HP Datacenter Care - Datacenter Care for Cloud datasheet addendum

HP Technology Services - Contractual Services

HP Datacenter Care for Cloud (DC4C) is a version of HP Datacenter Care developed to address the needs of complex private cloud and hybrid cloud environments built on the HP CloudSystem infrastructure and HP cloud management software. A primary feature of DC4C is its linkage to, and collaboration with, your HP Software Premier Support. Optional features and services can be added to DC4C to accommodate public cloud service providers, pay-per-use pricing, multivendor management, and more. Core features and options include the following:

- Coordinates the sale, invoicing, and delivery of HP Datacenter Care and HP Software Premier Support for a simplified and unified experience across cloud infrastructure and cloud management software when purchased at the same time and under the same support coverage period
- Joins together the Datacenter Care and Premier Support account teams and augments the deliverables they provide
- Coordinates activities provided by Matrix Master technical experts when included in your DC4C Statement of Work
- Can combine with Datacenter Care Flexible Capacity and Primary Service Provider capabilities
- Offers a Hybrid Cloud Support (HCS) option to accommodate cloud service providers

The features of HP Datacenter Care and Premier Support are fully described in their respective data sheets. This Datacenter Care for Cloud data sheet addendum highlights features or requirements that are different when the customer purchases these two services as a Datacenter Care for Cloud configuration, and highlights additional features or options that are of special interest in cloud environments. A mutually agreed-upon and executed Statement of Work will detail these additional features based upon your needs when you purchase Datacenter Care for Cloud along with your purchase of HP Software Premier Support.

Specifications

Table 1. Service features

Feature	Delivery specifications
Core features	**In addition to supporting the Customer's CloudSystem infrastructure, the DC4C service incorporates HP Premier Advisory Support (and Premier Business Support as an optional addition) for select HP CloudSystem management software in the supported environment. This integration of infrastructure support and management software support provides benefits in several key areas:**
Account team enhancements	The Datacenter Care assigned account team includes an Account Support Manager (ASM), Technical Account Manager (TAM), and Datacenter Hardware Specialist. With Datacenter Care for Cloud, the joint account team adds the following team members: - By incorporating HP Premier Advisory Support (required), the Customer's assigned account team will include one or more HP Software Technical Account Managers who are experts in HP Software cloud management applications. Additional TAMs are assigned as defined by the terms of Premier Advisory Support, based on the specific software titles under contract, and they participate with the Datacenter Care team in providing advice and assistance. - Where Datacenter Care for Cloud also incorporates HP Premier Business Support (optional addition), the assigned account team will also include an Enterprise Services Manager (ESM) from HP Software. The ESM and ASM collaborate to provide joint support planning and delivery of certain activities.
Activity and deliverable enhancements	With Datacenter Care for Cloud, the combined account team jointly plans and delivers key service deliverables. Additional time is provided for the teams to collaborate and provide a more comprehensive solution for the Customer's environment: - Joint account support plan – The combined account teams work together on the account support plan with the Customer. This process coordinates and consolidates support planning and information across both infrastructure and software in the supported environment. - Joint support planning and review – During joint support planning and review sessions, the joint account team works to develop a better understanding of how the current services are meeting the Customer's needs, any changes anticipated in the environment, and how best to align both the infrastructure and software support with the Customer's future needs and direction. - Joint support activity review – During joint support activity reviews, the joint account team provides a comprehensive review of call and incident activity. Together, they can more effectively highlight risk factors and provide recommendations across the supported environment.

- Combined firmware, software, and OS patch analysis and recommendations – The joint account team proactively monitors for updates and patches to firmware, OS, and software across the supported environment. By coordinating this activity across the Customer's infrastructure and software, increased attention is paid to component interoperability requirements, and joint strategy/planning for update implementation.

Call Experience	Datacenter Care for Cloud Customers benefit from an enhanced call-handling process that provides increased integration and coordination with HP Software experts. Key features include: – A single phone number for both infrastructure and software issues – Rapid access to CloudSystem infrastructure and management software technical support specialists – End-to-end case management through closure, engaging additional resources where needed

