



Hewlett Packard
Enterprise

HPE Technical Services Support Credits Services Menu

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Important note

Service activity is subject to local availability. Each service applies to a single physical site unless otherwise specified. These menu items are also accessible to purchase using credits from HPE Foundation Care, HPE Proactive Care, HPE Proactive Care Advanced, and HPE Datacenter Care. For initial product installations, use standard HPE Installation and Deployment packaged services.

Server and operating system—All

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Operating System Patch Analysis (see note 6)	Provides patch analysis, available for HP-UX, HPE Multi-Programming Executive (MPE), Tru64 UNIX®, OpenVMS, Linux® OS, and Microsoft® Windows® for one operating system or operating environment instance. For more details on this service, refer to the data sheet .	5
HPE Operating System Patch Analysis—10 additional operating system instances (see note 6)	This activity extends the deliverables provided in Operating System Patch Analysis for up to 10 additional operating system instances during the same engagement. For more details on this service, refer to the data sheet .	5
HPE System Health Check—direct	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive via email a single (one-time) system health check assessment (SHCA) report. For more details on this service, refer to the data sheet .	1
HPE System Health Check—onsite	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive a single (one-time) SHCA report including an executive summary prepared by an HPE consultant. Additionally, the customer will receive one day of onsite advisory consultation, including a review of the findings and recommendations from the SHCA report.	10
HPE System Health Check—remote (see note 6)	Provides a technical assessment to identify potential security, system performance, and availability problems. Covers one HPE server. The customer will receive via email a single (one-time) SHCA report including an executive summary prepared by an HPE consultant, plus a brief phone consultation with HPE to review the highlights.	5

Server and operating system—Blades

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Blade Technology and Toolset Assessment	Assesses the usage of one HPE blade enclosure and components, and related HPE blade management software, and provides recommendations for improvement.	40
HPE Blade Technology Bulletin	Semi-annual bulletin prepared by your account support manager (ASM), providing version and usage advice for the HPE software, firmware, and drivers in the customer's HPE blade hardware and management software suite.	10
HPE BladeSystem Firmware and Driver Update Process Review (see note 6)	This workshop reviews the customer's firmware and driver update strategy, and offers best practices and configuration advice in the use of HPE Systems Insight Manager (SIM) and version control in support of that strategy.	10
HPE BladeSystem Health Check service	The HPE BladeSystem Health Check (BHC) service addresses areas essential to the successful maintenance of a bladed IT environment's availability, performance, and supportability. The service delivers a holistic assessment of the BladeSystem infrastructure, gauging compliance with best practices and highlighting areas of potential risk. Ideally, the BHC should be repeated on a routine basis to measure progress and identify new opportunities for improvement. The service covers up to two blade enclosures. For more details on this service, refer to the data sheet .	20
HPE BladeSystem Health Check service for additional enclosures	This service covers one additional blade enclosure during the same engagement at the same location. Use this service for each additional enclosure added to the HPE BladeSystem Health Check service customer engagement.	5

Server and operating system—Business critical

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Cluster Consistency Service	Assessment of one 2–3 node 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. For more details on this service, refer to the data sheet .	30
HPE Cluster Consistency Service (additional node)	Extends the Cluster Consistency Service to add one additional HP-UX node. That activity is required as a prerequisite. For more details on this service, refer to the data sheet .	10

Storage—Data privacy

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Data Sanitization Storage Tier 1	Performs erasures of a maximum of 220 hard disk drives contained in one or more selected storage arrays in a single erasure process. For more details on this service, refer to the data sheet .	20
HPE Data Sanitization Storage Tier 2	Performs erasures of a maximum of 660 hard disk drives contained in one or more selected storage arrays in up to three erasure processes. For more details on this service, refer to the data sheet .	50
HPE Data Sanitization Servers Tier 1	Performs erasures of a maximum of 256 hard disk drives embedded in or direct attached to up to 25 HPE or multi-vendor x86 servers with up to 48 direct attached hard disk drives per server. For more details on this service, refer to the data sheet .	20
HPE Data Sanitization Servers Tier 2	Performs erasures of a maximum of 768 hard disk drives embedded in or direct attached to up to 75 HPE or multi-vendor x86 servers with up to 48 direct attached hard disk drives per server. For more details on this service, refer to the data sheet .	50

Storage—Disk backup

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE StoreOnce Backup System Health Check	Proactive review of up to two HPE StoreOnce Backup systems for conformance to configuration and usage best practices. Limited performance and capacity recommendations is also provided. For more details on this service, refer to the data sheet .	25

