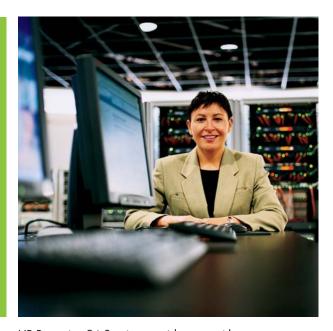# HP Proactive 24 Service

HP Customer Support Contractual Services

HP Proactive 24 Service combines industry-leading technical assistance with proactive account services to improve the stability, availability, and operational effectiveness of the IT environment.

HP Proactive 24 Service (P24) is an integrated hardware and software support solution designed to help you get more from your IT investment. HP Proactive 24 Service combines industry-leading technical assistance with proactive account services to cover the entire IT infrastructure and to improve the stability, availability, and operational effectiveness of the IT environment.

HP Proactive 24 Service provides you with access to the global technical skills of HP. An assigned Account Support Consultant will serve as your primary proactive services contact within the HP support organization and can coordinate additional specialized resources if necessary. Your Account Support Consultant begins by forming a close working relationship with you and by developing an understanding of your IT infrastructure and goals in order to assist you in identifying gaps in supportability. Subsequently, your assigned Account Support Consultant will meet with you two times per year to help ensure ongoing goal alignment and fulfillment of your needs.

Although problem avoidance through proactive measures is the goal, the HP Proactive 24 Service also includes comprehensive assistance in case a hardware or software problem does occur. HP Proactive 24 Service provides two-hour response for software issues and a four-hour onsite response commitment for hardware issues to address your need to resolve your problems quickly, 24 hours a day, seven days a week. In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, reduce downtime, and resolve problems faster.

In order to meet your individual needs, this service is both modular and scalable. Several technology modules—servers, storage, storage area network (SAN), and networks—are available for purchase. Each of these modules is delivered by a team of specialists in that particular technology area.

HP offers additional technical and educational services to complement your HP Proactive 24 Service package. These services allow you to customize your HP Proactive 24 Service to best fit your IT infrastructure requirements.

When you make HP Proactive 24 Service a part of your mission-critical computing environment, you work closely with HP to improve the overall effectiveness of your IT operations. HP supports your organization's IT endeavors—so you can stay focused on your business and your profitability.

Service benefits

Improve your IT environment's effectiveness, thanks to:

- An assigned Account Support Consultant focused on technical and operational improvement specific to your environment
- Shared HP best practices and knowledge transfer
- Proactive services across your IT infrastructure

Quickly solve complex problems, with:

- Integrated processes and problem diagnosis for your IT infrastructure
- Single point of support
- Rapid response to software and hardware problems

Service feature highlights

Customer support team (see Table 1)

Core features
- Assigned customer support team
  – Account Support Consultant
  – Remote Support Account Advocate

Optional features
- Named Reactive Support Specialist

Proactive features (see Table 2)

Core features
- Operational and technical advice
- Account support plan
- Quarterly support activity review
- Semi-annual support planning and review
- Semi-annual OS/OE patch analysis and management*
- Semi-annual storage/SAN firmware and software analysis and management*

- Technical services*
- Annual system health check*
- Annual storage high availability technical evaluation*
- Storage array preventive maintenance*
- SAN supportability assessment*
- Network software and firmware updates and critical problem notification *
- Network asset report*

- Site environmental survey
- HP electronic information support
- Software product and documentation updates
- License to use and copy software product updates
- Education planning assistance

Optional features
- Additional OS/OE patch analysis and management
- Additional advice and assistance
- Proactive hardware advice and assistance
- Additional technical services
- Availability health check
- Availability checkup
- Education credits
- Comprehensive environmental analysis
- Extensions for large environments

Reactive features (see Table 3)

Core features
- 4-hour onsite hardware response commitment
- 2-hour software response commitment

- Escalation management
- Flexible call submittal
- Assistance on non-HP products

Optional features
- 2-hour onsite hardware response time
- Additional named callers
- Defective material retention

Optional enhancements (see Table 4)

- Proactive Services for SAP*
- Proactive Services for HP OpenView*

- Open SAN environment support*
- Open network environment support*

*Delivery of these features within specific technology areas (servers, storage, SAN, networks) of your IT environment is dependent on prior purchase of the appropriate technology service module(s) and upon purchase of the relevant service offering.

