

## Assessment

HP Customer Support Per Event Services



Designed to identify the potential risks to business success that may exist in your XP storage/SAN environment

Data availability has become fundamental to business success. SAN and storage technology have evolved rapidly, making it increasingly difficult to identify areas that may expose your enterprise to interruption. The High Availability Storage Assessment Service is designed to identify the potential risks to business success that may exist in your XP storage/SAN environment.

Our storage specialists and technical site assessors will collaborate with your designated IT storage administration staff to gain an understanding of your storage environment and overall business needs. Focusing on a specific application in an HP computing platform that you designate, we will document in detail the architecture of your XP storage/SAN configuration, including HP hosts, SAN interconnect devices, and any application-critical HP storage devices. Using industry-leading best practices as the framework, our top high-availability and storage peaked resources will identify weaknesses that will affect data manipulation and supportability. We will provide



this information in a comprehensive report, giving you a complete understanding of immediate actions that would deliver the quickest results. We will also conduct a briefing led by our assessment specialist.

The High Availability Storage Assessment is available for HP-UX and MPE operating system environments. This service is technology-focused.

This service is highly recommended for storage service providers and existing XP IT environments migrating from development to production status.

# Enables storage technology to meet your business objectives

## Service benefits

- Enables storage technology to meet your business objectives
- Exposes weaknesses to the availability of your data
- Minimizes costly production outages
- Delivers clear documentation to allow for optimal storage management
- Provides reusable intellectual capital for future storage implementations

## Service feature highlights

- Detailed documentation of your XP and SAN storage configuration
- Technical analysis of your storage architecture based upon the latest storage technology and high-availability techniques
- Clear outline of immediate activities that will increase your data availability
- Nonintrusive execution, with complete adherence to your change management guidelines

# Exposes weaknesses to the availability of your data

## Customer responsibilities

To assist our storage assessment team in optimizing your storage investment, please provide the following when applicable:

- Business/Operational objectives and any special requirements
- Existing storage documentation, if available
- Third-party SAN device information
- Participation of your IT storage administrator, database administrator, and selected other staff to discuss needs and objectives
- Verification by your designated IT storage administrator that stated objectives were met

## Service limitations

This service is designed to identify pitfalls in supportability and data availability. The implementation of remedial activities is not included. The service does not include hardware reconfigurations of existing environments, such as removal or movement of array disk drives and adapter cards, or conversion and reformatting of existing storage between RAID levels or emulation types. Analysis of high-availability failover software applications (both host and data center failover packages) are a consideration during the analysis phase of the assessment service. However, detailed analysis of the software configuration is not a component of this service (scripting is not interrogated). Third-party SAN device mapping will include information reporting only as provided by the manufacturer.

# HP High Availability Storage Assessment

## Minimizes costly production outages

### Ordering information

To order HP High Availability Storage Assessment Service, contact your local HP representative and reference the following product numbers:

- HA255AE
- HA256AE
- HA257AE

The High Availability Storage Assessment service is highly recommended for XP mission-critical SAN environments and for those customers desiring assistance in the use of high-availability technology. SAN interconnect devices are considered in the data collection and analysis phase of the service. All application-critical SAN devices are encompassed. Recommendations of additional services to address findings will be made available during the presentation phase of the service.

### 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 Web site at [www.hp.com/hps](http://www.hp.com/hps).

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