HPE IT Automation Service

HPE Pointnext

This data sheet for the HPE IT Automation service describes service features, which allows you to configure and operate your data center in a new way to help you realize the potential of the software-defined data center. With HPE IT Automation service, data center infrastructure is treated as software that can be designed, documented, version controlled, and tested using some of the same tools and processes software developers typically use. The HPE IT Automation service provides you with advice and support for tools to configure and operate your data center using eligible HPE and partner products.

The HPE IT Automation service is helpful for customers who are looking to simplify their IT operations environment through automation and continuous optimization of infrastructure and application provisioning and release management. This service accelerates problem resolution, makes delivery of services more reliable and helps to deliver faster release cycle and allows time for innovation.

At a high level, these features provide the following:

Advice, best practices, and coaching
• It is a subscription service to deliver one of the following use cases

  – Automated OS Provisioning

  – Automated OS Hardening

  – Automated Compliance Management

  – Container as a Service

• Training and knowledge transfer (Remotely or on-site)

• Quarterly review call between HPE Account team and the customer

• The above service includes up to 10 customer calls during the course of one year subscription service. These calls can be used for advice, best practices, coaching and code review

• The Essential version of this service doesn't include any software licenses. However, the Advanced version of this service, includes Chef licenses (100 nodes) or Ansible (100 nodes) for a year

• Renewal service, yearly subscription term

Table 1. Service features

Feature (Use cases)	Delivery specifications (Examples)
Automated OS Provisioning	• Bare Metal to Operating System • Bare Metal to VMware® ESXi™ • Bare Metal to ESXi + VM Operating System • Install and configure hypervisor and host OS • Iterations in multiples of 30 will be required
Automated OS Hardening	• Build OS Hardening Profile • Harden OS instance based on required profile • Customization of Hardening as applicable • Develop configuration document
Automated Compliance Management	• Current state assessment/Technical Summary • Automated framework to scan • Framework customized to run as scheduled • Creation of security management lifecycle • Ability to manage Security profiles

Table 1. Service features (continued)

Feature (Use cases)	Delivery specifications (Examples)
Container as a Service	• Infra assessment—network, storage (for stateful service) • Install & Configure Container environment—cluster, network, image registry, security • Setup Shared/Distributed file system for stateful services • LDAP integration—help defining secure policy (tenancy) • Monitoring/Log aggregate platform • Container transformation use case

Service limitations

Scheduled Specialist Coaching and Code Review:

• HPE will make IT Automation CoE team specialists available by appointment through web conference calls lasting up to 1 hour

• This support is limited to supported products and tools included in the SOW

• HPE will make reasonable efforts to schedule the review within five (5) business days of a request

• Available hours for reviews are Monday through Friday from 9 a.m.–5 p.m. local time

• The scope and frequency of these review sessions is provided at HPE's discretion

• This is a subscription service; so, "unused" calls will be forfeited and will not be carried over to subsequent subscription years

• Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Customer responsibilities

For access to IT Automation Supported Products, the Customer will:

• Have rightfully acquired the vendor's underlying software license for the IT Automation Supported Products and provide to HPE, upon request, proof of such license

• Use all IT Automation Supported Products in accordance with the current licensing terms

• Use a current supported version of the IT Automation Supported Product to be eligible for these services

Note: HPE is collaborating with IT Automation vendors for the provision of these services. As part of these activities, HPE will share the Customer's name, location, and technical information with these vendors. This information will be treated as confidential and protected in accordance with the confidentiality provision as set forth in the governing terms of the SOW between the parties.
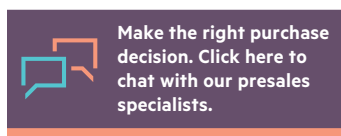
Ordering information

To order the HPE IT Automation Service or get further information, contact a local HPE sales representative and reference the following product number: HT6Y1A1.

Depending on the point of purchase, other product numbers may apply.

Learn more at
hpe.com/us/en/services/consulting.html

Make the right purchase decision. Click here to chat with our presales specialists.

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