Specifications
Table 1. Customer support team

Feature or service	Delivery specifications
Core features	
Assigned customer support team	HP assigns a customer support team to the Customer's organization. The team—comprised of trained, experienced, HP-certified IT specialists—teams with the Customer to meet business and IT objectives. The team includes: • An Account Support Consultant • A Remote Support Account Advocate The Customer's assigned team is available Monday through Friday, excluding HP holidays, during standard HP business hours. If requested, the assigned team may be available at other times, as mutually agreed upon and scheduled in advance. (Support outside standard business hours is purchased separately. For some countries, hours are subject to local availability. Please check with a local HP office for details.)
Account Support Consultant	The assigned Account Support Consultant (ASC) is the Customer's HP advocate and technical focal point for the ongoing HP Proactive 24 Service support of the IT environment. To help meet Customer objectives, the Account Support Consultant works with the Customer to develop and routinely review a mutually agreed-upon account support plan. The Account Support Consultant also coordinates additional HP resources when specific skills are needed. For example, technology specialists may be used to deliver the various technology modules (servers, storage, SAN, and networks) or technical services. The Account Support Consultant also coordinates onsite software support services, manages the delivery of technical services, conducts support reviews, and transfers knowledge of HP best practices. The Account Support Consultant will provide required deliverables either remotely or onsite, at the discretion of HP.
Remote Support Account Advocate	The Remote Support Account Advocate (RSAA) monitors calls placed to the HP solution center, identifies trends and potential problems, and helps ensure that calls are handled in a timely manner. The RSAA also generates a quarterly support activity report based on the calls placed by the Customer during the last quarter. To help minimize risks, the RSAA performs a detailed patch analysis; discusses the results with the Customer; and provides a customized, installable patch bundle. If a software class problem arises, the RSAA contacts and works with the Customer to manage the implementation and correct the problem.
Optional features	
Named Reactive Support Specialist	The Named Reactive Support Specialist (NRSS) is the Customer's technical resource who manages critical hardware and software problems for a specific technology domain and/or operating system. The NRSS will be familiar with the Customer's covered environment and as necessary, will engage the appropriate service resources and processes for problem resolution. The NRSS will attend support reviews as appropriate. The NRSS is available Monday through Friday during standard HP business hours, excluding HP holidays. HP will use reasonable efforts to respond to a Customer call within 30 minutes from the time the critical call is received by HP. If the NRSS is unavailable, a named backup will assume all responsibilities of the primary NRSS. These activities only apply if this optional feature is selected.

