



# HP Enterprise StoreAll Implementation Service

## HP Consulting and Integration Services

HP Enterprise StoreAll Implementation Service provides installation and configuration of HP StoreAll Network Storage Systems in your storage environment. The service provides HP Network Storage System installation, configuration, testing, documentation, project management, and a customer orientation session.

The service is limited to installation of one HP StoreAll 9000 Network Storage System at a single physical location. Multiple instances of the service can be ordered for larger configurations, multiple sites, or multiple clusters.

### Service benefits

- Installation and startup by an HP technical specialist
- Allows your IT resources to stay focused on their core tasks and priorities
- Reduced implementation time and impact to your storage environment
- Verification that the HP Enterprise Network Attached Storage (NAS) product is installed, configured, and operational
- Availability of an HP service specialist to answer basic questions during the delivery of this service

### Service feature highlights

- Service planning
- Service deployment
- Installation verification test (IVT)
- Customer orientation session
- Project management

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### Service features

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	<p>An HP service specialist will contact the Customer to review the Customer's requirements, define roles and responsibilities, and verify that predelivery requirements have been met or that plans have been made to meet predelivery requirements, as necessary. Any network, environmental, client OS, hardware, or software prerequisites to the implementation of the HP Enterprise NAS product will be identified during this discussion.</p> <p>Based on this discussion, the service specialist will work with the Customer to collect the information needed to plan the deployment of the HP Enterprise NAS product, identify actions that are to be completed by the Customer, agree on a completion timeline, and document the environment in which the HP Enterprise NAS product will be implemented.</p> <p>The 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 to by HP. Any services provided outside of HP standard business hours may be subject to additional charges.</p>
<b>Service deployment</b>	<p>In the service deployment phase, the service specialist will:</p> <ul style="list-style-type: none"> <li>• Remove the product from the shipping cartons that the Customer has placed in the location where the product will be installed, confirm the contents of each carton against the list of included items and check for any physical damage to the exterior of the product, install product in rack as necessary, and connect the product to power and network sources provided by the Customer</li> <li>• Review the Customer's server, network, and storage environment relevant to the HP Enterprise NAS product implementation to validate that prerequisites have been met</li> <li>• Validate that the Customer's file system performance, availability, and manageability requirements have not changed since the service planning phase; finalize the HP Enterprise NAS product implementation plan and software configuration</li> <li>• Implement the documented and agreed-upon configuration based on information provided by the Customer via a predelivery checklist</li> </ul>

- Document configuration details

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#### **Installation Verification Tests (IVT)**

The service specialist will perform the appropriate installation verification tests to confirm product functionality, including the following:

- Demonstrate functioning file serving in the cluster server environment:
  - Mount file system, present a single namespace, create a file, and show that the file is universally accessible across all file-serving nodes
  - Export file system from NFS, CIFS, and, if applicable, a host running HP StoreAll 9000 NAS client software, and show that files are universally accessible to all clients
- Demonstrate the high-availability feature
  - Initiate file-serving node failure and monitor failover
  - Bring file server node back online and monitor failback
- Review the results with the Customer

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#### **Customer orientation session**

The service specialist will conduct an orientation session of up to two hours' duration, with the goal of reviewing the installation report and demonstrating basic operation of the installed HP Enterprise NAS product. Topics generally include:

- A review of the installation report
- A review of the basic features provided by the HP Enterprise NAS product
- A review of the features and functionality provided by the HP Enterprise NAS product as implemented
- Help locating troubleshooting information, including demonstration of online help
- A review of the basic maintenance tasks to be performed on a regular basis

The customer orientation session is informal, is typically conducted at a management console with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training.

