

HP Tech Installation and Startup

HP OpenView Performance Insight Implementation Services



HP service management experts provide customers with skills and knowledge for the successful implementation of HP OpenView Performance Insight.

Service description

HP offers a targeted, focused and competitively priced service to customers who want to manage service levels of the network infrastructure using HP OpenView Performance Insight for Networks. This service provides a rapid implementation of HP OpenView Performance Insight for Networks (OVPI) by experienced HP engineers who will perform tasks that focus on quickly and effectively deploying an operations-ready platform. Our experts perform time-tested processes that encompass all the variables necessary for the successful implementation of this platform. It provides a single-server deployment of this product through installation and configuration of the Performance Insight application server, collection and summarisation engine and one reporting bundle. A multi-server installation is obtained through purchase of this service plus additional options for each targeted server (see Options section for further detail).

HP experts will install the purchased application components and configure these components to integrate the installation into your IT environment:

- HP OpenView Performance Insight with a Sybase or Oracle® database in a single-server architecture
- One reporting bundle (either Infrastructure Usage, LAN/WAN Edge, Traffic Profile, IP Telephony, Quality Assurance, WAN core, MPLS VPN)
- PVLMon

The following are the key features of this service:

- HP will manage the project to the point where the platform is proven to be operationally ready, facilitating a timely and successful installation.
- HP will configure the component products in the correct sequence and ensure that all required products are properly installed and activated.
- Our experienced HP engineers will perform a knowledge transfer during implementation to ensure that operations staff are then capable of assuming their roles.

Service benefit

By using this service to implement HP OpenView Performance Insight you will benefit from:

- Rapid implementation as a result of a well-designed solutions
- Lower implementation costs due to use of best practices
- A well-managed deployment that is planned with careful analysis and design

- Reduction of time required to provide an operations-ready platform
- Transfer of knowledge and best practices concerning the operations-ready platform
- Direct access to HP experts, saving you time and research

Key service deliverables

HP experts adapt the services according to a standard services methodology: **analyse and design, implement, run and evolve**. Several phases of this methodology are included:

Phase 1: analyse and design – which includes pre-installation planning;

Phase 2: implement – comprising of installation and configuration of the database; HP OpenView Performance Insight server software, application server and reporting bundle(s); and

Phase 3: run – consisting of post-installation monitoring and validation. The **evolve** phase is covered by an HP software product upgrade and/or migration services.

Phase 1 – analyse and design

Covering aspects of pre-installation planning, this phase includes the following:

- Completion of the sizing spreadsheet and copy of hardware recommendations (part of pre-sales activities)
- Identification of installation prerequisites and site-preparation activities
- Confer and agree with your personnel regarding:
 - Server location(s)
 - Connectivity to initial nodes and interfaces
 - HP OpenView Performance Insight (OVPI) server and client workstation requirements and locations
 - Analyse reporting associated users, grouping, filters and views requirements
 - Analyse data-provisioning requirements
 - Disk configurations – it is optimal to install objects such as the HP OpenView Performance Insight database and supporting objects (tempdb and the transaction log) on different drives; all identified target disks need to be planned in advance
 - Review the Cywin pre-requisite for PLVMon if installing on Microsoft® Windows®

- For OVPI on Oracle, identify who is responsible for installing the database and provide configuration parameters – HP will install Oracle if Option 5 is purchased

- Database backup strategy
- Time table for site preparation

Deliverables include:

- Provision of an OVPI Implementation Service checklist (for versions 5.0 and higher). The customer will be responsible for assisting with the completion of the OVPI Implementation Service checklist provided by HP.
- A review of the sizing spreadsheet that was completed with the HP OpenView Performance Insight solution architect.
- Facilitation of a kick-off call to introduce participants and begin review of the OVPI Implementation Service checklist.
- Facilitation of an OVPI Implementation Service checklist review meeting, and provision of the necessary explanation to help the customer to perform all the pre-install tasks.
- Provision of an updated OVPI Implementation Service checklist.

Acceptance criteria include:

- Review of the OVPI Implementation Service checklist at review meeting and final acceptance of the data in the checklist.