Specifications
Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
Operational and technical advice	The HP Account Support Consultant builds a strong working relationship with the Customer, helping to align IT goals with Customer resources and enhancing the capabilities of the Customer's IT infrastructure. In addition to the guidance and advice provided by the Account Support Consultant during ongoing operations, HP can help minimize risk and possible business disruptions through change management assistance.
Account support plan	The account support plan is developed by the Account Support Consultant after meeting with the Customer's IT staff. It describes the services HP will provide, defines roles and responsibilities, provides site-specific information, and documents the Customer's HP Proactive 24 Service environment. The plan is updated semi-annually during the contract period. At the beginning of the Proactive 24 Service support period, HP will record technical configuration information specific to the covered environment, including host hardware and operating system information, storage logical unit number (LUN) maps, and SAN and IP network topologies as applicable. This information supports the Customer's daily operations, assists in future planning efforts, and serves to accelerate fault isolation. The technical configuration information is refreshed semi-annually and documented in the account support plan for the Customer's referral.
Support activity review	The Remote Support Account Advocate provides the Customer with a quarterly support activity report that documents reactive support call information, potential risk factors, and appropriate recommendations.
Support planning and review	The assigned customer support team conducts semi-annual onsite support planning and review sessions. During the review, the Customer and the team discuss the support activity report, evaluate ongoing support activities, review agreed-upon metrics, and detail changes in the Customer's IT environment. This in-depth review also provides an opportunity to discuss trends, planned changes to the IT environment and operations, and the impact these changes will have on the Customer's support requirements. In addition, planned HP software and firmware updates to the Customer's environment will be discussed. These sessions are open communication forums.
OS/OE patch analysis and management (one server or operating system)	For HP-UX, MPE, Tru64 UNIX®, OpenVMS, and Linux operating systems (OS), the Remote Support Account Advocate monitors all patches as released. Semi-annually, the Customer and the RSAA discuss the recommended patches. Subsequently, HP provides a customized bundle of patches for Customer installation. For HP-UX, the patch analysis covers both the operating system and the operating environment (OE), if installed on the server. HP can also provide basic information and telephone assistance to enable the Customer to install the patches. Additional patch analyses may be ordered to cover additional operating systems, operating environments, OS or OE versions, or servers or to increase the frequency of analysis. For Microsoft® operating systems, HP delivers a written Microsoft service pack briefing, which addresses the features of the latest Microsoft operating system and server application service packs. In addition, HP provides personalized analyses on recent Microsoft service packs. Each analysis is tailored to designated servers, as outlined in the Customer's support plan, running Windows NT®; Windows® 2000; Windows 2003, Datacenter Edition; or Windows Server 2003, Enterprise Edition operating systems or specified Microsoft server products, such as BackOffice applications. An HP-trained specialist covers key pieces of information that are needed to be successful in evaluating and installing service packs.
Storage/SAN firmware and software analysis and management (single array)	For a single storage array and all SAN switches, on a semi-annual basis, HP will initiate an analysis of your environment and potential software and device firmware updates. HP will provide a recommendation of and upgrade planning assistance for applicable software and firmware versions. Basic support for the installation of recommended updates is provided via telephone.
Technical services (servers)	For Customers who purchase HP Proactive 24 Service for one or more servers, the service includes one "Level B" technical service per year, or equivalent. Possible service topics include availability, capacity and performance, change management, security, and infrastructure management. The Customer can choose an item from the service menu or work with the Account Support Consultant to develop a customized technical service. More detailed information is provided in Table 6 below.
System health check (servers)	Annually, HP uses diagnostic tools to assess the computing environment of one server. A series of diagnostic tests will be performed to compare the Customer's computing environment to accepted system management practices. HP then provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommends a suitable course of action. Additional reviews can be included optionally.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of
Sale and Service, HP Business Terms or HP Global Agreement.

4

Specifications
Table 2. Proactive features, continued

Feature or service	Delivery specifications
Storage high availability technical evaluation (storage)	Annually, HP performs a high-availability evaluation on one storage array. The evaluation includes an analysis of the physical environment, the array's configuration, and its firmware and software versions. Upon completion, HP provides the Customer a report and briefing to review the findings and recommendations.
Storage array preventive maintenance (storage)	For the HP StorageWorks Disk Array XP and Enterprise Virtual Array (EVA) product families, HP proactively provides an annual onsite visit at a mutually agreed-upon time. During these visits, a hardware specialist performs routine maintenance of electronic system components in accordance with the storage array operational specifications.
SAN supportability assessment (SAN)	HP assesses the supportability of the Customer's storage area network. Issues with the potential to impact stability or supportability negatively are identified and change recommendations are made. An initial SAN supportability assessment is included the first time SAN support is selected in the Customer's HP Proactive 24 Service. The assessment is updated in each subsequent year for which SAN support is continued.
Network software and firmware updates and critical problem notification (network)	Periodically, there are new releases of network firmware and software updates from HP and partners. These updates address potential problems, provide added functionality, and improve performance. If they are applicable to the Customer environment, HP will review these new releases with the Customer during the support planning and review meetings. HP will also notify the Customer, as needed, about critical software problems with Cisco IOS and HP network device software that may impact network operation.
Network asset report (network)	Annually, HP completes a network equipment audit to map the Customer's network topology. In addition, the Customer will receive a report describing the network hierarchy, network software versions, hardware devices, and changes made since the previous audit.
Site environemental survey	HP products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. While the Customer is fully responsible for ensuring that the IT environment meets these specifications, HP periodically (typically together with other scheduled onsite activities) monitors environmental conditions at the Customer site and advises the Customer of any modifications recommended on the basis of such reviews.
HP electronic information support	HP provides a comprehensive online resource for instant, customized knowledge; tools; and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available. This site may be accessed on the Web at **www.itrc.hp.com**.
Software product and documentation updates	As HP releases updates to the Customer's HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. For certain products, the Customer may be able to select from a choice of media types. An access code, license key, or instructions for obtaining an access code or license key will also be provided to the Customer when it is required to install or run the latest software revision.
License to use and copy software product updates	The Customer receives the license to use and copy the software product updates for all supported systems covered by the original software license. The Customer can use and copy updates to HP or third-party software on each system covered by this service as described in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.
Education planning assistance	The Customer can receive customized course recommendations designed to improve the IT staff's technical and process knowledge. The Customer's manager Account Support Consultant can provide assistance in contacting the HP Customer Education Center. The Customer can also get advice online by visiting the interactive training planner at **http://education.hp.com/training_planner.htm**.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.

