

HP Performance Services for Servers and Workstations

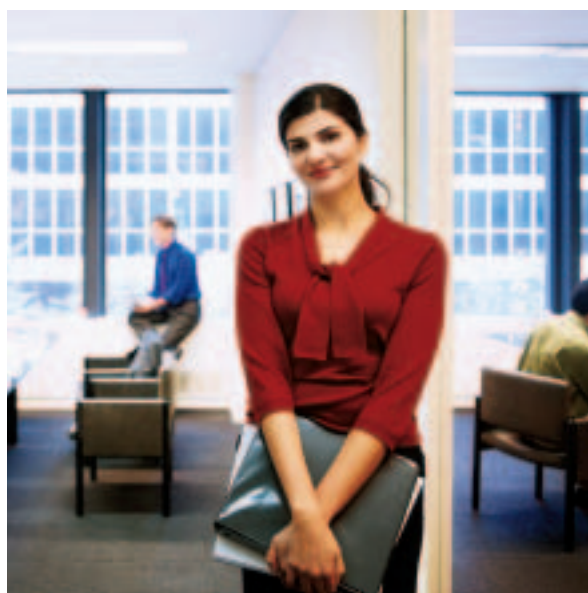
HP Customer Support Per Event Services



Offers in-depth analysis of current utilisation levels for your HP systems as well as the advanced technical knowledge to tune these systems to enhanced performance levels.

Managing the resource utilisation and performance of your computing environment is critical to maintaining your organisation's efficiency and productivity. Systems must deliver high levels of performance to meet user expectations and support business goals. These factors make it essential to detect performance bottlenecks early and solve them quickly. Maximising system performance has become even more important with the emergence of e-business and e-commerce and the additional demands these activities place on your system resources.

HP Performance Services for Servers and Workstations offers in-depth analysis of current utilisation levels for your HP systems as well as the advanced technical knowledge to tune these systems to enhanced performance levels. These services and the expertise of HP performance specialists will help you gain the knowledge required to make more effective IT-system-management decisions, assess tuning needs and plan for growth.



HP works with you to determine the appropriate mix of assessments to meet your business needs. To promote long-term stability of your systems, HP recommends performing these services on a regular basis, particularly for systems with heavy usage. Regular service engagements will help you address critical performance requirements proactively, before erosion of service to users.

Understand the complex data that measures server/workstation resource utilisation and performance.

Service benefits

- Understand the complex data that measures server/workstation resource utilisation and performance
- Compare performance objectives against current server/workstation demands to make business, system and budget decisions with confidence
- Increase system performance, availability and stability
- Identify potential performance bottlenecks and proactive solutions
- Leverage the expertise of an experienced HP engineer to address the complexities of system analysis and tuning
- Gain an opportunity to transfer HP knowledge, experience and skills to your IT staff
- Obtain documentation of service findings and results to enhance system planning

Service-feature highlights

HP Performance Services for Servers and Workstations encompasses the following offerings:

- HP Performance Resource Utilisation Healthcheck Service for MPE or HP-UX
 - Available for MPE or HP-UX systems
 - One-time, proactive assessment of server/workstation performance
 - Fixed scope of work
 - Standard services are delivered remotely
 - Establishes a baseline for planning and tracking utilisation in future service engagements
- HP Performance Analysis Service for HP-UX
 - Reactive or proactive evaluation of server/workstation performance issues
 - Scope of work tailored to your needs and environment
- HP Performance Tuning Implementation Service for HP-UX
 - Follow-up offering to implement the improvements recommended by one of the analysis services
 - Scope of work is highly customised to your server, application and business needs

