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Service Activity	Service Description
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Server & Operating System

Blade Technology and Toolset Assessment	Assesses the usage of one HP Blade enclosure and components, and related HP Blade management software, and provides recommendations for improvement.
Blade Technology Bulletin	Semi-annual bulletin prepared by your Account Support Manager (ASM), providing version and usage advice for the HP software, firmware, and drivers in the Customer's HP Blade hardware and management software suite.
BladeSystem Firmware and Driver Gap Analysis	Review Customer's enclosure to document current firmware and driver levels. Develop recommended baseline, report on gaps, risks and interdependencies.
BladeSystem Firmware and Driver Update Process Review	This workshop reviews the Customer's firmware and driver update strategy, and offers best practices and configuration advice in the use of SIM and Version Control in support of that strategy.
Cluster Consistency Service	Assessment of one HP-UX cluster to diagnose and identify current threats to application operation or a restart after failover. The diagnostic software will remain installed and continue to monitor changes on the cluster after the assessment is complete.
Cluster Consistency Service (additional node)	Extends the Cluster Consistency Service to add one additional HP-UX node. That activity is required as a pre-requisite.
Server Firmware Update Recommendations	Review of server firmware updates and service notes, provides recommendations. Covers up to five servers or server blades running the same OS/OE. Covers ISS servers, Integrity and HP9000 servers. Service activity provides firmware update recommendations only. Installation may be included as part of HP HW maintenance agreement or purchased separately.
ServiceGuard Implementation (HP-UX)	HP ServiceGuard Implementation (HP-UX).
ServiceGuard Implementation (Linux)	HP ServiceGuard Implementation (Linux).
System Health Check (direct)	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HP server.
System Health Check (onsite)	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HP server.
System Health Check (remote)	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HP server.
Operating System Patch Analysis	Provides patch analysis, available for HP-UX, MPE, Tru64 UNIX®, OpenVMS, Linux operating systems (OS), and Microsoft Windows for one OS/OE instance.



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Storage

Assessment Service for SANs	Provides customized technical and operational guidance for HP storage and the interconnecting SAN. Covers SANs connected to up to 30 servers or server blades.
Data Migration - open systems	HP Data Migration Service transfers Customer information to storage array technology using LAN, WAN, or SAN connectivity.
Data Migration - open systems extension	HP Data Migration Service transfers Customer information to storage array technology using LAN, WAN, or SAN connectivity.
Data Migration Server/Capacity Extension	Extension to cover additional hosts of capacity during data migration.
Data Sanitization Service	Helps protect the Customer from the risk of important information being retrieved from retired hard disk media by unauthorized parties.
Data Sanitization Service (add host)	Helps protect the Customer from the risk of important information being retrieved from retired hard disk media by unauthorized parties.
Data Sanitization Service (add volume)	Helps protect the Customer from the risk of important information being retrieved from retired hard disk media by unauthorized parties.
EVA Firmware Update Service (1 upgrade)	Detailed planning and onsite firmware installation for one firmware release for one EVA.
EVA Firmware Update Service (2 upgrades)	Detailed planning and onsite firmware installation for one firmware release for up to two EVAs.
EVA Firmware Update Service (5 upgrades)	Detailed planning and onsite firmware installation for one firmware release for up to five EVAs.
EVA Health Check	Compares the configuration of one EVA against best practices for availability, supportability, and performance.
EVA Performance Analysis	Provides a performance analysis for one EVA and recommendations to improve performance.
EVA Vdisk/LUN Design and Implementation	Design and implementation of a Virtual Disk (Vdisk) or LUN configuration on one EVA.
Polyserve Software Health Check	Proactive checkup of supportability, stability, and interoperability of Polyserve.
SAN Supportability Assessment	HP assesses the supportability of the SAN including multivendor SAN infrastructure. Covers SANs connected to up to 30 servers or server blades.
Storage and SAN Firmware and Software Analysis and Management	Provides firmware and software analysis for SAN switches and HBAs between one EVA or MSA array and up to 30 servers or blade servers. Does not include firmware or software installation.
Storage Array High Availability Technical Assessment	Provides a high-availability evaluation on one storage array, plus examines support preparedness and the SANs configuration.
Storage High Availability Technical Evaluation	Provides an analysis for one HP storage array: physical environment, the array's configuration, and its firmware and software versions. Does not include analysis of the SAN or servers connected to the array.