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#### **Project management**

A project manager will participate in the deployment project remotely and will:

- Manage the resources required to deliver the service
  - Review the Customer's responsibilities and other requirements necessary to facilitate service delivery
  - Facilitate the completion of a site survey to identify prerequisites that must be met prior to service delivery
  - Develop a project plan that defines the scope of the services to be delivered
  - Act as a liaison and a single point of contact between service delivery resources and the Customer's organization
  - Develop the project schedule and manage the project according to the defined timeline
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## **Service limitations**

Unless specified in this document or in a separate Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- Integration with any hardware or software components not supported by the HP Enterprise NAS product
- Deployment of more than one HP Enterprise NAS product, deployment at more than one physical location, or configuration across multiple clusters (multiple instances of the service may be ordered for larger configurations, multiple sites, or multiple clusters)
- Extensive racking, re-racking, or cabling activities, including cabling involving conduits, raceways, patch panels, and movement or configuration of computer room floor panels
- Loading, management, or manipulation of Customer data or provision of post-installation support
- Operational testing of applications or troubleshooting of interconnectivity, network compatibility, or non-HP Enterprise NAS hardware-related problems
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing HP Enterprise NAS environment
- Implementation of HP StoreAll client software on more than 10 clients (implementation on more than 10 clients can be accommodated at additional cost)
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, and network:
  - The clients that interact with the HP Enterprise NAS product must be fully implemented in a configuration supported by HP prior to delivery of the HP Enterprise StoreAll Implementation Service.
  - The Customer's host servers, applications, storage, SAN, and network components used with the HP Enterprise NAS product must be installed prior to delivery of the HP Enterprise StoreAll Implementation Service.
  - Implementation services for servers, storage, and networks are available separately from HP at additional cost.
- Tuning, other than to HP Enterprise NAS best practices
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- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Data migration
- Data recovery due to the failure of the Customer's backup or recovery procedures
- Performance testing or modeling
- Any other services not clearly specified in this document

## Service eligibility

Hardware and software prerequisites for installation of the HP Enterprise NAS product must be met prior to beginning onsite delivery of HP Enterprise StoreAll Implementation Service. Prerequisites include, but are not limited to, network and versions of related storage and infrastructure management hardware and software, client OS levels, patches, or drivers.

## Customer responsibilities

The Customer will:

- Provide IT administration resources (server, storage, network, and application) to gather necessary information, facilitate workshops and interviews as required, and perform any configuration activities needed to facilitate service delivery
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all necessary approvals, provide requested information in a timely manner, be available to assist in facilitating the delivery of this service, manage internal issues related to the Customer environment, and sign off that service has been delivered
- Ensure that all site preparation, power supply compatibility requirements, and other specified site prerequisites are met
- Ensure that all hardware, firmware, and software that the service specialist will need in order to deliver this service are available and, in the case of software products, that they are properly licensed
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Ensure that the client and network components with which the HP Enterprise NAS product will interact are installed, configured, and operating normally
- For remote replication implementation, provide an adequate IP network connection, have a second StoreAll 9000 NAS-based cluster as a target, and order at least one additional implementation service instance
- Complete and return the prerequisite HP Enterprise NAS Implementation Checklist to the service specialist at least two weeks prior to the start of the service
- Provide clients that meet minimum hardware, OS, and software requirements and are fully installed, configured, and accessible via network connection to the HP Enterprise NAS product
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
- Grant HP full and unrestricted access to all locations where the service is to be performed, whether escorted or unescorted
- 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

## General provisions/Other exclusions

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

HP reserves the right to charge, on a time and materials basis, for any additional work beyond the scope of this service, which may include work required to address service prerequisites not met by the Customer or other activities requested by the Customer.

Portions of the service may be delivered remotely or onsite.

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.

This service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation and require additional visits beyond the defined scope of the service, HP may charge the Customer for the additional time it takes to deliver the service.

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

Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

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

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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
- Service required due to causes external to the HP-maintained hardware or software

### **Ordering information**

To obtain further information or to order HP Enterprise StoreAll Implementation Service, contact a local HP sales representative.

### **For more information**

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

HP support services: [www.hp.com/services/alwayson](http://www.hp.com/services/alwayson)

HP Care Pack services: [www.hp.com/services/carepack](http://www.hp.com/services/carepack)

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