5

Specifications
Table 2. Proactive features, continued

Feature or service	Delivery specifications
Optional features	
Additional OS/OE patch analysis and management	If the Customer's IT environment includes more than one, or multiple versions, of an operating system or operating environment, an additional OS/OE patch analysis and management should be performed on each operating system or operating environment. This option provides one occurrence of additional OS/OE patch analysis and management for one OS or OE.
Additional advice and assistance	Customers who require additional proactive help may purchase additional customer support team days to be performed by the Account Support Consultant or Remote Support Account Advocate. Topics addressed during these days may be either technical or operational. The Customer's Account Support Consultant will assist in determining these activities based on the Customer's needs. Additional customer support team days are provided during normal HP business hours unless after-hours assistance has been purchased.
Proactive hardware advice and assistance	Proactive, customized hardware assistance delivered by a Hardware Support Specialist (HSS) may be purchased. The HSS provides proactive hardware-related activities and works with the Customer's Account Support Consultant to provide an integrated support solution. The HSS reviews new HP hardware service notes, HP server firmware, and storage/SAN micro-code updates with the Customer. The HSS may also install agreed-upon hardware changes and firmware updates. The HSS provides preventive maintenance and organizes environmental surveys for selected devices. These activities only apply if this optional feature is selected
Additional technical services	HP technical services are an essential part of how HP helps Customers keep their IT systems performing to expectation. HP technical services improve the Customer's ability to proactively manage IT configurations and operational practices in order to deliver the stability, performance, and security required. On occasion, specific services may need to be purchased to meet specific objectives. The Customer's Account Support Consultant can assist in determining these activities based on the Customer's needs. See Table 6 for more detailed information.
Availability health check	The availability health check makes the Customer aware of the potential risks to the business's computing environment. Through personalized interviews between HP and appropriate members of the Customer's IT and corporate staff, HP identifies strengths and weaknesses that affect information technology service availability. This check provides recommendations for implementing industry-accepted IT service management practices as well as HP-proven best practices, focusing on the elements that directly impact system availability, performance, and reliability.
Availability checkup	The availability checkup provides a high-level review of the Customer's IT infrastructure versus availability requirements. HP evaluates areas including technology, processes, people, and the physical environment. The results are summarized in a document that provides HP best practices and identifies areas for improving availability levels and mitigating IT risk factors.
Education credits	The Customer may purchase credits for education to allow staff members to expand and strengthen their technical and process knowledge.
Comprehensive environmental analysis	The analysis provides a complete, detailed review of the physical environment of the Customer's data center in regards to temperature, humidity, electromagnetic fields, electrical systems, radio frequency interference, and emergency systems. A comprehensive report identifies conditions that are out of specification and recommends ways to reduce downtime due to physical and environmental factors. For an additional charge, HP can provide guidance in planning and implementing the recommendations.
Extensions for large environments	Some Customers may have large or growing environments that require additional proactive attention and inclusion in their overall IT planning. These extensions for large environments, shown below, are designed to provide a consistent experience for such environments. • **Proactive server extension**—This extension incorporates servers added to the Customer's IT environment into strategic IT discussions, the account support plan, planning review meetings, activity reviews, and patch analysis and management. • **Proactive storage extension**—This extension incorporates storage devices added to the Customer's IT environment into strategic IT discussions, the account support plan, planning review meetings, activity reviews, storage/SAN firmware and software analysis and recommendations, storage/SAN micro-code updates, and the storage high-availability technical evaluation. • **Proactive OS/OE extension**—This extension incorporates additional OS/OEs added to the Customer's IT environment in strategic IT discussions, the account support plan, planning review meetings, activity reviews, and patch analysis and reviews. • **Proactive SAN extension**—This extension incorporates SAN devices added to the Customer's IT environment into strategic IT discussions, the account support plan, planning review meetings, activity reviews, storage/SAN firmware and software analysis and recommendations, and the storage/SAN micro-code updates. • **Proactive networking extension**—This extension incorporates network devices added to the Customer's IT environment into strategic IT discussions, the account support plan, planning review meetings, activity reviews, network software and firmware updates and critical problem notification, and the network asset report.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of
Sale and Service, HP Business Terms or HP Global Agreement.

