



HPE Installation and Startup Service for VMware vRealize Operations Manager

HPE Lifecycle Event Services

HPE Installation and Startup Service for VMware vRealize Operations Manager provides a remote pre-installation session with a Hewlett Packard Enterprise service specialist, along with on-site installation and basic configuration of VMware vRealize Operations Manager, and an orientation session to help familiarize your organization with the product's functionality.

To help you match your deployment needs with VMware vRealize Operations Manager software, HPE Installation and Startup Service for VMware vRealize Operations Manager is available as follows:

- Package 1 – VMware vRealize Operations Manager Standard, Advanced, and Enterprise provided with the service features described below.
- Package 2 – HPE Custom ESS SW Deployment SVC – which requires the development and execution of a mutually agreed statement of work (SOW), based upon your needs, which may include environment assessments, virtualization consulting, or custom installation and startup.

Service benefits

- On-site Installation and startup (initial Configuration) of the VMWare vRealize Operations Manager software by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time during local business hours
- Verification prior to installation that all service prerequisites are met

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to the service delivery, a Hewlett Packard Enterprise service specialist working remotely with Customer's designated point of contact, will plan all the necessary activities, including the identification of any prerequisites, verification that pre-requisites have been met, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business days and hours may be subject to additional charges.
Service deployment	Service deployment for VMware vRealize Operations Manager (vROPS) includes the following: <ul style="list-style-type: none"> • Review network configuration • Setup IP pool - Customer must provide IPs • Installation of vRealize Operations Manager (vROPS) software • Deployment of vRealize Operations Manager Appliance VM • Basic configuration of vROPS Dashboard setup • Set up of a basic adapter (does not include set up of custom adapters)
Installation verification tests (IVTs)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service. <ul style="list-style-type: none"> • Verify vApp VAMI (Virtual Appliance Management Interface) • Verify Database connectivity (using "Test" button to validate the database connection during installation) • Verify network and firewall settings • Verify vROPS Collector and basic adaptor status • Verify connection to vCenter • Verify metrics collection • Verify dashboards and population of data
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and features, and will be available to answer questions during this session, as appropriate. This session is completed in same day the installation is completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

- Customer environment assessments and consulting are not included as part of this service. This service is limited to a single VMware vRealize Operations Manager software product at a single physical site.
- Customer environment assessments and consulting are not included as part of this service
- The service is delivered as a single, contiguous event during HPE standard business hours, excluding HPE holidays. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost. Services outside the scope of the deliverables of this service may be performed as a custom service based on a separate Statement of Work (Package 2).

Service eligibility

- Customers are eligible for the delivery of this service if the following prerequisites have been met
- The Customer must be properly licensed and meet the product prerequisites for VMware vCenter Server.
- The Customer must have the VMware vCenter Server software and VMware ESXi host already installed.
- The Customer must meet the hardware prerequisites for the vRealize Operations Manager (vROPS) on the server to be installed
- Customer networks must be configured properly in accordance with the product documentation, and configuration must be completed in advance of Hewlett Packard Enterprise's delivery of this service

- For VMware vRealize Operations Manager installations, the Customer will need to satisfy the network requirements according to the VMware product
- The Customer must have the appropriate operating system licenses

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to the scheduled delivery date.
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a configured database, which the Customer has sized according to its requirements

General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Services will be performed during HPE local business days and hours, excluding HPE holidays.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

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

Travel charges may apply; please consult your local office

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HPE-maintained hardware or software
- Any services not clearly specified in this document

Ordering information

This service can be ordered using the following service part number(s):

Package 1 – HPE VMware vRealize Operations Manager (vROPS) Installation & Startup Service for Standard, Advanced, and Enterprise

UORAOE – Fixed Support Service

HA124A1#5T9 – Flexible Support Service

Custom Statement of Work (SOW) Service:

Package 2 – HPE Custom ESS SW Deployment SVC (requires development and execution of a mutually agreed Statement of Work)

HJ898A1 Flexible Support Service, or HJ898AE Per Event

For more information

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

www.hpe.com/services/support

www.hpe.com/services/lifecycleevent

