HP Mission Critical Partnership

HP Technology Services - Contractual Services

Technical data

HP Mission Critical Partnership is ideal where any disruption to the IT infrastructure would have an impact on the financial position or market credibility of your company or IT department.

HP Mission Critical Partnership (MCP) is the highest level of Mission Critical Support available from HP. It is designed to enable an IT department to meet its most demanding commitments, and to support your key mission-critical applications or critical IT services where specific service-level agreements (SLAs) have been made to end users or clients. HP Mission Critical Partnership is ideal where any disruption to the IT infrastructure would have an impact on the financial position or market credibility of your company or IT department.

As a Mission Critical Partnership customer, you get a customized service solution tailored to your exact business needs. MCP is based on industry-recognized IT service management (ITSM) principles to help ensure that you are effectively supported and have the appropriate mix of people, process, and technology required to run a critical IT service for your business. An HP service relationship manager (SRM) will form and lead a team of onsite and offsite HP support personnel that covers all of the IT infrastructure required to deliver your critical IT services.

In addition, a named business critical consultant (BCC) is assigned both to advise on availability improvements and best practices for maintaining and improving the level of service you deliver and

to help you to meet the changing needs of your business. The HP team begins by forming a close partnership with your IT staff and by performing an extensive baseline and gap analysis exercise

to identify areas that put availability and service quality at risk. They present recommendations to minimize these risks and work with you to develop and document an agreed-upon service improvement plan identifying joint activities aimed at facilitating the success of your critical IT services.

The team will then work with you during the life of the MCP contract to help you to reduce risks in your complete end-to-end IT infrastructure, from the physical environment, including hardware and software technology, to management processes, such as change management, configuration management, and incident management. A service-level monitoring and measurement regimen will also be agreed upon, by you and HP, and used to track availability and service quality over time.

MCP proactive service features help eliminate problems. However, if a critical problem does occur, the HP team is available to assist in bringing the problem to a timely resolution. You can receive direct connection with and priority access to HP technical specialists who offer advice on the appropriate action to take to resolve your problem.

Mission Critical Partnership works in conjunction with other services from HP, such as Proactive 24 and Critical Service, to provide the mix of proactive and reactive deliverables that help you to deliver the SLAs required by your business.

The exact content and deliverables of the MCP and the number of critical IT services supported will be tailored based on your needs, and will be formally agreed upon in a Statement of Work and the associated partnership support plan.

Service benefits

- An assigned team of specialists will support you across the complete end-to-end spectrum of people, process, and technology
- Our partnership provides knowledge, experience, and tools such as our secure electronic repository, as well as planned proactive activities that help you to meet your business SLAs
- Comprehensive IT service management analysis and a continuous improvement plan to help you meet your service-level agreements
- Availability will be maximized by using HP ITSM experience to pinpoint areas of risk and develop improvements to your technology that will reduce planned and unplanned downtime
- Help increase business agility by reducing the risk associated with change
- Productivity will be improved by reducing the number of unplanned outages that prevent you from implementing improvements to your IT infrastructure
- Help control costs by identifying exact areas of risk and applying the correct technological or support contract to help you to meet your business SLAs with your end users or clients

Service feature highlights

- Service relationship manager (SRM)
- Business critical consultant (BCC)
- Integrated service delivery team
- Availability management and service-level management
- Partnership support plan
- IT service management baseline and gap analysis
- Service improvement plan
- Delivery team synchronization
- MCP service reviews

- Service outage analysis (SOA)
- Service catalog data
- Electronic information repository