Storage—HPE 3PAR

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE 3PAR Adaptive Optimization Policy Implementation	Provides analysis, recommendations, and implementation of HPE 3PAR Adaptive Optimization policies, using data collected over time for one HPE 3PAR Storage system. Customer must have HPE 3PAR System Reporter and Adaptive Optimization properly licensed and operational, and provide a supported database (DB)—MS SQL, MySQL, or Oracle—for use with Adaptive Optimization. Scope limited to a single onsite visit (may be multiple remote follow-ups) and implementation of up to three policies during a single service engagement spanning up to one month.	20
HPE 3PAR Health Check	Provides an assessment of the overall health and supportability of one HPE 3PAR system. The customer must be using HPE 3PAR Service Tools for remote monitoring. For more details on this service, refer to the data sheet .	10
HPE 3PAR Rebalance Service	Provides analysis, planning, and implementation to balance I/O across an HPE 3PAR array. Includes moving data or physically moving drive magazines within the array. Multiple quantities of this service activity may be required per engagement. For more details on this service, refer to the data sheet .	5
HPE 3PAR Performance and Capacity Trending Service—Base Service	Annual service provides periodic reports (Baseline report and up to 2 subsequent reports in a single year) covering specific performance and capacity metrics for a single StoreServ Array. Reports are delivered over time to aid in identifying trends and emerging issues. The Service also provides briefings on the results and recommendations to mitigate any identified issues. Reports will be archived for comparison against future reports.	35
HPE 3PAR Performance and Capacity Trending Service Additional Report Service	This service is delivered after the HPE 3PAR Performance and Capacity Trending Service Base Service has been completed. This provides an additional subsequent report beyond those included in the Base Performance and Capacity Trending Service.	10

Storage—HPE 3PAR, HPE XP, or HPE P9000

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Storage Thin Volume Conversion Service (base, per HPE 3PAR array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one HPE 3PAR Storage array. Covers up to 16 volumes within a single storage array. The customer must have appropriate HPE 3PAR Thin Provisioning software licensed, installed, and operational.	30
HPE Storage Thin Volume Conversion Service (base, per HPE XP or P9000 array)	Provides analysis, recommendations, and conversion of standard to thin provisioned volumes for one XP or P9000 storage array. Covers up to 16 volumes (excluding Logical Unit Size Extension [LUSE] volumes) within a single storage array. The customer must have appropriate Thin Provisioning software licensed, installed, and operational.	45
HPE Storage Thin Volume Conversion Service (extension)	Provides conversion of standard to thin provisioned volumes for an additional 30 virtual volumes (excluding LUSE volumes) on one HPE 3PAR or XP or P9000 array. The base service activity for the HPE 3PAR or XP or P9000 array is a prerequisite.	30

Storage—HPE XP or P9000

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE XP or P9000 Preventative Maintenance Service (New service)	Provides the recommended annual preventative maintenance for one XP or P9000 array. Includes cleaning air filters, checking the battery, and replacing the battery on a scheduled maintenance cycle. The array must be covered under an HPE hardware support agreement or higher support level.	5

Storage—HPE 3PAR, HPE EVA, HPE XP, or HPE P9000

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Performance Analysis for HPE Disk Arrays	Provides a performance analysis for one HPE disk array and recommendations to improve performance. Covers one array of these types: HPE 3PAR, EVA, XP, or P9000. For more details on this service, refer to the data sheet .	35
HPE Storage Virtual Volume Design and Implementation Service (see note 5, 6)	Design and configuration of a virtual disk (vdisk) or logical unit number (LUN) setup on one storage array to improve capacity utilization or performance. For more details on this service, refer to the data sheet .	30

Storage—EVA

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE EVA Health Check (see note 6)	Compares the configuration of one EVA against best practices for availability, supportability, and performance.	5

Storage—XP, EVA or HPE P6000, HPE P2000 (MSA), StoreOnce and HPE StoreVirtual

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Storage Array High Availability Technical Assessment	Provides a high-availability evaluation of one HPE XP, HPE 3PAR Storage system, HPE P6000 (EVA), HPE P2000 (MSA) array, StoreOnce system or HPE StoreVirtual cluster of up to 10 nodes or one HPE StoreAll Network Storage server, plus examines support preparedness and the SAN configuration.	30
HPE Storage High Availability Technical Evaluation	Provides an analysis for one HPE XP, HPE 3PAR Storage system, P6000 (EVA), P2000 (MSA) array, StoreOnce system or StoreVirtual cluster of up to 10 nodes or one StoreAll Network Storage Server—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.	5

Storage—StoreVirtual

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE StoreVirtual Performance and Capacity Assessment (see note 6)	Provides a performance and capacity analysis for one StoreVirtual cluster of up to 10 nodes.	30

