

HP NonStop Evolution Assessment Service

HP Services

Technical data



The HP NonStop Evolution Assessment Service helps you develop a detailed understanding of the specific requirements for transitioning to the new Itanium®-based HP NonStop platform from the S-Series NonStop server platform. The goal of the assessment service is to identify/discover the programs (applications), tools, and operating-system software and hardware products that will require remedial action to be taken prior to transitioning to the Itanium-based HP NonStop system.

The assessment report identifies significant issues that need to be addressed before transitioning to an Itanium-based HP NonStop server platform. The service can be delivered as a standalone service or combined with other services to cover all evolution requirements, from assessment through final implementation.

HP offers services beyond the scope of this assessment service, which may include specific information technology domains such as operating system, middleware, data files, hardware, operations, data center environment, and network communications. These services can be provided via a custom Statement of Work prepared by HP field service personnel.

Service benefits

- Helps you to transition to a new Itanium-based HP NonStop server platform
- HP consultants work with your technical focal point in discussing new technology and tools.
- Provides a report highlighting required evolution activities
- Identifies software products requiring evolution to different versions or alternative solutions
- Identifies hardware and network communication components that can or cannot be migrated and recommends a solution to address your needs
- Helps verify that sufficient hardware (processors and disks) are being ordered to meet your requirements

Service feature highlights

- Service planning
- Data collection
- Data analysis
- Evolution assessment report
- Evolution assessment executive summary presentation

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist 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 may be subject to additional charges.
Data collection	In this phase, HP performs data collection through interviews with the Customer's IT staff and with HP proprietary service delivery tools. The HP service specialist, working with the Customer's designated staff member, will schedule and conduct interviews with various IT functional staff members. A questionnaire may be sent to the Customer's designated staff member so that it can be completed by the Customer's IT staff prior to the onsite visit.
Data analysis	<p>The HP service specialist will:</p> <ul style="list-style-type: none">• Identify the Customer's future-state requirements in order to transition to an HP Integrity NonStop solution• Analyze and compare the data collected against HP plans for product obsolescence• Identify and inventory application programs that may require remedial action• Perform a check to verify that sufficient hardware (processors and disks) are being ordered to meet the Customer's requirements <p>HP's findings and recommendations shall be placed in a final report and Customer presentation.</p>
Evolution assessment report	<p>This report is a snapshot of the Customer's current state that provides:</p> <ul style="list-style-type: none">• Identification of the Customer's future-state requirements in order to transition to an HP Integrity NonStop solution• A listing of potential issues that must be resolved by the Customer in order to make a successful evolution to an HP Integrity NonStop server solution• Highlights of new or enhanced features of the HP Integrity NonStop server platform in the Customer's business environment• An initial processor and disk sizing summary.
Evolution assessment executive summary presentation	An executive summary presentation of the evolution assessment will be delivered to the Customer.

Customer responsibilities

The Customer will:

- 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
- Coordinate service deployment on third-party-maintained products (if applicable) with HP

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- 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
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Allow HP to run HP proprietary service delivery tools, at low process priority, on the Customer's targeted S-Series NonStop server (If necessary, this may run at low system priority.)
- Ensure that the Nonstop Measure subsystem is configured and active
- Maintain NonStop software product versions that avoid known server disruption

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Planning, design, implementation, or assessment of the Customer's overall network architecture or system topology
- 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

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 prerequisites or other requirements not met by the Customer.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- This service is delivered for one HP NonStop S-Series server at one data-center location. (Additional servers can be covered by the Customer's purchase of additional instances of the service.)
- The Customer acknowledges that 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 provides to HP.

For more information

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

www.hp.com/hps/servers/sr_nonstopevol

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