Specifications
Table 1. Service features

Feature	Delivery specifications
Service relationship manager (SRM)	A service relationship manager (SRM) helps to ensure the Customer's Mission Critical Partnership support is properly coordinated and integrated into all IT processes, and is assigned as the prime interface for MCP. The SRM will work with the Customer's service management team to help ensure that all other members of the HP service delivery team are fully knowledgeable about the business objectives of the Customer's critical IT services and processes. The specific responsibilities and deliverables of the SRM are carefully tailored to support the Customer's critical IT services and business objectives, and are formally agreed upon and documented in the partnership support plan.
	To help meet the Customer's business objectives, the SRM conducts regular MCP service reviews, schedules delivery of agreed-upon HP service delivery team activities, provides tailored data analysis and reports, manages specific projects, and participates in internal meetings as required. These activities will be conducted using an agreed-upon mixture of onsite meetings and conference calls, and supported by remote data-gathering tools as agreed upon in the partnership support plan.
	An SRM in an appropriate HP location is assigned to help ensure good communications with the key members of the Customer's ITSM team.
	The Customer's SRM is available Monday through Friday, excluding HP holidays, during normal HP business hours. When it is requested by the Customer, the SRM may also be available at other times as mutually agreed upon and scheduled in advance. (Support outside normal business hours is purchased separately. Hours are subject to local availability. Please check with a local office for details.)
Business critical consultant (BCC)	The Customer's business critical consultant (BCC) is an availability and ITSM specialist and will be the Customer's primary contact for process or technology issues that could impact the availability, security, or performance of critical IT services. Working closely with the Customer's technical staff and IT management, the BCC provides guidance to maintain the high-availability environment.
	At the initiation of the MCP, the BCC leads a comprehensive assessment of the IT infrastructure and management processes supporting critical IT services. A detailed gap analysis is produced and reviewed against industry best practices. It will highlight risks to the availability and quality of service being delivered.
	Using these findings as a starting point, the BCC works with the Customer to develop a detailed service improvement plan (as described in Table 2) to address any identified areas of exposure and helps the Customer to continuously improve service quality for the length of the MCP contract.
	The BCC can be used as an additional resource to analyze potential risks and recommend ways to reduce the risks and improve the Customer's service level.
	All BCC deliverables are tailored to support critical IT services and business objectives and are formally agreed upon and documented in the partnership support plan.
Integrated service delivery team	The SRM forms an integrated service delivery team composed of all HP personnel supporting the Customer's critical IT infrastructure and technology in accordance with the Customer's underlying HP support contracts. This integrated team spans all geographic locations involved in the delivery of the critical IT services. The SRM coordinates all support activities and helps to inform HP personnel of the various interrelationships between the infrastructure and technology components they support. The SRM uses an electronic information repository to keep all members of the team up to date on any outstanding incidents, the proactive MCP activities, and the supported critical IT services and associated business objectives.

Availability management and service-level management	Mission Critical partnership is specifically designed to support the Customer's availability management and service-level management activities. It helps the Customer to ensure that critical IT services are available when end users require them.

The HP support team will work with the Customer to understand the business goals and service-level commitments of the Customer's critical IT services in detail, and will help build and maintain a cost-effective mix of people, process, and technology to address those objectives during the term of the MCP contract. |
| **Partnership support plan** | The partnership support plan (PSP) defines all of the agreed-upon activities and deliverables from the MCP and contains a complete list of all HP employees involved in the support of the Customer's critical IT services, along with details of any underlying support contracts and the involvement of third parties. The PSP also contains a list by location of all key Customer staff who are involved in managing and supporting the services.

The PSP documents the configuration of the IT infrastructure and the people and processes involved in providing and supporting the critical IT services. Where possible, this data is maintained automatically through remote monitoring tools provided as part of the MCP or any other underlying services from HP.

All of this data is available through a secure electronic repository and can be accessed and updated online. |
| **IT service management baseline and gap analysis** | HP performs an extensive availability assessment of the IT infrastructure and management processes involved in the provision of the Customer's critical IT services. The criteria employed during this assessment consist of more than 1000 specific best practices drawn from a combination of HP's extensive experience in the design and support of enterprise-level, business-critical solutions and industry best practices, such as those documented in the IT Infrastructure Library (ITIL). The assessment is led by the BCC and will include other senior consultants drawn from the HP Services organization and third parties as necessary.

At the end of this assessment, the Customer will receive a detailed gap analysis report identifying strengths and weaknesses in each area of the best practices criteria. Any areas for improvement will be identified and prioritized for agreement and inclusion in the service improvement plan.