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Optional Features	**In addition to the core features of Datacenter Care for Cloud, Customers can select special features that greatly increase the value of DC4C in hybrid cloud environments or multivendor environments that provide pay-for-usage billing or that add specific technical services to keep the Customer's infrastructure running smoothly**
HP Hybrid Cloud Support (HCS)	Hybrid Cloud Support can be added to Datacenter Care for Cloud. HCS adds features that address the complexities of hybrid environments, where workloads are spread across a Customer's private cloud and one or more public cloud service providers. HP cloud experts will develop a more in-depth profile of the hybrid environment, orchestration, and provisioning configurations and workloads. With this information, our call center experts are better able to diagnose hybrid cloud issues, and collaborate with public cloud providers when the issue is found to be within their service coverage—greatly simplifying the support experience.
HP Flexible Capacity (FC)	The HP Flexible Capacity service is designed for Customers who are seeking the benefits of a pay-for-usage model, applied to owned infrastructure located at their site. With this utility service, Customers pay only for the capacity they use, subject to a minimum commitment, as they build out and grow their private cloud infrastructure. This pay-for-use model can be applied to HP servers, storage, networking, and software. Flexible Capacity can incorporate a wide range of HP Software products. However, the additional collaboration described in this addendum and provided by HP Datacenter Care for Cloud applies only to the software products listed in the 'Coverage' section of this addendum. Buffer capacity is deployed ahead of demand and the Customer pays only when capacity is used, subject to a minimum commitment. This enables Customers to plan for rapid growth, knowing the buffer capacity will be available when needed, but paid for only when used.
HP Datacenter Care Primary Service Provider (PSP)	HP Datacenter Care Primary Service Provider is designed to provide the Datacenter Care experience in heterogeneous data center environments that contain equipment and software from different manufacturers. The goal is to provide HP's high level of support for the Customer's entire data center. The service is delivered (where possible) by the same technicians providing support for HP systems. HP provides a single point of accountability to resolve multivendor issues, teaming up with other manufacturers as needed. This collaboration can extend to operating system, server, storage, and networking equipment. PSP also provides the value of a single service agreement, single invoice, and single view of the environment. This consolidation provides financial and operational savings, reducing the Customer's need to negotiate and manage separate contracts with multiple vendors.
HP CloudSystem Expert Assistance Service	As Customers gain experience with HP CloudSystem infrastructures, they may benefit by engaging with HP's Matrix Master CloudSystem technical experts for additional knowledge transfer, configuration advice, or best practices. When a Customer purchases CloudSystem Expert Assistance Service, an HP Matrix Master will be assigned to the Customer's organization for five (5) contiguous days (40 work hours) of advice, delivered onsite to address issues mutually agreed to by the Customer and the Matrix Master. Customers have the flexibility to define a variety of service activities to fit their needs within the general parameters described below. When combined with Datacenter Care for Cloud, the account team can help plan for best use of the Matrix Master's time to address topics most valuable to the Customer's situation. Topics may relate to CloudSystem hardware, infrastructure software, and operational issues, for example: – Conceptual introduction to CloudSystem solution – CloudSystem orchestration, including administration, roles and requests, resource pools, O/S deployment, template creation – Server deployment methodologies – CloudSystem bursting capabilities – Best practice advice related to performance, power management, Capacity Advisor, etc.

Service limitations

Datacenter Care for Cloud naming conventions and exceptions - The naming convention and frequency of certain service features described in this addendum may differ from those used in the HP Datacenter Care or Premier Support data sheets. In these cases, the details or frequency may be adjusted for the jointly delivered version offered under Datacenter Care for Cloud. See below for more information.

Joint support activity review - This feature refers to the following Datacenter Care and Premier Support deliverables:
- From Datacenter Care: quarterly support activity review
- From Premier Advisory Support: quarterly technical review
- The frequency of the coordinated support activity review will be quarterly; additional joint or separate reviews may be quoted based on the mix of equipment and software under contract

Joint support planning and review -This feature refers to the following Datacenter Care and Premier Support deliverables:
- From Datacenter Care: quarterly support planning and review
- From Premier Support: onsite visit (annual)
- The frequency of the joint support planning and review will be determined during the quotation process

Combined firmware, software, and OS patch analysis and recommendations - This required feature refers to the following Datacenter Care and Premier Support deliverables:
- From Datacenter Care:
  - System patch analysis and management
  - Server firmware and software analysis and management
- From Premier Advisory Support: enhanced patch management
- The frequency of the combined firmware, software, and OS patch analysis and recommendations will be determined during the quotation process

Coverage

HP Software Supported Products - HP Software Premier Advisory Support can provide support for a wide range of HP Software Products. However, the additional collaboration described in this addendum and provided by HP Datacenter Care for Cloud applies only to the following cloud-related HP software, when included in the related Premier Support contract:
  - Cloud Service Automation (CSA)
  - Operations Orchestration (OO)
  - SiteScope
  - Server Automation (SA)
  - Database and Middleware Automation (DMA)
  - Data Protector

Service Coverage Window - HP Datacenter Care for Cloud requires that Datacenter Care, Premier Advisory Support, and (if added) Premier Business Support all be configured with a 24-hour, seven-day-per-week (24x7x365) coverage window option.

HP Software Premier Support Portfolio - Premier Support offers both Premier Advisory and Premier Business services. Datacenter Care for Cloud configurations require Premier Advisory services for all covered software. Premier Business is optional and would be added in addition to Premier Advisory on a covered software title.