Storage—NAS

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE StoreAll Technical and Operational Assistance	Provides assistance with HPE X9000 administration, planned configuration changes, and management best practices. Multiple quantities of this activity may be needed, depending on the scope agreed to by the customer and ASM.	10

Storage—SAN

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE SAN Supportability Assessment (see note 6)	HPE assesses the supportability of the SAN including multi-vendor SAN infrastructure. Covers SANs connected to up to 30 servers or server blades.	30

Software—Linux

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
Performance analysis for Linux systems	HPE Linux Operating System Service supports the business by gathering detailed OS performance statistics and kernel configuration details using the open source tools collectl and cfg2html . The purpose is to provide a detailed view of the three key components of your system: CPU, (virtual) memory, and the I/O stack. Covers up to three servers.	10

Software—Microsoft

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
Microsoft Performance Consulting Service (basic package)	For the Windows OS and MS SQL Server this service gathers and analyzes key performance metrics of your business-critical Windows application server in correlation to the MS SQL database business application running on the hardware. Covers up to three servers.	20

Software—SAP

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
SAP® Performance and Capacity Management Guided Advice	A technical consultant of the SAP performance team will call the customer to hear about system requirements. If necessary, the consultant will log on to the system to double check. Based on this information, HPE will propose the appropriate services to the customer.	30
Coordinated patch management for SAP systems	Provides patch recommendation for the OS based on known issues, fixes, or best practices to enable efficient functioning of SAP software running on top of HPE hardware or OS.	5
HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA	This service provides an analysis of the key capacity and performance metrics for SAP solutions powered by SAP HANA over a defined period of time. It detects potential issues or resource shortages and documenting and analyzing the key findings separately for the operating system, the HANA DB, and the SAP application.	20
Performance consulting: Operating system (Windows, HP-UX, Linux)—basic package	Report that covers all important OS metrics like CPU, memory, and I/O.	30
HPE Application Performance Standard Meter Service	A Web service providing accurate measurement and automatic analysis of resource consumption measured in SAP Application Performance Standard (SAPS) for any SAP application system including SAP HANA. Measurement can also be performed on other relational data bases used in conjunction with SAP applications. This service enables companies to accurately measure performance in highly dynamic virtualized, consolidated, and cloud-based environments including private, public, and converged cloud environments. Output reports utilize an innovative visual analysis technology. For more details on this service, refer to the data sheet .	35
SAP Performance and Capacity Management Technical Services	A certified technical consultant will perform services of your choice. Customers can select individually from the brochure of the SAP performance team or decide for one of the following preconfigured packages. <ol style="list-style-type: none"> 1. Trend Analysis Measurement Service (TAMS) 2. Performance consulting 3. Capacity analysis 4. Insight Remote Support (IRS) or SAP SolMan integration 5. Individual selection of services (for example, BWA Health Check and Performance Analysis Service for SAP Systems [PASS]) 	30
HPE Trend Analysis Service for SAP environments	Provides analysis of key capacity and performance figures on SAP, DB, and OS level, and presents evaluation of findings and recommendations in a written report. Supported SAP components are: <ol style="list-style-type: none"> 1. SAP ERP 2. SAP BW 3. SAP SCM—liveCache 4. Applicable for the Advanced Business Application Programming (ABAP) and the Java stack (EP, XI, CE, BO) The content of the report depends on the respective SAP component or stack. 10 credits are good for one component of any type and one single stack.	10
SAP Solution Manager—HANA integration	This service will be performed for you by a certified technical consultant. The HANA integration into the Solution Manager (SolMan) connects the HANA database and ensures that technical monitoring is activated, in order to monitor the HANA status and availability. In addition, EWA reports are activated as well.	50
SAP Solution Manager Health Check	The SAP Solution Manager Health Check service helps you to validate your SAP Solution Manager installation to safeguard upcoming investments in order to mitigate rework. Experienced HPE consultants will execute multi-dimensional checks inside the SAP Solution Manager. The service provides a detailed overview of the current system state, identifies gaps and actions, and estimates the upgrade effort. It helps moving the solution manager to the correct state prior to solution manager projects. It also gives you important information during the application lifecycle to keep your solution manager in a healthy state during operation.	10

