

HP Command View EVA (CV EVA) Installation and Startup Service

HP Technology Services - Per Event Services

Technical data



HP Command View EVA (CV EVA) Installation and Startup Service includes scheduling, installation, configuration, and verification of Command View EVA on a dedicated management server or a general-purpose server. In addition, a customer orientation session, which covers the configuration and operation of CV-EVA, is provided.

Command View EVA software provides a central management console with a Web interface to configure, maintain, and monitor EVAs. Conformance to Command View EVA supported platforms and devices is required.

Service benefits

- Provides implementation of Command View EVA by a trained specialist, based upon HP recommended configurations and industry best practices
- Allows your IT resources to stay focused on their core tasks and priorities
- Delivers the service at a mutually scheduled time
- Provides for the availability of an HP service specialist to answer basic questions related to this service during the orientation session

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will confirm with the Customer that the prerequisites have been met and will schedule the delivery of the service at a time mutually agreed upon by 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 might be subject to additional charges.
Service deployment	The service deployment activities include: <ul style="list-style-type: none">• Reviewing the management or general-purpose server to see that all required patches have been installed• Installing and configuring the Command View software• Providing an installation report document of the Command View EVA configuration• Installation and setup of HP proprietary service tools: Instant Support Enterprise Edition (ISEE) and Web-Based Enterprise Services Common Components (WEBES). Customer's use is subject to the terms stated in the HP Single Order Terms for Support.
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session, not to exceed 2 hours, on product usage and special features and will be available to answer questions as appropriate.

Service eligibility

The Customer must meet all of the following prerequisites for delivery of this service:

- EVA hardware installation must be completed prior to delivery of the service.
- Conformance to Command View EVA supported platforms and devices is required.

Service limitations

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

- Planning, modeling, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorized 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
- Any services not clearly specified in this document
- Any documentation other than that mentioned in this data sheet
- Migration services for any existing SAN management appliance and its associated applications to a Customer-supplied host-based management server; this is available as a separate, additional service

Customer responsibilities

The Customer will:

- 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
- Have licensed copies of all software currently installed on the system and licenses for the software being installed
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the "Service eligibility" section have been met
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Allow HP full and unrestricted or escorted access to all locations where the service is to be performed

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 missing service prerequisites or other requirements that were not met by the Customer.

HP reserves the right to re-evaluate the charges for this service should the Customer not, within 90 days of purchasing this service, schedule and provide for its subsequent delivery.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer may provide 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 Web site at www.hp.com/hps/support

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