6

Specifications
Table 3. Reactive features

Feature or service	Delivery specifications
Core features	
4-hour onsite hardware response commitment	For technical issues that cannot be resolved remotely, an HP authorized representative will provide technical support on covered hardware products in order to return them to operating condition. For certain devices HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.
	In addition, HP may install available engineering improvements to help ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates which, in the opinion of HP, are required to return the covered product to operational condition or for supportability of the covered product.
	An HP authorized representative will arrive at the Customer's site, any time and day of the year, to begin hardware maintenance service within 4 hours after the service request is logged.
	Refer to Table 7 for details on travel zones.
Software response commitment	For authorized callers, HP will provide unlimited remote assistance with critical and non-critical software problems through the HP solution center. HP will use reasonable efforts to respond to a Customer call within 2 hours for both critical and non-critical calls. Assistance is available 24 hours a day, 365 days a year for eligible operating systems, HP storage array software, SAN software, other eligible HP software, and selected non-HP software products. For all other HP software products, assistance is available Monday through Friday excluding HP holidays, during normal HP solution center hours.
Escalation management	HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving specialists throughout HP.
Flexible call submittal	Electronic and telephone problem submission is available 24 hours a day, 7 days a week. Based on Customer preference, responses may be delivered via telephone, Internet, e-mail, or fax where locally available.
Assistance on non-HP products	If, during the course of problem resolution on supported products, it is determined that the problem lies with another vendor's product, HP will assist the Customer in forwarding the problem to that vendor, provided that the Customer has a valid support agreement with the other vendor.

Specifications
Table 3. Reactive features, continued

Feature or service	Delivery specifications
Coverage windows	The coverage window specifies the time during which the described services are delivered onsite or remotely. Service requests received outside this window will be logged the next day for which there exists a coverage window. Coverage window options available for eligible products are specified in Table 9. All coverage windows are subject to local availability. Contact a local HP office for detailed information on availability.
Additional named callers	Support for three named callers is included. Support can optionally be purchased for additional callers.
Defective material retention	For circumstances where the Customer does not want to relinquish a defective device (e.g., due to sensitive data), the Customer may choose to retain materials that would otherwise be returned to HP.

Specifications
Table 4. Optional enhancements

Feature or service	Delivery specifications
Proactive services for SAP	Systems running SAP are critical to business operations. To assist the Customer in making the SAP infrastructure meet its operational and technical goals, HP has created HP Proactive Service for SAP. This service provides proactive support and integrated problem resolution between HP and SAP. Proactive services include: • Coordinated patch analysis and management, including SAP software • Quarterly performance trend analysis, reports, and recommendations • Annual capacity planning • SAP-focused operational and technical advice If a problem should occur, HP and SAP support processes are linked to provide fast and integrated problem resolution when the Customer places a single phone call to either HP or SAP. HP SAP customer support teams are comprised of engineers who are trained and certified as SAP technical consultants, enabling them to better understand interactions between HP and SAP and to prevent and solve SAP-related problems effectively.
Proactive services for HP OpenView	To assist the Customer in making the installed HP OpenView applications meet its operational and technical goals, HP has created HP Proactive Services for HP OpenView. This enhancement builds on HP Proactive 24 Service, focusing specifically on the Customer's HP OpenView applications. Proactive support activities, provided by HP OpenView certified specialists, are included, along with integrated problem resolution. Proactive services include: • Assessment of the Customer's HP OpenView management server to promote proper configuration of the HP OpenView applications • Patch analysis and management for the HP OpenView applications • HP OpenView focused operational and technical advice • Integration of HP OpenView into support planning and review activities • Annual application health check on one HP OpenView application
Open SAN environment support (SAN)	HP can offer a single point of contact for reactive and proactive support for many (multivendor) SAN infrastructures. HP will troubleshoot and perform fault isolation for the Customer's multivendor SAN infrastructure and manage problem resolution. In addition, HP will incorporate the multivendor SAN infrastructure devices in the Customer's account support plan, support reviews, and activity reviews.
Open network environment support (network)	HP can also offer a single point of contact for reactive and proactive support for many open (multivendor) networks. HP will troubleshoot and perform fault isolation for the Customer's multivendor network and manage problem resolution. In addition, HP will incorporate the multivendor devices in the Customer's account support plan, support reviews, and activity reviews.