Environment—Big Data

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
SAP Performance and Capacity Management Guided Advice	A technical consultant of the SAP performance team will call the customer to hear about system requirements. If necessary, the consultant will log on to the system to double check. Based on this information, HPE will propose the appropriate services to the customer.	30
Coordinated patch management for SAP systems	Provides patch recommendation for the OS based on known issues, fixes, or best practices to enable efficient functioning of SAP software running on top of HPE hardware or OS.	5
HPE Capacity and Performance Review for SAP Solutions Powered by SAP HANA	This service provides an analysis of the key capacity and performance metrics for SAP solutions powered by SAP HANA over a defined period of time. It detects potential issues or resource shortages and documenting and analyzing the key findings separately for the operating system, the HANA DB, and the SAP application.	20
Performance consulting: Operating system (Windows, HP-UX, Linux)—basic package	Report that covers all important OS metrics like CPU, memory, and I/O.	30
HPE Application Performance Standard Meter Service	A Web service providing accurate measurement and automatic analysis of resource consumption measured in SAP Application Performance Standard (SAPS) for any SAP application system including SAP HANA. Measurement can also be performed on other relational data bases used in conjunction with SAP applications. This service enables companies to accurately measure performance in highly dynamic virtualized, consolidated, and cloud-based environments including private, public, and converged cloud environments. Output reports utilize an innovative visual analysis technology. For more details on this service, refer to the data sheet .	35
SAP Performance and Capacity Management Technical Services	A certified technical consultant will perform services of your choice. Customers can select individually from the brochure of the SAP performance team or decide for one of the following preconfigured packages: <ol style="list-style-type: none"> 1. Trend Analysis Measurement Service (TAMS) 2. Performance consulting 3. Capacity analysis 4. Insight Remote Support (IRS) or SAP SolMan integration 5. Individual selection of services (for example, BWA Health Check and Performance Analysis Service for SAP Systems [PASS]) 	30
HPE Trend Analysis Service for SAP environments	Provides analysis of key capacity and performance figures on SAP, DB, and OS level, and presents evaluation of findings and recommendations in a written report. Supported SAP components are: <ol style="list-style-type: none"> 1. SAP ERP 2. SAP BW 3. SAP SCM—liveCache 4. Applicable for the Advanced Business Application Programming (ABAP) and the Java stack (EP, XI, CE, BO) The content of the report depends on the respective SAP component or stack. 10 credits are good for one component of any type and one single stack.	10
SAP Solution Manager—HANA integration	This service will be performed for you by a certified technical consultant. The HANA integration into the Solution Manager (SolMan) connects the HANA Database and ensures that technical monitoring is activated, in order to monitor the HANA status and availability. In addition, EWA reports are activated as well.	50
SAP Solution Manager Health Check	The SAP Solution Manager Health Check service helps you to validate your SAP Solution Manager installation to safeguard upcoming investments in order to mitigate rework. Experienced HPE consultants will execute multi-dimensional checks inside the SAP Solution Manager. The service provides a detailed overview of the current system state, identifies gaps and actions, and estimates the upgrade effort. It helps moving the solution manager to the correct state prior to solution manager projects. It also gives you important information during the application lifecycle to keep your solution manager in a healthy state during operation.	10

Environment—Cloud

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
CloudSystem Matrix Expansion Kit Integration Service	This activity provides complete integration and configuration of up to four HPE CloudSystem Matrix Expansion Kits into an existing HPE CloudSystem environment. For more details on this service, refer to the data sheet .	20
HPE CloudSystem Matrix Expert Assistance Service	This service provides customers with five contiguous days (40 work hours) of expert assistance delivered at the customer site by a “Matrix Master,” the HPE CloudSystem technical expert. The Matrix Master can cover a wide variety of topics as agreed to with the customer, in the form of knowledge transfer, configuration advice, or best practices related to CloudSystem hardware, infrastructure software, and operational issues. For more details on this service, refer to the data sheet .	50
CloudSystem Matrix Upgrade (same Central Management Server hardware) Service	This activity provides current HPE CloudSystem Matrix users with an upgrade from an earlier version of CloudSystem Matrix to the current version. The upgrade applies to a single CloudSystem Matrix system, which is retaining the existing Central Management Server hardware.	35
CloudSystem Matrix Upgrade (change Central Management Server hardware) Service	This activity provides current CloudSystem Matrix users with an upgrade from an earlier version of CloudSystem Matrix to the current version. The upgrade applies to a single CloudSystem Matrix system, which during the update will be migrating to a different Central Management Server hardware.	55
HPE Matrix OE Bursting Activation Service	This service configures a customer’s CloudSystem, or standalone HPE Matrix Operating Environment (MOE) for ProLiant, for bursting to a single account at a designated cloud service provider (SP). The service provides remotely delivered setup, testing, and demonstration of provisioning calls between the MOE and the service provider, knowledge exchange, and an overview of bursting operations. Prerequisites for this service include: <ol style="list-style-type: none"> 1. A checklist completed by the customer providing the current configuration of the MOE environment 2. An operational test of the customer’s MOE 3. The MOE version as required by the specific SP 4. An SP account setup with networking as needed, customer images uploaded to SP as needed, and assurance that the servers that will be provisioned via bursting can be provisioned via the SP portal 	10
HPE Security Quick Assessment	HPE facilitated workshop, which allows the customer to compare and contrast their security infrastructure, policy, and process against industry best practices.	30
HPE Vulnerability scans	HPE provides three levels of vulnerability scans: remote perimeter scan, onsite basic scan, or onsite basic wireless scan. Includes one range of 100 IP addresses as applicable.	10