The detailed gap analysis will also be used to establish a baseline for use during MCP service reviews and future availability assessments to allow the effective measurement of service improvements and identification of further opportunities. |
Service improvement plan	A key component of MCP is continuous service improvement. HP will perform an extensive ITSM baseline and gap analysis exercise on the Customer's critical IT services. The output from this gap analysis will be used to identify risks to the availability and quality of service delivery, and an agreed-upon service improvement plan will be put in place to address these risks through a combination of proactive activities from HP and the Customer's IT organization.
Delivery team synchronization	The SRM coordinates all HP personnel involved in the support of critical IT resources across all appropriate geographic locations involved in the delivery of critical IT services. The SRM will help inform HP personnel of the various interrelationships between the infrastructure and technology components they support so that upgrades, patch installation, and hardware updates are appropriately handled across multiple platforms and solutions, and that the inherent risks in such activities are minimized.
MCP service reviews	MCP service reviews are a communication forum through which the HP support team and the Customer's support team build a strong relationship with a shared goal of meeting and exceeding the service-level agreements or other contractual commitments surrounding critical IT services. These meetings, held quarterly or otherwise agreed to, will review the performance and deliverables of the MCP, discuss technical and operational issues, and pinpoint areas for future development.

Service outage analysis (SOA)	The SRM and BCC will investigate one or more major service outages, either planned or unplanned, and work to identify people, process, and technology issues within the Customer's IT infrastructure and service management implementation that might cause or contribute to unnecessary downtime. Findings from the SOA activities will be fed into the service improvement planning process. This activity will be limited to two service outage analyses (SOAs) per year. Additional SOAs can also be included in the Customer's MCP contract for additional fees.
Service catalog data	On completion of the ITSM baseline and gap analysis, the BCC will provide service catalog data for the Customer's supported IT services from the information that has been collected, such as service description, service-level objectives, key stakeholders, etc. This data can be used by the Customer to contrast against their own service catalog data or to start building a service catalog of their own.
Electronic information repository	An electronic information repository will hold all relevant data that could impact the quality of the service. This repository may include: • Details of all named HP staff involved in the support of the Customer's critical IT services • Details of all key staff involved in the management of the Customer's critical IT services • Details of all open or outstanding requests with HP • Details of the supported technical configurations • Status of changes • Details of specific processes that impact the delivery of service • Copy of the service improvement plan • Copy of the partnership support plan • Output from any HP Service tools used in the Service

Specifications
Table 2. Optional service features

Feature	Delivery specifications
Infrastructure audit	A detailed infrastructure audit of all the HP technology involved in the support of the Customer's critical IT services will be undertaken, where necessary, and included as part of the MCP. This audit will detail the supported configurations and provide detailed information that will be stored and maintained within the electronic information repository.
Availability modeling to support investment decisions	The BCC will assist with the modeling of any changes to the Customer's IT infrastructure and support processes to help justify the availability benefits that will result from the change.
Best-practices-based ITSM process improvement assistance	In addition to the change management guidance and advice provided by the SRM during MCP service reviews, the BCC or other experienced service team member will assist the Customer in reviewing, improving, and carrying out core ITSM processes to help the Customer meet its business commitments and benefit from industry best practices.
Change management process assistance	The BCC or other experienced service team member is available to participate in the Customer's change advisory board or other change forum to help the Customer understand and manage the impact of proposed changes.
Security management process assistance	The BCC or other experienced service team member will be available to participate with members of the Customer's security management team in order to help identify and manage security risks and evaluate the impact of any proposed changes.

Formal best-practices-based certification of the Customer's IT operation	HP offers a formal industry-recognized certification of the Customer's IT infrastructure and management processes and provides a benchmark against other organizations.
Shared risk and reward	After certification of the Customer's IT infrastructure and management processes, a shared risk and reward option may be available and full details of this option will be defined and provided by HP to the Customer.
HP high-availability report	MCP Customers receive a periodic high-availability report for the technology infrastructure that supports the critical IT services being delivered to end Customers. This information is collated by the BCC or other experienced service team member from a range of sources and is compared to the Customer's service-level agreements and other contractual commitments.
System administration and monitoring support	MCP Customers can use HP staff and certain designated HP toolsets to augment the Customer's IT resources for system administration and monitoring. These activities and tools will be formally agreed upon with the Customer and described in the partnership support plan.

Specifications

Table 3. Service-level options

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.