Specifications
Table 5. Enabling technologies and tools

HP Proactive 24 Service Customers receive a suite of technologies, tools, and processes that enable the Customer to achieve the highest levels of availability. They are designed to help prevent critical problems and, if a problem should occur, facilitate the ability of HP to quickly repair and restore a Customer's IT environment. Through secure connections, HP high-availability support engineers are alerted to potential problems detected by the proactive analyzers and can begin working on a solution immediately, using remote troubleshooting and diagnostics tools. These tools span a wide range of proactive capabilities, such as automatically collecting vital configuration and topology data of the Customer's environment. This information assists engineers' efforts to identify changes in the IT configurations and systematically analyze the Customer's configurations for irregularities in software patches, firmware updates, or service notes. In addition, the customer support team will provide specific details for the Customer's configuration.

HP provides a multi-level, layered security structure through encryption, authentication, industry-standard security protocols, and HP best practices integrated at the physical, network, application, and operational levels. Transactions from HP to the Customer's enterprise network are restricted and tightly controlled through a single secure access point. HP's remote support capabilities, and any support information collected, are used only to provide Customers with HP support.

Specifications
Table 6. HP technical services

HP technical services are an essential part of how HP helps Customers keep their IT infrastructure performing to their expectations. Solutions can be customized through the choice of technical service topics that best fit the needs of the Customer's IT infrastructure. Available service topics include performance and capacity management, release coordination, security strategy development, configuration management, and new technology deployment. HP technical services improve the Customer's ability to proactively manage configurations and operational practices in order to deliver required levels of stability, performance, availability, and security. HP technical services complement the capabilities of the Customer's IT staff and offer flexible, cost-effective solutions.

Technical services are available to HP Customers at three standard levels based on the complexity of the service to be performed: Level A, Level B, and Level C, as designated by HP. For example, the availability checkup is a Level B topic, and system asset inventory is a Level A topic. HP Proactive 24 Service includes one Level B service or equivalent. Additional technical services may be added as options to the Customer's contract as needed. HP Proactive 24 Service customers may also use their service topic allocation in the following manner: Three Level A topics are equivalent to one Level B topic; two Level B topics are equivalent to one Level C topic. The Account Support Consultant can help determine how these services can be tailored to fit the Customer's needs. A representative sample of services is noted under each category. Consult an HP representative for a comprehensive list of services available in your country. This list is provided for informational purposes only.

Service focus	Description
Availability management • **Availability checkup** • **Availability health check** • **High-availability storage assessment** • **MC/Serviceguard implementation**	Achieving the desired high availability from the Customer's computing environment requires that the right combination of technology, people and processes, and support partnerships are in place. HP has technical services that help the Customer assess the availability of the IT environment and provide assistance with deploying the necessary technologies.
Capacity management • **Performance resource utilization health check** • **Cluster consistency service** • **Performance analysis for the XP disk array** • **Network performance health check**	HP has technical services that help Customers identify whether or not their IT infrastructure has the capacity and performance to meet their business's changing requirements. By understanding complex performance and utilization data and identifying bottlenecks, Customers can compare objectives to current demands and be confident in their capacity management decisions.
Release management • **Server installation and startup services** • **OS and platform migration planning**	Successfully implementing a new release requires a coordinated approach covering all technical and non-technical aspects of the deployment. HP has technical services that will speed implementation and minimize downtime. These planning and installation services will reduce business interruptions by addressing risk and minimizing unexpected problems.

