecture from the IT4IT Open Group Standard (“IT4IT Standard”).

Service feature summary

HPE offers two (2) services to give you flexibility.

- **HPE ELA Roadmap & Architecture Startup Service**

The HPE ELA Roadmap & Architecture Startup Service (“R&A Service”) provides the analysis of your current maturity and the creation of a plan and reference architecture to implement HPE software. The plan is based on one (1) of the four (4) IT4IT Standard value streams:

- Strategy to Portfolio
- Requirement to Deploy
- Request to Fulfill
- Detect to Correct

The results are then presented to you for implementation.

- **HPE ELA Installation Service**

The HPE ELA Installation Service (“Installation Service”) provides installation of up to two (2) ELA products on customer

infrastructure, utilizing the applicable product specifications.

Upon completion of the installation, the service includes up to two (2) mentoring sessions (one (1) per installed product). The sessions will be for up to twelve (12) users, for up to five (5) business days. While not intended as a substitute for formal HPE product training, the sessions will present the technology and familiarize the participants with the main product functionality.

An HPE Software Services Consultant (“HPE Consultant”) will be available to provide help for a total of ten (10) days over a period of one (1) month per product after the installation.

Service planning and execution

The services are available to be performed both onsite and remotely for the duration specified below. An HPE Consultant will be onsite as required to engage your onsite team, and a remote HPE Software Services consulting team will provide services as specified below.

The services will be delivered during HPE standard business hours, excluding HPE holidays, unless otherwise agreed to in writing by HPE.

HPE ELA Roadmap & Architecture Startup Service

Over five (5) weeks, HPE will perform the following activities:

- Project preparation
 - Conduct a service kickoff meeting with you to review the expected project schedule and identify and validate project roles and responsibilities

- Verify your readiness and schedule with you; the HPE team commences service activities
- Confirm with you that all service prerequisites are met
- Select the IT4IT Standard value stream to be analyzed in the R&A Service
- Interview and data collection
 - Select key people to interview during kickoff session
 - Conduct a maximum of five (5) interview sessions, each with a duration of up to two (2) hours that can be either remote or onsite
 - Collect additional information from you including as-is architecture and process maps
- Information elaboration
 - Internal activity to review and elaborate the collected set of information
 - Prepare target architecture state document and implementation roadmap
 - Prepare KPIs related to roadmap success
 - Conduct two (2) meetings with your project manager to review draft results and collect feedback before final presentation
- Final presentation
 - Conduct a final presentation meeting with a maximum duration of three (3) hours with your stakeholders
 - Present reference architecture, based on IT4IT Standards and purchased ELA products
 - Present an implementation roadmap
 - Identify processes impacted by the roadmap

- Review of KPIs for roadmap success
- Hand over the presentation documents at the end of the final presentation meeting

All results will be based on HPE best practices and IT4IT Standard

R&A Service	SKU H0FG2A1
Project Manager	10 days
Solution Architect	25 days
Process Consultant	2 days

HPE ELA Installation Service

Over six (6) weeks, HPE will perform the following activities:

- Product selection
 - You will select two (2) HPE Software products from your ELA and that are also found on the HPE Software product list below
- Infrastructure setup
 - The HPE team will specify and provide documentation on the infrastructure requirements for the selected HPE Software products
 - The HPE team will install the selected HPE Software products according to their specifications
- Mentoring session
 - HPE will provide a one (1) week training session per installed product to show main product functionality
 - The HPE team will provide an additional ten (10) days of technical consulting for each product to provide help to you over a period of one (1) month after the installation

Installation Service	SKU H0FG3A1
Project Manager	10 days
Technical Consultant	57 days

HPE Software products

Following is the list of HPE Software products that can be selected to be installed as part of the Installation Service:

- Business Service Management
 - HPE Business Process Monitor
 - HPE Operations Manager

- HPE Operations Manager i
- HPE Network Node Manager i
- Cloud and Automation
 - HPE Cloud Service Automation
 - HPE Operations Orchestration
 - HPE Server Automation
 - HPE Network Automation
- Application Delivery Management
 - HPE Application Lifecycle Management
 - HPE Quality Center
 - HPE Performance Center
 - HPE Service Virtualization
- Strategy and Portfolio Management
 - HPE Service Manger
 - HPE Universal Configuration Management Database System
 - HPE Asset Manager
 - HPE Project and Portfolio Management

Service limitations

The services are each delivered as single, continuous events. Any variances requiring multiple engagements or phases over longer periods of time are not included in the services, but can be accommodated via a separate order.

Activities such as, but not limited to, the following are excluded from the services:

- Extension of architecture analysis out of the IT4IT Standard
- Drill-down of the analysis into any existing customer technology
- Setup of any hardware and software infrastructure other than selected HPE Software products
- Product configuration, integration, or data loading
- Extension of time effort out of defined constraints
- Troubleshooting and maintenance of any configurations

Hours and days specified for the services in this data sheet are the maximum 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 the HPE team in facilitating the delivery of the services
- Ensure that resources needed for interviews and roadmap analysis are identified and involved in the defined plan
- Identify up to eight (8) people to participate in the mentoring sessions
- Ensure that all materials on current architecture and processes are made available in the time for the service schedule
- Ensure that all service technical prerequisites as identified by the HPE team are met
- Ensure the availability of and entitlement to hardware, firmware, and software required by the HPE team to deliver the service
- Ensure that authorization, access to sites and infrastructure support is fully available to the HPE team
- For onsite work, provide reasonable access and working space at the site as the HPE team 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, provide remote access to your network via a virtual private network or an equivalent capability mutually agreed to by the HPE team and you
- 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
- Be responsible for all applicable backups

HPE responsibilities

HPE shall observe HPE work rules and security and safety policies while performing the services.

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 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 hp.com/go/hpswprofessionalservices

SKU H0FG2A1
SKU H0FG3A1



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