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Software

Account Performance Consultant for SAP (basic package)	Provides a landscape wide service approach (performance & capacity). Coordinates the activities and communicates the results.
BWA Health Check	Analysis of current system operation, future capacity, includes all layers (SAP, hardware, operating system).
Coordinated HP-UX Patch Management for SAP Systems	Provides patch recommendation for the OS based on known issues/fixes/best practices to ensure optimal functioning of SAP SW running on top of HP HW/OS.
Microsoft Performance Consulting Service (basic package)	(OS, Exchange Server, MS-SQL-Server) (basic package) Gathering and analyzing important key performance metrics of your business critical windows application server in correlation to the business application running on the HW.
Oracle Database Upgrade	The upgrade service for Oracle database products provides a Customer with the help they need to transition from their existing version of Oracle database to an updated version of the database.
Oracle Trend Analysis Service (OTA-S)	Gathering and analyzing important Oracle key performance metrics of your Oracle database.
Performance Analysis for SAP System (PASS)	HP Performance Analysis for SAP System provides a one-time, thorough snapshot of your SAP system's performance, identifies the source of existing bottlenecks, and predicts critical areas where future bottlenecks may occur. Analyzes SAP system performance in conjunction with HP-UX or Linux Operating System KPIs.
Performance Analysis for SAP System (PASS), additional SAP instance	Adds an additional SAP instance to the system addressed in the Performance Analysis for SAP System (PASS) service activity.
Performance Analysis Measurement for Windows Systems (PAM-S)	Detailed OS Metrics - CPU, RAM, disk & app for Microsoft Windows; report covers all important OS metrics like CPU, memory, & I/O.
Performance Consulting: Operating System (Windows, HP-UX, Linux) (basic package)	Report that covers all important OS metrics like CPU, memory, & I/O.
SAP Performance Consulting: R/3 ERP and Selected SAP Component (basic package)	Report that covers SAP KPIs (response times) with DB parameter and SQLs.
SAP Technical Consulting: Capacity Planning (HP-UX, Windows, Linux) (basic package)	Comprehensive view with focus on the relationship of workload + throughput (ABAP) + hardware consumption = (capacity).
Trend Analysis Measurement Service for SAP BW	Similar to TAMS but with additional checks for Business Warehouse Accelerator.
Trend Analysis Measurement Service for SAP R/3 & ERP	SAP key performance metrics for all current SAP ERP versions on all operating systems and hardware platforms are analyzed; report summarizes data, performance situation, trends and recommendations.
Trend Analysis Measurement Service for SAP SCM Live Cache	Report summarizes data collected, the performance situation, trends and recommendations.



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Service Activity	Service Description
VMware Capacity Planner Assessment Service (50 servers)	Assessment service to inventory current server environment and report to Customer recommended changes to consolidate/virtualize their environment.
HP Health Check Analysis for VMware Virtual Servers	Reviews the Customers virtualized environment; comparing to best practices, recommended patch and firmware levels, configuration attributes, etc.
VMware Capacity Planner Assessment Service (200 servers)	Assessment service to inventory current server environment and report to Customer recommended changes to consolidate/virtualize their environment.
Network	
Network Asset Report (1st 50 devices)	The asset report is a comprehensive listing of all the Customer's supported network devices.
Network Asset Report (for each additional 50 devices)	The asset report is a comprehensive listing of all the Customer's supported network devices.
Proactive Notification of Critical Network SW Problems (1st 50 devices)	Proactive notification of critical problems with Cisco IOS, HP ProCurve and HP network device software or hardware that may impact network operation.
Proactive Notification of Critical Network SW Problems (for each additional 50 devices)	Proactive notification of critical problems with Cisco IOS, HP ProCurve and HP network device software or hardware that may impact network operation.
Environment	
Basic Capacity Survey (0-10k square feet data center)	The HP Basic Capacity Survey Service provides quantitative capacity and availability information that can help managers allocate the facility's resources more effectively.
Basic Capacity Survey (10-25k square feet data center)	The HP Basic Capacity Survey Service provides quantitative capacity and availability information that can help managers allocate the facility's resources more effectively.
Basic Capacity Survey (25-50k square feet data center)	The HP Basic Capacity Survey Service provides quantitative capacity and availability information that can help managers allocate the facility's resources more effectively.
Basic Capacity Survey (50-100k square feet data center)	The HP Basic Capacity Survey Service provides quantitative capacity and availability information that can help managers allocate the facility's resources more effectively.
Comprehensive Thermal Assessment (<10k square feet data center)	Thermal assessment leveraging Computational Fluid Dynamics to model and analyze improvements to your facility's cooling environment.
Comprehensive Thermal Assessment (>10-25k square feet data center)	Thermal assessment leveraging Computational Fluid Dynamics to model and analyze improvements to your facility's cooling environment.
Critical Security Alert	HP will notify you about critical information security alerts on a 24x7 basis, covering a wide range of sources and technologies.
Education Credit	Education credits fund Customer employee attendance at relevant HP training courses, thus enabling the Customer to maximize their return from their IT investment. (4 credits=1 day of classroom training).