Customer responsibilities include:

- Assist with completion of OVPI Implementation Service checklist – this is a pre-requisite for the on-site activity and review meeting.
- Assign the appropriate personnel (system administrators, application operators, HP OpenView Performance Insight users, etc) to be interviewed during the pre-installation phase.
- Identify a team to work with HP throughout the engagement. This team should include an overall project manager with responsibility for the project, as well as system administrators, database administrators, network administrators, application experts, and technical services personnel. These people must be readily available to meet with the HP consultants and to provide requested information on a timely basis.
- Assign a project manager with oversight responsibility for fulfilment of your requirements. The project manager shall be the primary contact for submitting and negotiating changes to the statement of work.
- Provide access to media and code words, if applicable, containing the appropriate version of system and application software.
- If the customer plans on using an Oracle database engine, the customer must install Oracle unless Option 5 is purchased.
- Provide sample provisioning information for each installed reporting bundle. Provisioning information and format is defined in the specific reporting bundle installation manual.
- Determine and identify authorised users for viewing reports and their associated grouping, filtering and viewing requirements.
- Provide appropriate peripherals as per HP OpenView Performance Insight product documentation to allow backup strategies to be configured properly.
- Provide a timeline for when the pre-installation tasks will be completed and the OVPI 5.0 Implementation Service checklist will be filled.

Phase 2 – implement:

This phase includes:

- Installation of the database and HP OpenView Performance Insight server software using the configuration information in the OVPI Implementation Service checklist. This includes:
 - Installation of the database software and the database (Oracle requires purchase of Option 5) on one (1) server platform and any additional servers for which services have been purchased. The database will be built to the agreed-upon size in the OVPI Implementation Service checklist, providing there is sufficient disk space available. An HP expert will configure the database according to the standard HP OpenView Performance Insight Installation Manual guidelines for the hardware and memory configuration of the platform.
 - Installation of PVLMon (and Cygwin if needed)
- Adding customer nodes to be polled to OVPI from the customer-completed node spreadsheet supplied by HP. The node spreadsheet should be completed before the on-site arrival of the SES consultant.
- Assisting the customer with exporting the node-provisioning information and assignment of node/interface ownership for business sub-group reporting (if required).
- Configuring polling periods and data retention periods.
- Initiating the collection of data from devices.
- Implementing database-backup procedures with database-backup tools.
- Providing basic documentation of the installation via the OVPI Post-Implementation Report document.

- Remote poller installation (if required):
 - Installing the software for up to two remote pollers as needed.
 - Setting up licence management, host name and port, caching capability and polling policies.
- Application server installation:
 - Installing the application server software as specified in the OVPI Implementation Service checklist.
 - Setting up user access to the application server.
 - Configuring associated reporting users, groups, filters and views.
- Reporting bundle installation and configuration:
 - Installing and configuring the purchased reporting bundle(s).

Deliverables:

- Initial installation and configuration of the database and HP OpenView Performance Insight software.
Note: HP will install Oracle if Option 5 is purchased.
- Installation and configuration of up to two remote pollers as required.
- Installation and configuration of the application server.
- Installation and configuration of purchased reporting bundle(s).
- The OVPI Post-Implementation Report should be updated with the OVPI installation and configuration information used during the install. That document will be used as the phase 3 acceptance document to indicate customer satisfaction.
- Provision of up to one half-day of hands-on mentoring for up to 3 customer personnel.

Acceptance criteria includes:

- Verify the installation of Performance Insight. The installation is deemed completed when the Performance Insight application is started along with the database, the data collection has been initiated and the administration GUI is accessible.

- Verify the data aggregation on the HP OpenView Performance Insight server. Data aggregation on the HP OpenView Performance Insight server will be deemed accepted when a comparison of the list of devices and interfaces in the daily level tables agrees with those of the rate level data tables.
- Test the access of web reporting. Web reporting shall be deemed accepted when valid reports (including the appropriate data) can be viewed via a desktop web browser.
- Test PVLMon to ensure proper configuration.
- Delivery and customer review and signature acceptance of OVPI Post-Implementation Report document.

