

HPE Complete Care Service — Storage Solution Lifecycle Management

HPE Contractual Support Services

Service overview

This data sheet addendum to the HPE Complete Care Service data sheet describes the HPE Complete Care Service — Storage Solution Lifecycle Management which is an optional feature of HPE Complete Care Service. Under HPE Complete Care Service, a mutually agreed-upon and implemented Statement of Work (SOW) details the precise combination of the supported products, along with reactive and proactive support features — including Storage Solution Lifecycle Management features based on the Customer's requirements.

HPE Complete Care Service — Storage Solution Lifecycle Management incorporates storage lifecycle planning that is delivered by default on an annual basis. This activity provides a proactive approach to planning the versioning of the eligible HPE Alletra 9000, HPE Primera, and HPE 3PAR infrastructure, based on the Customer's operational and business considerations. The solution lifecycle plan is designed to address necessary infrastructure interoperability elements associated with updates and upgrades and includes identification of specific activities. It is incorporated into the account support plan, which is provided under the HPE Complete Care Service SOW and enables the HPE account support manager to assist in planning and coordinating lifecycle services implementation. The HPE Solution Lifecycle Management plan is followed by a readiness validation before the management of the actual implementation of the lifecycle service. Eligible products are detailed at the end of this document.

Service benefits

- Provides greater ability for the Customer's IT resources to stay focused on their core tasks and priorities
- Helps reduce planned and unplanned downtime on covered HPE hardware or software
- Helps optimize the HPE storage solution
- Provides recommendations designed to help the Customer plan for the evolution of its storage infrastructure to remain at a supported version and to help minimize interoperability issues
- Helps minimize the impact to business users of changes affecting the HPE storage infrastructure
- Creates a change management plan aligned to the Customer's business requirements and change process

Service features highlights

The following features are performed in sequence:

- Configuration data collection, analysis, and target setting
- HPE Solution Lifecycle Management plan
- Upgrade preparation and validation
- Upgrade implementation



Specifications

Table 1. Service features

Service features	Delivery specifications
Configuration data collection, analysis, and target setting	<p>The HPE specialist consolidates the configuration information needed for the infrastructure in scope for the upgrade. This information consists of the HPE Alletra 9000, HPE Primera or HPE 3PAR storage arrays, the SAN switches, and the HPE servers connected to the arrays. The Customer provides this configuration information. This step may involve the Customer installing data collection software or running commands or scripts with the assistance of the HPE specialist.</p> <p>The HPE specialist analyzes the Customer’s environment (storage, SAN, and server) in terms of firmware and software and based on scheduling requirements, determine the target versions. These recommendations are based on new version availability and maturity, published dependencies, and HPE recommended best practices.</p> <p>The HPE specialist presents the findings back to the Customer. If needed, the HPE specialist also identifies remediation activities that the Customer needs to perform prior to the upgrade.</p> <p>The Customer and the HPE specialist jointly agree on the target versions and Customer-performed activities as a basis for the establishment of the HPE Solution Lifecycle Management plan.</p>
HPE Solution Lifecycle Management plan	<p>The HPE specialist develops a customized HPE Solution Lifecycle Management plan, which is based on collaboration with the Customer IT staff through an understanding of operational and business requirements that affect the HPE storage environment.</p> <p>The version planning considers interdependencies and compatibilities across storage, SAN, and servers — including the firmware, driver, and OS or virtualization releases — and takes into consideration the Customer-specific operational and business requirements (such as downtime / maintenance windows).</p> <p>The plan identifies the necessary steps that are performed, in the appropriate order of priorities, and possibly involves several HPE resources. This service is delivered annually as recommended by Hewlett Packard Enterprise. However, an option is available for a semiannual service.</p> <p>The HPE Solution Lifecycle Management plan provides recommendations around cadence, timing, priority, and sequence of HPE infrastructure updates, taking into consideration the following elements:</p> <ul style="list-style-type: none"> • Business and operational objectives dependent on the HPE storage infrastructure • HPE hardware firmware/driver and versions • OS or virtualization hypervisor versions
Preparation and validation	<p>The HPE specialist, when possible, stages the necessary components (for example, patches and upgrade kits) to be used in the upgrade implementation phase, to streamline the service implementation phase. If staging is not possible, these activities take place in the service execution phase.</p> <p>The HPE specialist verifies with the Customer that all remediation activities identified in the initial step have been completed and then obtains a confirmation based on the established HPE Solution Lifecycle Management plan.</p> <p>The specialist then secures the necessary HPE resources to facilitate the upgrade. If required, and as defined in the HPE Solution Lifecycle Management plan, an on-site resource may also be scheduled.</p>
Service implementation	<p>The HPE specialist oversees the update of the versions across the storage, SAN, and server infrastructure as per the HPE Solution Lifecycle Management plan until completion.</p> <p>The specialist then helps ensure that a final functional validation is performed before the infrastructure is handed over to the Customer IT operations.</p> <p>The HPE specialist collects the Customer feedback after the operations have restarted in the Customer storage environment. The HPE specialist updates the HPE Complete Care Service account support plan with the relevant version information. This includes documenting remaining gaps versus the original HPE Solution Lifecycle Management plan, if any.</p>