Option	Delivery specifications
Escalation management	HP provides a custom escalation management process that applies to the Customer's solution as a whole.
Assistance with non-HP products	If it is determined, during the course of problem resolution on the Customer's critical IT services, that the problem lies with another vendor's product, HP will assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.
Flexible choice of reactive features from any underlying HP support service	An appropriate level of underlying reactive and proactive support services, such as Proactive 24 and Critical Service, will be specified by HP in response to the Customer's individual business requirements.
Dedicated support or resource-based team	HP can provide a dedicated (24x7) or resource-based support team for specific business services requiring fast response and in-depth skills on specified technologies. The team may also work with product engineering teams to ensure rapid resolution of product problems.
Dedicated parts inventory	The Customer may choose to have a dedicated kit of critical hardware replacement parts stored at the Customer site or at an HP facility. This inventory, owned by HP, is dedicated to the Customer's organization and is actively managed by HP.
Software Support Service with 30-minute software response commitment for critical calls	For critical service requests, HP can provide access to technical resources for assistance in resolving software implementation or operations problems within 30 minutes after a critical service request has been logged, if this time falls within the contracted coverage window. Response is within two hours for non-critical service calls. HP will decide whether a service call is critical or non-critical in nature. This option will be specified by HP only if other underlying HP support services do not meet the Customer's response time needs for selected software products.
Electronic site management guide	The service relationship manager establishes and maintains an electronic profile of the IT infrastructure, people, and processes involved in providing and supporting the Customer's critical IT services. Where possible, this data is maintained automatically through remote monitoring tools that are provided as part of the MCP or any other underlying services from HP. This profile includes topology and configuration information that assists the worldwide HP support team in more effectively delivering the coordinated support services specified in the Customer's partnership support plan.

In addition to the electronic site management guide, the Customer receives other appropriate enabling technologies and service tools either through underlying mission-critical support services or through the MCP agreement. HP has a suite of technologies, tools, and processes that help the Customer to achieve a high level of availability. These are designed to help prevent potential critical problems and facilitate HP's ability to not only proactively maintain but also quickly repair and restore the Customer's system or network device if a problem should occur.

Coverage

Statement of work

The activities to be performed as part of the service will vary based upon the Customer's specific needs. A jointly developed Statement of Work will specifically itemize the activities to be performed under this agreement. The Statement of Work will include the charge(s) for HP custom-quoted services, if applicable. The Statement of Work must be signed and dated by both HP and the Customer before a project begins. In case of any conflict with the terms of this data sheet, the Statement of Work shall take precedence.

Prerequisites

There are no specific support service prerequisites required for MCP. An appropriate level of underlying reactive and proactive support services will be specified by HP in response to the Customer's individual business requirements.

Customer responsibilities

The Customer will perform obligations, if any, pursuant to the Statement of Work.

General provisions/Other exclusions

Any change to the Statement of Work will not be effective until agreed to in writing.

The Customer acknowledges that HP reserves the right to assign or subcontract to third parties certain services set forth in the agreement.

This use of the term "partnership" in this service does not imply a legal partnership as that term is used to convey legal rights and obligations. Each party is and shall remain an independent contractor with respect to all performance rendered pursuant to these Agreement documents and the delivery of these services. Neither HP nor the Customer, nor any employee thereof, shall be considered an employee or agent of the other party for any purpose and shall have no authority to bind or make commitments on behalf of such other party for any purpose and shall not hold itself out as having such authority.

Any work, including optional features, agreed to but not specifically detailed in the Statement of Work will be performed at prevailing rates, as identified by HP Services.

Travel charges may apply; please consult your local office

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

7

Complementary services

HP Support Services—HP Support Services, including Proactive 24 and Critical Service, provide comprehensive system-level support.

Technical Services—HP Technical Services provide additional proactive support for the needs of the Customer's IT infrastructure. They complement the IT staff's capabilities and offer flexible, cost-effective solutions. The Customer's service relationship manager can assist in selecting these services based on the Customer's needs and overall business goals. The MCP support team or other specialized HP engineering resource can provide technical services across a wide variety of areas, including but not limited to performance, change management, security, assessment reviews, and network and systems management. The Customer may choose from a list of representative technical services topics or discuss other available service topics with the MCP support team.

Ordering information

HP Mission Critical Partnership is purchased for a minimum of a 12-month period, billable in advance on an annual, quarterly, or monthly basis.

The Customer must include all contractual optional features and services on the original order for (or renewal of) HP Support Service.

Availability of service features may vary according to local resources.

To obtain further information or to order MCP as described above, contact a local HP sales representative and reference the following product number:

• HP Contractual services: HP Mission Critical Partnership Service HA120AC

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/alwayson