Feature	Delivery specifications
HP Performance Resource Utilisation Healthcheck Service for MPE or HP-UX MPE: HA206AE (per-event), HA206AC (contractual), HA206A1 (per-event) HP-UX: HA205AE (per-event), HA205AC (contractual), HA205A1 (upfront)	Available for MPE or HP-UX systems, the HP Performance Resource Utilisation Healthcheck Service provides a one-time, thorough analysis of system performance using HP leading-edge performance tools. This analysis is based on an understanding of your applications, operating environment and team capabilities. An HP performance specialist will configure the performance tool to collect data on usage of CPU and memory as well as disk activity over a seven-day period. The HP specialist will then analyse the data and provide recommendations for gaining more productivity from under-utilised and over-utilised/pressurised resources. <ul style="list-style-type: none"> • Preparation activity and planning interview to discuss your objectives, verify software functionality and determine schedule for data collection • Collection of performance and configuration data by your IT staff • Analysis of collected data by an HP performance specialist at an HP facility • Documentation of engagement activity and the results identified by the analyses, provided in both a printed and electronic report • Preparation of an executive summary for IT and business managers • Presentation of report to discuss results and recommendations to improve system performance for meeting business objectives
HP Performance Analysis Service for HP-UX - HA202AE (per-event)/ HA202AC (contractual)	The HP Performance Analysis Service provides a one-time, detailed assessment of current performance for a single HP-UX system. This customised service offers two options: <ul style="list-style-type: none"> • A reactive, troubleshooting service to identify the causes behind a particular performance problem • A proactive analysis to help maximise the system's performance level In both cases, analysis is based on an understanding of your applications, operating environment, business objectives and team capabilities. An HP performance specialist will configure the performance tool to collect data on usage of the server's CPU, memory and disk over a continuous period (7 days minimum). The specialist will analyse this profile to identify existing or potential bottlenecks and present recommendations on remedial actions. Findings are documented in a detailed, customised report that presents graphical representations and explanatory notes for the performance data. <ul style="list-style-type: none"> • Preparation and planning meeting with an HP performance specialist to discuss your objectives, verify software functionality and determine schedule for data collection • Verification and analysis of system performance • Collection of system-performance profile data by your IT staff • Extraction and analysis of performance data by an HP performance specialist at an HP facility • Detailed presentation of report, covering results and recommendations
HP Performance Tuning Implementation Service for HP-UX - HA199AE	The HP Performance Tuning Implementation Service for HP-UX is a follow-up service for either the HP Performance Analysis Service for HP-UX (HA202AE) or the HP Performance Resource Utilisation Healthcheck Service for HP-UX (HA205AE). At the end of either of these engagements, the HP specialist gives you a set of recommendations for improving system performance. While you have the option to implement these recommendations yourself, you can maximise their effect with the HP Performance Tuning Implementation Service for HP-UX. To gain the greatest benefit, schedule this tuning implementation service soon after completion of one of the HP analysis services. <p>Delivered primarily at your site, the tuning service is highly customised to your servers, application requirements and business needs. This service and the expertise of an HP system engineer will help you realise your goals for improved system performance.</p> <ul style="list-style-type: none"> • Onsite preparation and planning meeting with the HP system engineer to: <ul style="list-style-type: none"> - Discuss customer objectives and expectations - Verify data collected by a previous HP analysis service; if necessary, update analyses and recommended changes - Identify other system issues to be addressed in the tuning process - Determine project scope of work, tuning plan, schedule and resources • Implementation of plan for server tuning • Project management and coordination of HP, internal and third-party resources • Verification of tuning results against objectives • Detailed presentation of tuning results and recommendations for maintenance of the system to tuned levels

Compare performance objectives against current server/workstation demands to make business, system and budget decisions with confidence.

Customer responsibilities

You must assume the following responsibilities in order for HP to deliver any of the HP Performance Services for Servers and Workstations:

- Assign a project manager who will have centralised responsibility for all customer aspects of this project and will make other staff available as needed
- Maintain a stable system environment for the duration of the project
- Customer system requirement: HP OpenView Performance Agent (aka MWA) software and HP OpenView Performance Manager (aka PV) software

For the Healthcheck and Analysis services:

- Provide an environment that will allow the performance data-collection software to run uninterrupted
- Ensure backup and recoverability of all data on the involved system
- Store and deliver collected data for analysis by the HP performance specialist
- Allow the HP performance specialist to remotely access customer systems if necessary for monitoring and validation of data collection

For the Tuning Implementation service:

- Provide recent analysis data collected by either the HP Performance Analysis Service for HP-UX (HA202AE) or HP Performance Resource Utilisation Healthcheck Service for HP-UX (HA205AE)
- Provide a suitable, ergonomic work area at your facility for use by the HP project team

Increase system performance, availability and stability.

Service limitations

For all services:

- Services are conducted during standard business hours, excluding HP holidays.

For the Healthcheck and Analysis services:

- A standard engagement covers a single system; additional systems can be covered in the same engagement for an additional fee.
- Remote service delivery and conferences are provided as part of the standard engagement. Onsite delivery is available for an additional fee.
- Services do not include detailed assessment of networks, applications or databases, or remediation of identified performance bottlenecks.

For the Tuning Implementation service:

- Maps, scripts and any other technical documents or files provided to you by HP are intended only for your exclusive, internal use and may not be shared with outside parties.
- Planned system or application downtime may be required during this engagement for the servers involved in the analysis and tuning phases. This downtime is common to any significant change in an IT environment, and does not suggest any deficiencies in HP system-tuning practices.
- HP shall not be responsible for the loss or failure to recover data due to failure of your backup or recovery procedures.
- HP may add reasonable charges and adjust the project schedule and scope as necessary for delays caused by customer or other circumstances or to cover additional requirements identified during service delivery, such as hardware upgrades.

HP Performance Services for Servers and Workstations

Leverage the expertise of an experienced HP engineer to address the complexities of system analysis and tuning.

Ordering information

To order any HP Performance Services for Servers and Workstations, contact your local HP representative and reference the following product numbers:

- HP Performance Resource Utilisation Healthcheck Service for MPE, HA206AE
- HP Performance Resource Utilisation Healthcheck Service for HP-UX, HA205AE
- HP Performance Analysis Service for HP-UX, HA202AE
- HP Performance Tuning Implementation Service for HP-UX, HA199AE

For more information

HP offers an extensive portfolio of hardware, software and networking services to meet your IT needs. For additional information, contact your local HP representative.

For more information on HP Services, contact any of our worldwide sales offices or visit our website at www.hp.com/hps

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