Specifications
Table 6. HP technical services, continued

Service focus	Description
Security management • **Internet security assessment** • **Security review** • **Security workshop**	Unauthorized access to corporate information and services can expose the Customer's business to both financial and public image losses. HP technical services can help identify and implement sound security policies and practices. HP can provide an in-depth analysis of the Customer's current security posture and how it compares to industry standards.
Change and configuration management • **HP-UX upgrade services from 10x to 11x** • **Netserver to ProLiant integration services** • **System asset inventory** • **Procurve and Cisco asset inventory**	An accurate and controlled view of the IT infrastructure is the basis of a stable and supportable environment. HP has technical services that will help Customers develop detailed hardware and software inventories, manage version control and configuration, and help ensure that current support levels meet their needs.
Infrastructure management • **MC/Serviceguard audit** • **Backup and recovery solution services** • **SAN solution services**	HP technical services allow Customers to maximize the value of their IT investment by leveraging the collective skills of HP. The Customer's IT staff can stay focused on core responsibilities and critical tasks while HP helps proactively manage their IT infrastructure. The resulting goal is to promote the smooth, continuous, effective management of the IT infrastructure and to minimize risk of business interruption.
Environmental infrastructure • **Data center layout and installation** • **Data center relocation** • **Site environmental assessment**	A well-planned and managed facility is the foundation of the IT environment. HP technical services can help the Customer develop a facility that is designed for reliability, maintainability, and security. HP can help the Customer select, design, and manage a facility that will support current IT objectives and accommodate future business growth.

Specifications
Table 7. Travel zones—Onsite hardware response time

All response times apply only for sites located within 50 miles or 80 km of a primary HP support responsible office. Travel to sites located within 200 miles of a primary HP support responsible office is provided at no additional charge. If the site is more than 200 miles from the primary HP support responsible office, response times will be adjusted and there will be an additional charge for travel based on the distance to the site. For travel to some sites beyond a 160km radius of a primary HP support responsible office, response time will be adjusted and additional travel charges will be applied.

Travel expenses will also apply for any site that requires overnight lodging, non-automobile mode of transportation i.e. airplane or extraordinary travel circumstances.

Travel zones and charges may vary in some geographic locations.

Response times to sites located more than 50 miles or 80 km from a primary HP support responsible office will have the following modified response times for extended travel:

Distance from primary HP support responsible office	2-hour onsite response time (Optional Feature)	4-hour onsite response time (Standard Feature)
0–25 miles or 0–40 km	2 hours	4 hours
26–50 miles or 41–80 km	2 hours	4 hours
51–100 miles or 81–161 km	Not available	4 hours
101–200 miles or 161–320 km	Not available	8 hours
Beyond 200 miles or 320 km	Not available	Established at time of order and subject to resource availability

Specifications
Table 8. HP Service-level options*

Service level option	Delivery specifications
Coverage window options:	
• **Standard business hours, standard business days (9x5)**	Service is available 9 hours per between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays.
• **Extended business hours, standard business days (13x5)**	Service is available 13 hours per between 8:00 am and 9:00 pm local time, Monday through Friday excluding HP holidays.
• **16 hours, standard business days**	Service is available 16 hours per between 8:00 am and 12:00 am local time, Monday through Friday excluding HP holidays.
• **Coverage extensions for additional days**	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: • Saturdays, excluding HP holidays • Sunday, excluding HP holidays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Onsite response time commitment options:	
• **2-hour onsite response**	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within 2 hours after the service request has been logged, if this time falls within the contracted coverage window. (for eligible locations only)
• **Availability response**	For critical problems that affect business or degrade performance, as reasonably determined by HP, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, Monday through Friday excluding HP holidays, regardless of the selected coverage window.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of
Sale and Service, HP Business Terms or HP Global Agreement.

11

Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager. Unless otherwise specified or arranged, proactive and consultative services are performed during normal HP business hours. Delivery of specific features on technologies in the Customer's environment (servers, storage, SAN, and networks) is dependent on prior purchase of the appropriate technology service module(s) and the purchase of relevant service offerings.

This service is available for selected HP servers, storage devices, storage arrays, networks, and storage area networks only. Check with an HP sales office for specific local availability.