Customer responsibilities include:

- Configuration of the browser, connectivity and firewall.
- Systems administration and setup. These systems, including RAID devices, will be prepared for the installation prior to the HP expert arriving to start the project. HP will provide the recommended configurations separately.
- If the customer plans on using an Oracle database engine, the customer must install Oracle unless Option 5 is purchased.
- Provide the list of nodes to be collected from, in an electronic format that can be imported to HP OpenView Performance Insight. The HP expert will identify the supported formats.
- Provide user, group, filter and view provisioning information for the application server.
- Provide list of Performance Insight users, ensuring they are available for the hands-on mentoring session.
- Provide timely review and feedback on the OVPI Post-Implementation Report document.

Phase 3 – run – post-installation monitoring:

Once the install is complete and has been running for 1-2 days, the HP expert will coordinate with the customer to verify the correct operation of the Performance Insight servers. Remote access is required to check the status of the system and make tuning updates (up to 4 hours as needed based on collection and processing load). Post-install monitoring will conclude within 10 days of completion of installation. HP will organise a concluding conference call to address any additional questions.

Deliverables:

- Remote verification of the correct operation of the Performance Insight servers.
- Facilitate a concluding conference call as described above.

Acceptance criteria include:

- All work shall be deemed accepted upon delivery of the wrap-up conference call and development of action plans, owners and dates to address any open issues.

Customer responsibilities include:

- Provide remote access to the HP expert to facilitate off-site work for post-installation monitoring.
- Responsibilities identified in phase 2.

Overall customer responsibilities include:

- System administration and setup of the systems on which the software will be installed and configured. These systems, including RAID devices, will be prepared for the installation prior to the HP expert arriving to start the project.
- Providing either dial-up or VPN remote access to the system to facilitate troubleshooting.
- When on-site, ensuring that necessary customer personnel are available to assist with the implementation.

- Providing access to personnel in a timely manner to provide necessary technical information.
- Providing access to personnel and systems required to complete the tasks.
- Availability of IT staff with MCSE certification is also recommended in the case of Microsoft Windows -NT® or Windows 2000 installations.

Customer knowledge pre-requisites

- Basic UNIX® and Windows administration
- Basic database administrations (either Sybase or Oracle)
- Basic SQL knowledge
- Basic SNMP knowledge

HP expert profile

This service will be led by an HP technical expert or a team of experts with a background in the following skill sets:

- HP OpenView Performance Insight
- Oracle, Sybase
- Windows/UNIX administration
- Network Management knowledge
- Cross-product knowledge – ex: HP OpenView Operations (OVO), HP OpenView Network Node Manager (NNM)

Expert availability

HP technical experts are in high demand, so 20 days notice is required to schedule this service.

Options available

The following are some of the available additional options to the HP OpenView Performance Insight 5.0 Implementation Service. Options are only available when ordered with the base service.

Option 1 – implementation of one additional reporting bundle.

Option 2 – integration with HP OpenView Network Node Manager (NNM) includes the installation and configuration of the Network Node Manager integration component and the integration components on HP OpenView Performance Insight (NNM device synchronisation, threshold package, interface reporting if entry datapipe). Configuration of node synchronisation, interface manage/unmanage synchronisation, and context-based report launch is included. Installation of Network Node Manager is not included.

Option 3 – implementation of one satellite Performance Insight server either physically co-located with the central server or at a different site. Configuration of the satellite server, the central server and the reporting bundle to operate in a distributed environment. The install will be performed from a single central site. If not co-located, then adequate access must be provided by customer for remote configuration. Note: This option is limited to a maximum of two satellite servers. For architectures with more than two satellite servers, a custom statement of work will be required.

Option 4 – implementation of one (1) additional central Performance Insight server co-located with the first central server. Deliverables for the second central server are the same as the first. The second HP OpenView Performance Insight central server will not exchange data and will not share collections with the first central server.

Option 5 – Oracle installation and configuration for use with OVPI 5.0.