Coverage

The Customer must have an active HPE support agreement for the hardware and software that make up the HPE storage environment covered under this HPE Complete Care Service — Storage Solution Lifecycle Management.

HPE is not liable for the performance or nonperformance of third-party vendors, their products, or their support services.

The installation of any additional software, hardware, tools, or application servers on the eligible HPE infrastructure is not covered by this service. Excluded tools and extensions include, but are not limited to antivirus tools, third-party monitoring tools, and backup and recovery tools.

Customer responsibilities

For HPE to perform the Storage Solution Lifecycle Management, it provides data collection instructions and tools and require the Customer to provide identified information including software and firmware versions on the HPE infrastructure covered under this agreement.

The Customer is responsible for the installation and implementation of the data collection tools. HPE provides remote assistance with these steps.

Customer must allow HPE to install and run the HPE provided/owned tools (proprietary service tools) on the covered hardware and software to perform the Storage Solution Lifecycle Management. In addition to collecting system information, HPE requires Customer's involvement to furnish details on operational and business requirements including technical refresh schedules.

As part of the HPE Solution Lifecycle Management plan, HPE may include recommendations regarding the implementation of revisions and updates required to keep the infrastructure running on the required revision levels for eligibility under this service. These remediation activities must be completed by the Customer prior to the beginning of the service implementation and involve validation of HPE recommendations with any third-party vendors in charge of supporting these products (for example, servers). These services may be purchased separately for HPE products under a support contract.

Potential remediation activities (firmware or software updates) on third-party products are under the Customer's responsibility.

Customer should ensure that its storage/SAN infrastructure is configured in high-availability mode to help minimize data access issues during the upgrade.

Service limitations

HPE Complete Care Service — Storage Solution Lifecycle Management must be purchased for each eligible HPE Alletra 9000, HPE Primera, and/or HPE 3PAR storage array in the Customer environment that requires the HPE Solution Lifecycle Management coverage. [See the "Service eligibility"](#) section for a list of eligible products under this service.

Documents and reviews are delivered in English unless otherwise stated in the SOW.

The HPE Solution Lifecycle Management plan will be delivered using Microsoft Office or Adobe format.

For delivery of this service, HPE may use resources outside the country of purchase, unless otherwise specified as part of a service feature description or in the HPE Complete Care Service SOW.

HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the Customer provides.

Excluded from this service are activities such as but not limited to the following areas:

- Advisory services for storage migration and backup and recovery strategies
- High-availability assessment for storage, SAN, and servers
- Backup and recovery considerations and best practices
- Solution design
- Security considerations
- System administration



Service eligibility

The HPE products supported by the HPE Complete Care Service — Storage Solution Lifecycle Management are:

- HPE Alletra 9000: All models
- HPE Primera storage: All models
- HPE 3PAR storage: 7000, 8000, 9000, 10000, and 20000 series

These products must be part of the HPE Complete Care Service support contract.

General provisions / other exclusions

Data protection: To the extent HPE process personal data on the Customer's behalf in the course providing this service, the HPE Support and Professional Services — Data Privacy and Security Agreement, found at hpe.com/info/customer-privacy.html shall apply.

Travel charges may apply in some geographic locations. Contact your local HPE representative for details. Additional charges may apply for HPE storage arrays not connected to the HPE InfoSight infrastructure. Service deliverables are accepted upon delivery.

Ordering information

This service is available and orderable as part of the HPE Complete Care Service SOW.

Learn more at

[HPE.com/services/complecare](https://hpe.com/services/complecare)