Environment—Delivery management

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Delivery Planning and Review (see note 6)	Onsite delivery planning and review session to review updates to the Proactive Delivery Plan, discuss trends, observations, and possible risks identified during the delivery of the selected services as well as planned changes. Discuss recommendations for additional activities to address customer needs.	10
Assigned ASM for Proactive Care Customers	Provides 6 days of technical activities to be used within a maximum of 12 months which may include (but is not limited to): Credit Planning, Account Support Plan creation, review of proactive reports and recommendations, or additional services requested by the customer.	60
On Site Credit Planning Service	Provides one half day of ASM on site planning and review session to develop a Credit Usage Plan for customers requiring assistance on how to best meet their business needs by utilizing their credit purchase.	5

Environment—Education

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
Education credit (see note 7)	Education credits fund customer employee attendance at relevant HPE training courses, thus enabling the customer to increase their return from their IT investment. Customers can dedicate a maximum of 25 credits per contract. The Support Credits must come from a single contract per redemption—no pooling of credits from multiple contracts. Five credits = one day of classroom training.	25
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 ASM, or (based on mutual agreement between the local HPE Mission-Critical and HPE Education teams) by HPE Education Services—or by both teams together.	5
HPE Technical On-line Seminars (see note 9)	The HPE Technical On-line Seminar (TOS) program delivers 4-hour, virtual, technical seminars for customers who want access to topical, concise information from HPE experts. This service provides for registration and attendance of two customer employees.	10
HPE Technical On-line Seminar Product Update Brief (see note 9)	The Technical On-line Seminar Product Update Brief (PUB) delivers 2-hour, virtual, technical seminars to HPE Proactive Support customers who already know the general technology, but are looking for specific, detailed, technical information on a given subject. It focuses on a specific technical aspect of a product or new version release information. This activity entitles two customers to attend.	5

Environment—Firmware

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Firmware Update Analysis (see note 10)	Provides a report with the current and recommended firmware and software revisions, including a compatibility analysis with all affected products. Covers selected HPE servers, storage, network devices, and converged systems. Use multiple quantities of this service activity, based on the type and number of products to be assessed. Customers may purchase an optional onsite delivery method if they don’t allow HPE to use remote data collection and analysis tools.	5
HPE Firmware Update Implementation (see note 9, 10)	Provides remote or onsite implementation of firmware and software revisions. Covers selected HPE servers, storage, and converged systems. Use multiple quantities of this service activity, depending on the type and number of products to be updated.	5

Environment—ITSM

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE ITSM Assessment for Virtualized Environments	An assessment of the customer’s management and operational practices for a virtual environment, identifying gaps and challenges, and offering recommendations for improvement in management practices.	30
HPE ITSM Quick Assessment	HPE-facilitated workshop that allows customers to compare and contrast their IT organization’s IT infrastructure and processes against its availability and other business goals. For more details on this service, refer to the data sheet .	30

Environment—Management

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
Hardware and Software Asset Inventory	In industry-standard environments, it can be difficult to track the many hardware and software assets. Customers' tools and manual methods may not provide complete or detailed results. This service provides a comprehensive review of the HPE and non-HPE hardware and software installed in a customer's IT environment. This service is designed to discover up to 1,000 devices located at the same site of a customer's environment. The ASM can provide pricing for larger environments with more than 1,000 devices.	35
HPE Insight Remote Support Discovery and Activation for Additional Devices (see note 6)	Discovers and activates four HP-UX or OpenVMS servers, ten Windows or Linux servers, or ten storage devices for monitoring by HPE Insight Remote Support (IRS).	5
HPE Insight Remote Support Discovery and Activation for HP-UX and OpenVMS (see note 6)	Discovers and activates eight HP-UX or OpenVMS servers for monitoring by HPE Insight Remote Support.	15
HPE Insight Remote Support Discovery and Activation—except for HP-UX and OpenVMS (see note 6)	Discovers and activates eight HPE storage devices or HPE servers running Windows or Linux for monitoring by HPE Insight Remote Support.	5
HPE Insight Remote Support configuration and maintenance—updated (see note 6)	<p>This service allows the customers with resource limitations to request assistance from HPE to perform various configuration or maintenance activities such as:</p> <ol style="list-style-type: none"> 1. Installing or validating hosting device prerequisites for successful implementation of the support automation (Insight RS, HPE SIM, HPE Integrated Lights-Out [iLO], HPE Insight Online) solution. 2. Installing or validating managed device prerequisites for successful discovery, event monitoring, and data collection. 3. Maintaining, upgrading, or fine-tuning an existing and functional hosting device solution. 4. Adding or validating new managed devices to an existing and functional support automation solution. <p>Please contact the account manager to further define the scope and credit requirements.</p>	5
HPE Remote Specialist Advice	With this service, you can schedule a session with an ASM to discuss a wide range of issues or technical topic areas, for example HPE Virtual Connect and HPE Virtual Connect Enterprise Manager, HPE Insight Control, HPE Insight Dynamics, or other available topics as agreed to with the customer. Provides up to four hours of discussion over the phone.	10