Ordering and pricing information

This service is orderable by using the **HP Tech Installation and Startup package (HA124A1)** with the following alternatives, which can be combined to map configuration case:

• **HA124A1 5L6:**

Base service of one server installation

• **HA124A1 5L7:**

One additional reporting bundle or NNM integration installation: to be used to order on top of the base service (to be used to order Options 1 and 2)

• **HA124A1 5L8:**

One additional PI server: to be used to order on top of the base service (to be used to order Options 3 and 4)

• **HA124A1 5EB:**

Oracle installation and configuration: to be used to order on top of the base service (to be used to order Options 5)

Additional implementations, customisations or other integrations can be quoted on a case-by-case basis.

Limitations

- In order to provide a fixed price for this implementation service, there are certain limitations and assumptions that apply to the HP OpenView Performance Insight installation. Custom pricing is available if the limitations defined here do not meet a customer's need.
- The scope of this service without options is limited to one (1) standalone HP OpenView Performance Insight server.
- Option 3 is limited to two (2) satellite servers.
- The supported platforms include the following operating systems: HP-UX, Sun Solaris and Microsoft. The specific operating system versions supported by the HP OpenView Performance Insight products being purchased and installed are listed in the installation guide.
- The version of HP OpenView Performance Insight to be installed is the most current general availability release. Current versions of the reporting bundles and data pipes will be utilised. HP experts will provide all current HP OpenView Performance Insight patches at installation and ensure that the database (Sybase or Oracle if option 5 has been purchased) is at the correct version level.
- Installation of up to two remote pollers is included in the scope of this service.
- The customer is responsible for ensuring that designated target workstations for HP OpenView Performance Insight server software installation are in a stable and consistent working condition.
- The customer is responsible for ensuring that the designated target workstations for HP OpenView Performance Insight server software installation meets the hardware requirements, as defined in the HP OpenView Performance Insight Installation Guide documentation.
- The customer is responsible for ensuring designated target workstations for HP OpenView Performance Insight server software installation have the latest supported operating system and patches installed, per our HP OpenView Performance Insight Installation Guide documentation.
- The disk(s) where the HP OpenView Performance Insight system will be installed and connected to the system.
- The customer is responsible for ensuring sufficient space on the disk(s) to install the database executables, control files, master database, and temporary directories.
- The customer is responsible for ensuring sufficient space to install the HP OpenView Performance Insight database and supporting objects (tempdb and the transaction log). Since it is optimal to install these objects on different drives, all identified target disks need to be planned in advance.
- If the HP OpenView Performance Insight database is to be placed on a raw partition, then the target disk drive should NOT be configured by the customer unless under the direction of the HP expert.
- The HP OpenView Performance Insight server and workstations must be connected to the network and be able to reliably communicate with the initial set of target devices.
- All SNMP devices to be managed must have the appropriate SNMP agent installed and be properly configured and operational.
- In the case of multiple purchases of this service for multiple servers, all servers will be located in the same location or will be installable from one location. The installation tasks will be performed on-site. Preparation assistance and post-install assistance will be performed off-site.
- All tasks described as provided by the customer in this statement of work will be completed prior to the HP expert arriving to start the project.
- This service assumes that the network is TCP/IP over Ethernet LAN.
- HP experts will perform services during normal business working hours, Monday to Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.
- HP experts may require system administrator access to the computer systems to be reviewed during this engagement.
- An engagement start date will be established upon receipt of your purchase order.

Recommended prerequisites

HP recommends your appropriate personnel attend HP Education training classes prior to consulting service delivery:

- U5678S HP OpenView Performance Insight Administration
- U1616S Building Insight Reporting Solutions (Fundamentals Training)

For more training details, please visit:

www.hp.com/education/sections/network

For more information about HP OpenView Performance Insight, please visit:

www.openview.hp.com

For more information about HP Software Services, please visit:

www.openview.hp.com/services

For additional information on HP OpenView Performance Insight products and services, visit:

www.openview.hp.com/products/ovpi/index

© Copyright 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Sybase is a registered trademark of Sybase Inc. SunOS and Solaris are trademarks or registered trademarks of Sun Microsystems, Inc. Oracle is a registered U.S. trademark of Oracle Corporation, Redwood City, California. Microsoft, Windows and Windows NT are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. UNIX is a registered trademark of The Open Group.

5982-9711EEE. October 2004

