HP 3PAR Rebalance Service

HP Care Pack Services

Technical data

HP 3PAR Rebalance Service helps balance data across your HP 3PAR array to take advantage of the capabilities of the array architecture. The service provides analysis, planning, and implementation of data movement and/or physical movement of drive magazines within the array.

HP 3PAR Rebalance Service may include:

• Physical movement of drive magazines within an HP 3PAR array or between HP 3PAR arrays
• Data movement within an HP 3PAR array

The service does not provide initial deployment of the HP 3PAR storage system hardware or software, nor does it provide deployment of 3PAR upgrade products. Separate services are available. Reconfiguration of your existing array (for example, Virtual Volumes, hosts, or SAN), are excluded from this service. Additional configuration and integration activities can be provided at an incremental cost.

Service benefits

• Allows your IT resources to stay focused on their core tasks and priorities
• Reduces implementation time as well as the impact on and risk to your storage environment
• Helps ensure a successful rebalance by providing HP planning and coordination
• Helps you more effectively utilize your HP 3PAR storage system

Service feature highlights
• Service planning and coordination
• Service deployment

- Installation verification tests (IVT)
- Customer orientation session

Specifications
Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	An HP service specialist will plan all the necessary activities, including the identification of any prerequisites (see the 'Service eligibility' section), and schedule the delivery of the service at a mutually agreed-upon time, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed. Any services provided outside of HP standard business hours may be subject to additional charges. The service specialist will provide the planning and coordination activities detailed below either remotely or onsite, at HP's discretion. The service specialist will perform the following planning and coordination activities: • Communicate with the Customer, including handling Customer queries regarding service delivery • Verify, using a predelivery checklist, that all service prerequisites have been met • Schedule the service at a mutually agreed-upon time • Request any information needed from the Customer • Create a written implementation plan, which will serve as the guide for the coordination of the service deliverables
Service deployment	The service specialist will perform the following service implementation activities: • Coordinate implementation of the service • Confirm that all service prerequisites identified on the predelivery checklist have been met by the Customer • Identify any changes to the Customer's HP 3PAR environment that may impact the implementation of the service plan • Validate that the implementation plan meets the Customer's requirements • Implement the rebalance service per the implementation plan • Configure appropriate supported HP remote monitoring and support solutions, as applicable
Installation verification tests (IVT)	The service specialist will perform the appropriate verification tests to confirm product functionality following the rebalance service delivery, including verification of: • Host connectivity to impacted volumes • HP 3PAR Adaptive Optimization functionality restoration, if licensed • Overall array status is green • Remote support tools are installed and operational, as applicable
Customer orientation session	The service specialist will conduct an orientation session of up to one hour duration, with the goal of reviewing the changes made to the system resulting from delivery of the service. During the orientation session, the service specialist will: • Summarize the service as delivered • Hold a brief question-and-answer forum The orientation session is informal and is not intended as a classroom activity or substitute for formal product training.

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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Service eligibility

The Customer must meet the following hardware and software prerequisites prior to beginning onsite delivery of the service. Prerequisites include, but are not limited to, the following:

- The Customer's HP 3PAR storage system must be fully operational in a configuration and environment supported by HP, and host connectivity must be available and operational.
- The Customer will provide appropriate network provisioning to enable HP to remotely deliver portions of this service.
- The Customer will confirm that their data backups are current prior to delivery of this service.

Service limitations

Unless specified in this document or in a separate Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- Activities not specifically identified in the Customer's service implementation plan
- Installation of upgrade components; a separate service is required to install system upgrades
- Integration with any hardware or software components not supported by the HP 3PAR storage system product
- Inform OS upgrades; upgrade to a current version of Inform OS, as required, must take place prior to service delivery and is available as separate service
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN and host environment
- Configuration, consulting, and training for optional HP 3PAR software such as Adaptive Optimization, Dynamic Optimization, MPIO, Policy Manager, Recovery Manager, Remote Copy, System Reporter, System Tuner, Virtual Copy, and Virtual Domains; separate services are available for these products
- Design or implementation of high-availability and other complex configurations, such as host clustering
- Design or implementation of host-based logical volumes and associated file system structures
- Deployment activities, including planning, design, assessment, and configuration of switch technology related to the implementation of a new SAN or the redeployment or extension of an existing SAN
- Performance testing or modeling
- Migration of data between arrays
- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or problems not related to the HP 3PAR storage system product
- Use of Adaptive Optimization to design, create, and implement Adaptive Optimization policies; policy design, creation, and implementation can be accommodated using the HP 3PAR Adaptive Optimization Policy Implementation Service, which is available via HP Proactive Select services

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Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained products (if applicable) with HP
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Complete and return the prerequisite HP predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information for upgrade installations, as necessary
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all hardware, firmware, and software that the service specialist will need in order to deliver this service are available and that software products are properly licensed
- Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
- Provide all necessary network and administration assistance to enable connectivity to the HP 3PAR storage system to allow HP remote monitoring and support tools to communicate with the HP Support Center
- Provide all necessary administration to enable end-to-end connectivity of the HP 3PAR storage system, including network, SAN fabric, and host
- Provide server and network provisioning that meet the requirements for additional software products, such as the Information Management Console
- Ensure that any and all prerequisite firmware or driver dependencies for the environment are handled before onsite service delivery begins
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, 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 HP full and unrestricted access to all locations where the service is to be performed
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

General provisions/Other exclusions

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

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- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- The service is delivered during local HP standard business hours. Service delivery outside these hours is available at additional cost.
- This service is delivered as a single, contiguous event unless otherwise specified by HP. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.
- Portions of the service are delivered remotely or onsite, at HP's discretion.
- 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 an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HP maintained hardware or software
- Any services not clearly specified in this document

Ordering information

Availability of the service is restricted to eligible products and may vary according to local resources. To obtain further information or to order the HP 3PAR Rebalance Service, contact a local HP sales representative or authorized HP channel partner and reference the following product number:

- HA124A1 #5SV for HP 3PAR Rebalance Care Pack Service

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our websites at:

www.hp.com/services/alwayson
www.hp.com/services/carepack