Environment—Power and cooling

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Insight Control Power and Thermal Monitoring	HPE Insight Control power management (iCpm) software offers features for monitoring and controlling the power and thermal profile of ProLiant environments. This service helps the customer understand these capabilities and apply them through hands-on experience. This service provides detailed usage for a complete blade enclosure or rack, and general usage for up to two enclosures or racks, within the CA-supported environment. The customer must have the current version of iCpm installed and operational.	40
HPE Quick Thermal Assessment (see note 4)	Assesses facility cooling conditions and capacities against industry best practices with recommendations for improvement.	40

Environment—Security

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Security Quick Assessment	HPE-facilitated workshop, which allows the customer to compare and contrast their security infrastructure, policy, and process against industry best practices. For more details on this service, refer to the data sheet .	30
HPE Security Review for Virtual Environments	This service provides an assessment of the customer’s virtualized infrastructure vulnerability and security practices. Vulnerability is tested by credentialed security scans, which are conducted by certified security specialists from the HPE Security and Privacy Professional Services organization. The service covers up to 15 logical servers in the customer’s supported environment. The ASM can provide pricing for larger environments. The customer must provide system access for remote vulnerability testing, or optionally pay additional travel costs to obtain onsite service. The ASM will provide the exact service fee upon request.	40
Vulnerability scans	HPE provides three levels of vulnerability scans: remote perimeter scan, onsite basic scan, or onsite basic wireless scan. Includes one range of 100 IP addresses as applicable.	10

Environment—Virtualization

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Availability Analysis for Virtual Environments	This service provides an availability analysis of the customer’s virtual environment. HPE uses a combination of data collection, interviews with key customer personnel, and a walkthrough of the customer’s data center to profile and document the customer’s virtualized environment. The service examines key attributes of the customer’s hardware, software, management processes, and physical site. Data collection and analysis are performed on up to one populated enclosure, eight standalone servers, or one storage array. Associated SAN switches and the network utilized by that product are covered. The customer must have HPE SIM installed with remote data collection enabled.	35
HPE Hypervisor Patch Notification	Provides a single patch notification for one selected hypervisor from the following list: VMware vSphere®, Server, or ESXi, or Microsoft Hyper-V. HPE will also advise of patching implications for virtual machine (VM) host OS and server firmware patches.	5
HPE Health Check Analysis for VMware® Virtual Servers (see note 6)	Reviews the customer’s virtualized environment; service includes comparison with best practices, recommended patch and firmware levels, configuration attributes, and so on. For more details on this service, refer to the data sheet .	35
HPE Insight SW Operational and Performance Review Service	The HPE Insight SW Operational and Performance Review Service offers technical and operational guidance to improve the performance and ongoing management of Windows-based HPE Insight software managed environments.	25
HPE ITSM Assessment for Virtualized Environments	An assessment of the customer’s management and operational practices for a virtual environment, identifying gaps and challenges and offering recommendations for improvement in management practices.	30
Performance and Capacity Analysis for Virtual Environments	This service provides an analysis of virtual infrastructure capacity utilization and performance for virtualized environments and related HPE ProLiant servers, storage, and network devices, as well as VMware and Microsoft hypervisors. Data collection and analysis are performed on a customer-identified segment of the customer’s environment, consisting of up to one populated enclosure, eight standalone servers, or one storage array. The data collection and analysis are limited to eight ESX hosts part of a cluster; associated SAN switches and the network utilized by that product are covered. For HPE EVA, XP, or P9000 storage environments, HPE Command View EVAPerf, or HPE XP or P9000, HPE Performance Advisor must already be installed and configured in the customer’s environment. This service does not provide detailed implementation planning or implementation activities. For more details on this service, refer to the data sheet .	40

