



# **HPE BladeSystem Health Check Service**

## **Support Services**

Blade systems are very complex environments to manage and can be viewed as a 'data-center in a box,' so the need for holistic assessments and health checks for these systems is critical and should be a regular part of your ongoing operational processes.

HPE BladeSystem Health Check (BHC) Service provides a holistic, high-level technical assessment of your BladeSystem infrastructure. Data gathered will be compared with industry best practices to proactively identify risk factors and provide your organization with recommendations for risk mitigation. As a result, both you and the Hewlett Packard Enterprise account team can formulate an action plan to mitigate risk, resulting in improved availability, performance, and supportability. Ideally, the BHC should be repeated on a routine basis to measure progress and identify new opportunities for improvement.

The BHC Service's assessment phase consists of two components: a technical analysis of the HPE BladeSystem Onboard Administrator data and a customer workshop.

The primary purpose of the Onboard Administrator (OA) 'show-all' technical analysis is to determine the firmware status of the enclosure. Log files and general configuration data will also be reviewed for any anomalies. Only components represented within the OA 'show-all' data are considered during this analysis.

The customer workshop is a fundamental component of the BladeSystem Health Check Service. It consists of an HPE-facilitated self-assessment lasting approximately 90 minutes. It will enable you to compare and contrast your HPE BladeSystem infrastructure and support practices against industry best practices. The workshop uses approximately 100 statements grouped into 10 categories to demonstrate best practices and assess how closely your BladeSystem implementation meets defined business objectives.

Hewlett Packard Enterprise will provide your organization with a detailed report that summarizes technical analysis and workshop results. It includes a health scorecard, firmware status, areas of strength and challenge, and recommendations to mitigate any identified risks or gaps.

The service covers up to two blade enclosures but is scalable with the purchase of the per-enclosure add-on service. In addition, for areas of elevated risk highlighted by the BladeSystem Health Check Service, Hewlett Packard Enterprise can provide custom services to address these areas.

### **Service benefits**

- Help improve or maintain system uptime
- Raise awareness of recommended best practices and provide compliance guidance
- Highlight areas of elevated risk
- Provide recommendations to mitigate identified risks

## Service feature highlights

- Technical analysis of BladeSystem configuration and status
- Customer workshop
- Customer report

**Table 1. Service features**

Feature	Delivery specifications
<b>Technical analysis of BladeSystem configuration and status</b>	The technical analysis of BladeSystem Onboard Administrator 'show-all' data provides: <ul style="list-style-type: none"> <li>• Firmware status</li> <li>• A review of the BladeSystem Onboard Administrator syslog</li> <li>• A high-level review of BladeSystem configuration and compliance that includes Hewlett Packard Enterprise recommendations</li> </ul>
<b>Customer workshop</b>	The customer workshop is an HPE-facilitated self-assessment that enables the Customer to compare and contrast their HPE BladeSystem infrastructure and support practices against industry best practices. The workshop uses approximately 100 statements grouped into 10 categories to demonstrate best practices and assess how closely the Customer's BladeSystem implementation meets defined business objectives.
<b>Customer report</b>	The Hewlett Packard Enterprise technical support expert will compile data gathered from the technical analysis and customer workshop into a concise report that includes a scorecard, firmware status, strengths and challenges, and recommendations to mitigate any identified risks or gaps.

## Service limitations

- Base service covers two blade enclosures; additional enclosures can be covered with the purchase of the add-on service for each additional blade enclosure
- Includes HPE Virtual Connect interconnect modules only
- Any services not clearly specified in this document or the associated Statement of Work
- BladeSystem Health Check Service cannot be used for HPE CloudSystem Matrix

## Customer responsibilities

The Customer will:

- Assign a dedicated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information and contacts, and be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service
- Ensure that appropriate individuals are available throughout the entire service delivery engagement
- Ensure that appropriate information is provided to the Hewlett Packard Enterprise consultant
- Ensure that BladeSystem Onboard Administrator 'show-all' data is available
- Ensure that Customer support staff is available to participate in a brief workshop
- Allow Hewlett Packard Enterprise consultants to take Customer information offsite to analyze data and to create the report

## **General provisions/Other exclusions**

- Service can be delivered onsite or remotely; remote delivery will require use of HPE Virtual Rooms
- Travel charges may apply; please consult your local office

## **Ordering information**

To order HPE BladeSystem Health Check Service, please use the following part numbers:

- H4F36A1/H4F36AE/H4F36AC for HPE BladeSystem Health Check Service (up to 2 enclosures)
- H4F37A1/H4F37AE/H4F37AC for HPE BladeSystem Health Check Add-on Service (1 per enclosure)

## **For more information**

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)

