



HP Data Replication Solution Services Business Copy for EVA

HP Services



HP Data Replication Solution Services provide implementation, based upon level of service selected, of Business Copy (BC) for EVA. Two levels of service are offered: basic installation (Level 1), and more comprehensive implementation and integration activities (Level 3). No Level 2 services are offered. The following highlights what is included at each level of service.

Level 1:

- Design for a basic configuration, including a sample copy set for testing purposes
- Planning and scheduling
- Software installation and configuration
- Functional operation testing using a sample copy set and non-production data
- IVT (installation verification test) with your system administrator using sample replication job
- Product orientation
- Documentation of the configuration

Level 3 requires execution of a Statement of Work (SOW) and may include the following services:

- Project management
- Complete application assessment to establish design parameters to address extended specific needs as listed in the SOW
- Design to address the needs determined by the SOW
- Detailed implementation plan to deploy the Business Copy system as specified in the SOW
- Planning and scheduling
- Software installation and configuration
- Product configuration using volumes designated by you
- Deliverables listed in the SOW, including the integration of supported application and database environments
- Functional operation testing in a production environment

- Testing and acceptance process with your system administrator
- Verification of replication processes (clone, snap, split, mount, normalise, etc.) using your production data volumes with one or more applications, as specified in the SOW
- Product orientation, as specified in the SOW
- Documentation of the configuration

Service benefits

- Installation of BC EVA in accordance with product specifications and your business's configuration requirements
- Design and implementation delivered by an HP service specialist and based upon HP recommended configurations and HP best practises
- Custom solution implementation, as detailed in the SOW
- Reduced implementation time
- Orientation regarding the implemented solution
- Delivery of the service at a mutually scheduled time in the required timeframe
- Availability of an HP service specialist to answer questions during the on-site delivery of the service
- A project manager to co-ordinate the implementation of the service (Level 3 only)
- Documentation of the deployed Business Copy configuration in your environment
- Advanced customisation through execution of a mutually agreed-upon SOW (Level 3 only)

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests
- Customer orientation session
- Project management (Level 3 only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HP service specialist or project manager will schedule the delivery of the service at a time mutually agreed upon between HP and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.</p> <p>Data Replication Solution Service Level 1 is designed to assist the Customer in quickly getting the product to a basic functional level and to provide a demonstration of the product's key features. Level 1 service is positioned for Customers who intend to perform the detailed design and configuration of the solution themselves or with the assistance of a qualified third party.</p> <p>Data Replication Solution Service Level 3 is a tailored service based on a Statement of Work (SOW) created by HP that addresses unique Customer requirements not included in Level 1. Level 3 service is positioned for Customers needing more extensive assistance from HP with technical design, execution, application integration, and testing.</p>
Service deployment	<p>Level 1 deployment activities include:</p> <ul style="list-style-type: none">• Documentation of installed configuration details of EVA in the Customer's environment• Implementation of a sample replication job similar to what the Customer would do in a production environment for up to two different operating systems utilizing two test servers per OS; one server serves as the data source and the other as a remote mount point for a given operating system <p>Level 3 deployment activities will include the following, based on the SOW created for the Customer. All activities listed under Level 1 are also included:</p> <ul style="list-style-type: none">• Review of the engagement with the Customer, using the SOW• Performance of the application assessment and design scoped in the SOW• Review of the design with the Customer to verify compatibility with the Customer's environment and consistency with the SOW objectives• Implementation of the design, as defined in the SOW• Verification of jobs using Customer volumes and applications, as specified in the SOW• Additional integration and testing deliverables, as specified in the SOW
Installation verification tests (IVT)	<p>HP will run the appropriate installation verification tests required for the level of service provided. Level 1 testing activities include:</p> <ul style="list-style-type: none">• Creation of a sample job set• Demonstration of sample jobs <p>In lieu of an installation verification test, Level 3 service will include an acceptance test to validate those features and functions requested in the SOW.</p>
Customer orientation session	<p>Upon completion of the service, the HP service specialist will provide one (1) orientation session of up to two (2) hours' duration at the installation site on the product and/or technology, including:</p> <ul style="list-style-type: none">• Review of installation details as documented in the installation report or in the solution design document from Level 3, if Level 3 is purchased• Customer participation in the Level 1 installation verification tests• Review of the online command set in the help file• Review of operational details <p>The Customer orientation is not a formal presentation or classroom activity, nor is it intended as a substitute for in-depth product training.</p>
Project management (Level 3 only)	<p>The project manager will work with the Customer to manage the integration, development, and delivery of the service during normal HP business hours. The project manager will provide the activities detailed below either remotely or on-site (at the discretion of HP). The project manager will:</p> <ul style="list-style-type: none">• Manage any HP resources required for the delivery of the service• Develop a project plan, based on the SOW, defining the scope of the services to be delivered• Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service• Act as the liaison and single point of contact between HP and the Customer• Develop the project schedule for the SOW and manage the project against defined timelines

Service eligibility

- As a pre-requisite for delivery of this service, the Customer must have an operational EVA storage/SAN solution already in place, as verified by HP.

Service limitations

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

- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software
- Performance modeling or testing
- Data migration services
- Scripting beyond what is done to run the sample jobs
- Migrations from prior EVM or BC versions
- Switch or storage array initial installation or setup (an operational storage solution is a pre-requisite of the service)

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

Customer responsibilities

The Customer will:

- Contact an HP service specialist to schedule the delivery of the service within 90 days of date of purchase
- Provide two test servers per operating system to demonstrate product functionality
- Co-ordinate service deployment on third-party-maintained hardware/software (if applicable) with HP
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service

- Ensure that all service pre-requisites as identified in the "Service eligibility" section are met
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available
- Allow HP full and unrestricted or escorted access to all locations where the service is to be delivered
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations

General provisions/ Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service pre-requisites or other requirements that are not met by the Customer.

HP reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HP's ability to deliver this service is dependent upon the Customer's full and timely co-operation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service but can be accommodated at additional cost.

The service is delivered during HP standard business hours. Service delivery outside these hours is available at additional cost.

Portions of the service are delivered remotely or onsite, at HP's discretion.

For more information

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

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