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Security Review for Virtual Environments	This service provides an assessment of the customer’s virtualized infrastructure vulnerability and security practices. Vulnerability is tested by credentialed security scans, which are conducted by certified security specialists from the HPE Security and Privacy Professional Services organization. The service covers up to 15 logical servers in the customer’s supported environment. The ASM can provide pricing for larger environments. The customer must provide system access for remote vulnerability testing, or optionally pay additional travel costs to obtain onsite service. The ASM will provide the exact service fee upon request.	40
HPE Security Quick Assessment	HPE facilitated workshop, which allows the customer to compare and contrast their security infrastructure, policy, and process against industry best practices.	30
HPE Virtualization Readiness Workshop for Critical Applications	This service helps the customer investigate and understand the issues involved in virtualizing one critical application. The workshop helps identify key issues, risks, and success factors associated with virtualizing the targeted application. The service addresses the virtualization of one single application instance. Applications covered under this service are enterprise applications such as Microsoft Exchange and Microsoft SharePoint. Please consult your HPE account team for more detail.	30
HPE Virtual and Physical Technology Review	HPE provides a review of the virtual and physical environment. It includes a technical and supportability review of the IT environment, including product-specific compliance to environmental specifications. The environment review and customer interviews identify key areas requiring further attention. The ASM works with the customer to plan how to address these areas using appropriate proactive services.	10
HPE Vulnerability scans	HPE provides three levels of vulnerability scans: remote perimeter scan, onsite basic scan, or onsite basic wireless scan. Includes one range of 100 IP addresses as applicable.	10

Converged Systems—SAP HANA and Microsoft

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Converged System for SAP HANA Healthcheck Service CS 500 Scale Up Appliance (see note 12 and 13)	The HPE Converged System for SAP HANA Appliance Healthcheck Service provides a remote technical assessment of your HPE Converged System for SAP HANA AppSystem 1.0 Scale Up, CS 500 Scale Up Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single Healthcheck report (one-time) per compute node, including an executive summary prepared by an HPE consultant. This service covers a single compute node. For more details on this service, refer to the data sheet .	10
HPE Converged System for SAP HANA Healthcheck CS 500 Scale Out and CS 900 Scale Up/Scale Out Appliance Service (see note 12)	The HPE Converged System for SAP HANA Appliance Healthcheck Service provides a remote technical assessment of your HPE Converged System for SAP HANA AppSystem 1.0 & 1.2 Scale Out, CS 500 Scale Out and CS 900 Scale Up/Scale Out Appliance computing environments. This service is designed to identify system configuration and availability problems of your designated system, highlighting areas potential risk before they might affect your critical operations. The customer will receive via email a single Healthcheck report (one-time) per system rack, including an executive summary prepared by an HPE consultant. This service covers a single rack. For more details on this service, refer to the data sheet .	20
HPE Converged System for SAP HANA Update Release (CSUR) Installation CS 500 Scale Up Appliances Service (see note 12 and 13)	The HPE Converged System for SAP HANA Converged System Update Release (CSUR) Installation Service is a half-yearly technical service that provides remote updates to drivers, firmware and select management software for HPE server, storage, and solution components in the HPE Converged System for SAP HANA Converged System AppSystem 1.0 Scale Up, CS 500 Scale Up Appliances (one-time) per compute node. This service covers a single compute node. This service takes into account the relevant revision dependencies within your IT environment. For more details on this service, refer to the data sheet.	10