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Education Planning Assistance	Education Planning Assistance (EPA) is a brief meeting to identify a Customer's specific training needs, and to create a plan outlining how to fulfill these needs (along with timing and costs). The EPA service can be delivered by an Account Support Manager (ASM), or (based on mutual agreement between the local Mission Critical and HP Education teams) by HP Education Services – or by both teams together.
Energy Efficiency Analysis (0-10k square feet data center)	HP's Energy Efficiency Analysis Service can help a Customer manage the efficiency of their facilities by calculating baseline energy efficiency and green-house gas emission metrics, identifying mechanical, electrical and operational issues in the facility that impact energy efficiency, and providing recommendations and actions to improve the efficiency of the facility.
Energy Efficiency Analysis (10-25k square feet data center)	HP's Energy Efficiency Analysis Service can help a Customer manage the efficiency of their facilities by calculating baseline energy efficiency and green-house gas emission metrics, identifying mechanical, electrical and operational issues in the facility that impact energy efficiency, and providing recommendations and actions to improve the efficiency of the facility.
Energy Efficiency Analysis (25-50k square feet data center)	HP's Energy Efficiency Analysis Service can help a Customer manage the efficiency of their facilities by calculating baseline energy efficiency and green-house gas emission metrics, identifying mechanical, electrical and operational issues in the facility that impact energy efficiency, and providing recommendations and actions to improve the efficiency of the facility.
Energy Efficiency Analysis (50-100k square feet data center)	HP's Energy Efficiency Analysis Service can help a Customer manage the efficiency of their facilities by calculating baseline energy efficiency and green-house gas emission metrics, identifying mechanical, electrical and operational issues in the facility that impact energy efficiency, and providing recommendations and actions to improve the efficiency of the facility.
Infrastructure Condition and Capacity Analysis (0-10k square feet data center)	The HP Infrastructure Condition and Capacity Analysis Service can help the Customer understand their availability needs and how their facility infrastructure matches those needs by providing a system-by-system evaluation of the critical infrastructure systems in a facility. This service also evaluates the power and cooling capacity of the facility infrastructure in comparison with the current power and cooling loads, providing quantitative information that can help in planning for future facility or IT expansion.
Infrastructure Condition and Capacity Analysis (10-25k square feet data center)	The HP Infrastructure Condition and Capacity Analysis Service can help the Customer understand their availability needs and how their facility infrastructure matches those needs by providing a system-by-system evaluation of the critical infrastructure systems in a facility. This service also evaluates the power and cooling capacity of the facility infrastructure in comparison with the current power and cooling loads, providing quantitative information that can help in planning for future facility or IT expansion.
Infrastructure Condition and Capacity Analysis (25-50k square feet data center)	The HP Infrastructure Condition and Capacity Analysis Service can help the Customer understand their availability needs and how their facility infrastructure matches those needs by providing a system-by-system evaluation of the critical infrastructure systems in a facility. This service also evaluates the power and cooling capacity of the facility infrastructure in comparison with the current power and cooling loads, providing quantitative information that can help in planning for future facility or IT expansion.



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Infrastructure Condition and Capacity Analysis (50-100k square feet data center)	The HP Infrastructure Condition and Capacity Analysis Service can help the Customer understand their availability needs and how their facility infrastructure matches those needs by providing a system-by-system evaluation of the critical infrastructure systems in a facility. This service also evaluates the power and cooling capacity of the facility infrastructure in comparison with the current power and cooling loads, providing quantitative information that can help in planning for future facility or IT expansion.
ITSM Comprehensive Assessment	Assessment of the efficiency and effectiveness of the technology and IT Service Management practices that underpin the delivery of key business solutions and any risks they contain.
ITSM Intermediate Assessment	Identification of major areas of risk to the delivery of the Customer's service-level agreements with its end users, with key recommendations to address those risks.
ITSM Quick Assessment	HP-facilitated workshop that allows Customers to compare and contrast their IT organization's IT infrastructure and processes against its availability and other business goals.
Penetration Testing	Per server or network appliance. External and/or internal. Includes attempts to obtain access to your targeted systems and written recommendations for mitigating vulnerabilities.
Quick Thermal Assessment	Assesses facility cooling conditions and capacities against industry best practices with recommendations for improvement.
Security Awareness Seminar	A one-time seminar delivered by the security consultant in order to help establish common understanding and language between HP and your IT and security staff.
Security Quick Assessment	HP facilitated workshop which allows the Customer to compare and contrast their security infrastructure, policy and process against industry best practices.
Service Improvement Plan	Develop a prioritized and achievable Service Improvement Plan (SIP) for the Customer based on gaps and weaknesses identified during an assessment.
Support Activity Review	Support activity report. Summary of delivery activities highlighting call trends, availability, risk factors, performance against service obligations, and appropriate recommendations.
Support Planning and Review	Onsite support planning and review sessions to review updates to the account support plan and support activity report, discuss trends and planned changes.
Update the Service Improvement Plan and Sign-off Successful Improvements	Once the improvement plan has been developed, help the Customer manage their plan by providing oversight in the execution of the plan, advice and guidance in implementation of improvement activities.
Vulnerability Scans	HP provides three levels of vulnerability scans: remote perimeter scan, onsite basic scan, onsite basic wireless scan. Includes 1 range of 100 IP addresses as applicable.
Web Governance Service	This service remotely scans, monitors and audits your web content in six areas: privacy, accessibility, site quality, content integrity, conformance, and searchability. Price is for 3 websites.



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Custom

Custom Deliverable - Account Support Manager	Custom activities defined with Account Support Manager
Custom Deliverable - Technical Consultant	Custom activities defined with Technical Consultant

Notes:

* Std Credits are credits redeemed Monday-Friday during standard HP business hours, excluding HP holidays. Additional credits required for delivery during non-standard HP business hours.
Proactive Select Packages sold in 30, 60, & 180 credit packages with additional multiples of 10 credits available