At the sole discretion of HP, this service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods, HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Hardware onsite response time commitment
An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis, remote support, or other service delivery methods.

For fully redundant storage technologies, (such as the HP StorageWorks Disk Array XP), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Response times for non-critical calls may vary.

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

• Recovery of the operating system, other software, or data

• Troubleshooting for interconnectivity or compatibility problems

• Support of network hardware devices or network-related problems (unless optional service for network devices is purchased)

• Services required due to failure of Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP

• Services required due to the Customer's failure to take avoidance action previously advised by HP

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of
Sale and Service, HP Business Terms or HP Global Agreement.

12

The HP Proactive 24 Service includes comprehensive assistance in case a hardware or software problem does occur.

Availability response

For critical problems that affect business or degrade performance, as reasonably determined by HP, an HP authorized representative will arrive at the Customer's site to begin hardware maintenance service within four hours after the service request is logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, Monday through Friday excluding HP holidays, independently from the selected coverage window. This response is for selected products.

Open SAN and network environment services

The following are not included:

- Establishment of a contract between the vendor and end user Customer

- Performance of the third-party vendor's products or services

- Service-level agreement establishment or performance

- Resolution of third-party product changes; repair as required to restore solution to original operable state

- Subcontracting to the third-party vendor on the Customer's behalf

- HP billing invoices and billing to the vendor

- HP Services will not be able to contact the third-party vendor on behalf of the Customer unless the Customer has appointed HP as a special agent

- Services which in HP's opinion are required due to improper treatment or use of the products or equipment

Reactive commitments

HP travels to the Customer's site and provides labor, parts, and materials necessary, in HP's opinion, to maintain the Customer's hardware products in good operating condition. HP diagnoses and corrects product malfunctions and failures. Replacement parts or products used for hardware repairs are new or equivalent to new; replaced parts become the property of HP.

Once an HP authorized representative arrives at the Customer's site, the engineer will continue to deliver the service either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but it resumes when they become available.

In addition, HP may install available engineering improvements to promote the proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in HP's opinion, are required to return the covered product to operational condition or to enhance the supportability of the covered product and that are not specified as Customer installable.

The reactive commitment is complete upon HP verification, through the use of diagnostics or other means, that the malfunction has been corrected. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the commitment. Reactive commitments do not include time required for recovery of application software or compromised data.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.

13

Customer responsibilities

Hardware response time commitment
The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility

- Starting self tests and installing and running other diagnostic tools and programs

- Installing Customer-installable firmware updates and patches

- Performing other reasonable activities to help HP identify or resolve the problem

The Customer is responsible for installing critical Customer-installable firmware updates, Customer-replaceable parts, and replacement units in a timely manner.

At the discretion of HP, service levels with a 4-hour onsite response time may require installation of remote connectivity tools and product. If remote support is available and required on the covered product, Customers must provide and allow HP remote access to receive 4-hour onsite response time.

Open SAN and network environment services
The Customer will:

- Appoint HP as special agent and grant HP full power and authority to act for Customer and in Customer's name for the limited purposes as set forth below:

  – Contact non-affiliate vendor(s) directly to initiate a service call for remote assistance with Customer's product

  – Follow up directly with non-affiliate vendor(s) until the problem is resolved

  – Facilitate communication between non-affiliate vendor(s) and other vendor(s) related to Customer's network or between non-affiliate vendor(s) and HP during the process of fault isolation and problem resolution

- Provide telephone numbers and call logging instructions for each vendor they want HP to contact on their behalf

- Provide contract information that describes the level of service they are to receive from the vendor

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.

14

HP Proactive 24 Service

When you make HP Proactive 24 Service a part of your mission-critical computing environment, you work with HP to improve the overall effectiveness of your IT operations—so you can stay focused on your business and your profitability

Call submission

Problems with covered HP hardware, HP software, or HP software updates can be reported to the HP solution center via telephone, Internet, e-mail, or fax, where locally available. HP will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported problems. Based on Customer preferences, responses may be delivered via telephone, Internet, e-mail, or fax, where locally available. Onsite response times for hardware service requests submitted electronically may vary.

For more information

For more information on HP Proactive 24 Service or other HP Systems Support Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

To learn more, visit www.hp.com.

5981-8513ENL, 03/2004

hp invent