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
HPE Converged System for SAP HANA Update Release (CSUR) Installation CS 500 Scale Out and CS 900 Scale Up/Scale Out Appliances Service (see note 12)	The HPE Converged System for SAP HANA Converged System Update Release (CSUR) Installation Service is a half-yearly technical service that provides remote updates to drivers, firmware and select management software for HPE server, storage, and solution components in the HPE Converged System for SAP HANA Converged System AppSystem 1.0 & 1.2 Scale Out, CS 500 Scale Out and CS 900 Scale Up/Scale Out Appliances (one-time) per rack. This service covers a single rack. This service takes into account the relevant revision dependencies within your IT environment. For more details on this service, refer to the data sheet.	20
HPE Converged System for SAP HANA Appliance OS Security Patch, CS 500 and CS 900 appliances Service (see note 12 and 13)	The HPE Converged System for SAP HANA OS Patching Service is a technical service that includes the creation and remote installation of OS security patch bundles based on quarterly HPE Converged System for SAP HANA Appliance OS image updates. Operating systems covered by this service include the SUSE Linux Enterprise Server for SAP running on HPE Converged Systems for SAP HANA, AppSystem 1.0 & 1.2, CS 500 and CS 900 appliances. This service is ordered (one-time) per compute node. This service covers a single compute node. For more details on this service, refer to the data sheet.	5
HPE CS300 for Microsoft APS—FULL APPLIANCE UPDATE Service for V1 Architecture	This Service provides a full appliance firmware update of all server, storage and network components of a HPE Enterprise Data Warehouse V1 appliance. This service covers the components of the Control Rack and a single Data Rack, and brings them into compliance with the Master Reference Architecture (MRA) associated with a given version of the Parallel Data Warehouse Software. Services will be delivered Onsite.	30
HPE CS300 for Microsoft APS—FULL APPLIANCE UPDATE Service for additional Data Rack (V1 appliance)	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V1 Architecture. Use this service for each additional Data Rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V1 Architecture” customer engagement. This service covers an additional single data rack during the same engagement at the same location.	10
HPE CS300 for Microsoft APS—FULL APPLIANCE UPDATE Service for V2 Architecture	This Service provides a full appliance firmware update of all server, storage and network components of an HPE CS300 for Microsoft APS V2 appliance. This service covers the components of a single rack, and brings them into compliance with the Master Reference Architecture (MRA) associated with a given version of the Parallel Data Warehouse Software. Services will be delivered Onsite.	20
HPE CS300 for Microsoft APS—FULL APPLIANCE UPDATE Service for additional Data Rack (V2 appliance)	Prerequisite is HPE CS300 for Microsoft APS Full Appliance Update Service V2 Architecture. Use this service for each additional Expansion Rack added to the “HPE CS300 for Microsoft APS Full Appliance Update Service for V2 Architecture” customer engagement. This service covers one additional Expansion Rack during the same engagement at the same location.	10
HPE CS300 for MS APS DEVICE FIRMWARE UPDATE service	This service provides onsite firmware update implementation of up to four devices within the appliance (server, storage, network) and brings them up to the same level of compliance with the Master Reference Architecture (MRA) as all other components in the Appliance. This service would typically apply to “Add-Capacity” scenarios for the HPE CS300 for MS APS Appliance (APS), HPE AppSystem for Microsoft SQL Server 2012 (PDW) or HPE Enterprise Data Warehouse (EDW) Appliance to correct MRA discrepancies with device firmware.	10
HPE CS300 for MS APS DEVICE FIRMWARE UPDATE service for additional components	Use this service for each four additional devices added to the “HPE CS300 for MS APS—RESTORE MRA COMPLIANCE service” customer engagement. This service covers four additional devices during the same engagement at the same location.	5

Custom—Custom services

SERVICE ACTIVITY	SERVICE DESCRIPTION	STANDARD CREDITS
Custom deliverable (see note 6)	Custom activities	Custom

Notes

1. Standard credits are credits redeemed Monday–Friday during standard HPE business hours, excluding HPE holidays. Additional credits are required for delivery during non-standard HPE business hours.
 2. HPE Support Credit packages are sold in 10 and 30 credit packages.
 3. Prerequisites may be required for some service activities.
 4. Not available in the Americas region.
 5. Please use standard HPE services for initial product installation.
 6. Enabled for channel co-delivery.
 7. TS Support Credits may be redeemed for seats in any open enrollment course provided by HPE Education. Please contact your local HPE Education representative (hp.com/learn/contact) if you desire instead a training course delivered exclusively for your personnel at your own facility. Customers can dedicate a maximum of 25 PS credits per contract. The Support credits must come from a single contract per redemption—no pooling of credits from multiple contracts and redeem up to five days of training. Customers that need more than five days of training or require training for a number of IT professionals should be adding HPE Education, SKU HA167AC, on their contract.
 8. Only available in India for the Asia Pacific region.
 9. Not available out of hours.
 10. See HPE Firmware Update Services Quote Assist Tool for a supported products list. This tool should be used to estimate the credits needed, based on the type and number of products to be covered.
 11. In the case where the customer decides to not request that HPE perform the analysis then the customer is responsible for performing an interoperability analysis prior to this service to reduce version compatibility risks. The customer must provide confirmation that this analysis has occurred and provide a copy of the analysis to HPE to determine if it is sufficient for eligibility for this service. HPE can provide a firmware interoperability analysis in a separate HPE Services engagement for an additional fee, if required.
 12. The customer must have an active Support contract with HPE.
 13. A Compute Node is defined as a “DL” Server or “BL” Blade.
 14. Customer may redeem Proactive Select Credits, TS Support Credits or a combination of the two credit types for the services listed in the menu above.
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