HPE Installation and Startup Services Suite for HP-UX Virtualization and Infrastructure Management

HPE Lifecycle Event Services

Service benefits
- Application of Hewlett Packard Enterprise best practices
- Design and installation per your specified requirements
- Reduced implementation time and cost
- Service planning
- Installation verification test
- Knowledge transfer session

Service feature highlights
- Service planning
- Service deployment
- Installation verification tests
- Customer orientation session

HPE Installation and Startup Services Suite for HP-UX Virtualization and Infrastructure Management will provide you with the help you need to set up a virtualized environment for HPE Integrity and HPE 9000 servers. These services provide all of the deliverables required to install the HP-UX Virtualization and infrastructure management software, and configure physical servers into multiple virtual servers. The services also include the setup of the infrastructure management tools that can help you manage this type of virtual environment.

Hewlett Packard Enterprise will conduct a pre-delivery planning session with you to review your specific requirements and make recommendations regarding the most suitable combination of HP-UX Virtualization and infrastructure management services within this suite for your particular goals. HPE will then install and configure the software, perform verification tests, and conduct a knowledge-transfer session with you.

The following describes the four services available within this suite and a brief description of the deliverables associated with each. General deliverables, limitations, and ordering information are listed in subsequent sections.

- HPE Startup gWLM SVC: Installation of Global Workload Manager, including basic configuration of one customer-defined policy

- HPE Startup vPar or Virtual Machine SVC: Installation and configuration of vPar or Virtual Machine software and installation of guest Operating System

- HPE Install Capacity Advisor SVC: Installation and configuration of HPE Capacity Advisor software

- HPE Startup Virtualization Manager SVC: Installation and configuration or HPE Virtualization Manager software

To help provide you with the level of service that you need, HPE allows you to order the services individually (if you need help with only a specific element of the HP-UX Virtualization implementation) or as a comprehensive packaged service (which would include in it the four Virtualization services listed above). Please see the Ordering Section below for specific service numbers.

For needs that go beyond the scope of the fixed-price, fixed-deliverable services detailed in this data sheet, HPE can also tailor these virtualization deployment offerings to your specific business needs with custom-quoted services.

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service(s) at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any service provided outside of HPE standard business hours may be subject to additional charges. In addition, the Hewlett Packard Enterprise service specialist will: • Evaluate the HPE server system and/or operating system environment for compatibility with the applicable HP-UX Virtualization and Infrastructure Management software • Identify necessary patches, firmware, and toolkits • Recommend the appropriate HP-UX Virtualization and Infrastructure Management services to be installed • Provide documentation of system and/or application issues that must be resolved prior to implementation • Conduct a planning meeting to review recommendations and establish a testing scenario

Service deployment	Depending upon which particular HP-UX Virtualization and Infrastructure Management services are purchased, the implementation covers the following:
	 On one HP-UX central management server:
	 • Installation of the Hewlett Packard Enterprise Global Workload Manager, including basic configuration of one customer-defined policy (HPE Startup gWLM SVC)
	 • Creation of Virtual Partitions or Virtual Machines (HPE Startup vPar or Virtual Machine SVC)
	 • Installation and configuration of the following:
	   – HPE Capacity Advisor (HPE Install Capacity Advisor SVC)
	   – HPE Virtualization Manager (HPE Startup Virtualization Manager SVC)
	 On one managed server:
	 • Installation of the HPE Global Workload Manager, including basic configuration of one customer-defined policy (HPE Startup gWLM SVC)
	 • Creation of Virtual Partitions or Virtual Machines (HPE Startup vPar or Virtual Machine SVC)
	 Note: each instance of HPE Startup vPar or Virtual Machine SVC is limited to the creation of two vPar or VMs

Table 1. Service features *(continued)*

Feature	Delivery specifications
Installation verification tests	The testing of the HP-UX Virtualization and infrastructure management software will be performed for the scenario established in the pre-delivery meeting.
Customer orientation session	At the conclusion of the installation, the Hewlett Packard Enterprise service specialist will conduct a knowledge-transfer session on product usage and special features and will be available to answer questions, as appropriate. This session will have a duration of approximately one hour.

Service limitations

These services are fixed scope services, defined as follows:

The HPE Startup Virtualization Manager Service includes installation of the Virtualization Manager software on one previously installed HP-UX central management server.

The HPE Install Capacity Advisor service includes installation of the Capacity Advisor software on one previously installed HP-UX central management server.

The HPE Startup gWLM SVC includes installation of gWLM on one previously installed HP-UX central management server, and on up to one managed server.

The HPE Startup vPar or Virtual Machine SVC is limited to the creation of two instances of virtual partitions or Virtual Machines (including guest operating systems).

• This services suite does not include the installation or the upgrade of HPE SIM.

• This services suite does not include installation or the upgrade of Ignite-UX.

• Workload policy development and resource utilization mapping/modeling are not included in this services suite.

• Performance tuning is not included in this services suite.

• Analysis of Capacity Advisor reports is not included in this services suite.

• This services suite does not include loading or integration of application layer or additional management software.

• This services suite does not include configuration of high-availability clustered environments or system failover.

• Creation of hardware partitions for cell-based systems is not included in this services suite, but can be accommodated by ordering a separate service (Onsite Hardware Partitioning Service, HA133A1).

Prerequisites

The Customer must:

• Have available an HP-UX server with relevant patches already in place upon which the current version of HPE Systems Insight Manager is already or will be installed. This installation requires its own service; see information on Related Services below.

Customer responsibilities

The Customer will:

• Identify a team to work with Hewlett Packard Enterprise throughout the engagement (i.e. system administrator, database administrator, and application, network, and storage engineers)

• Resolve all issues identified during the service planning stage

• Update, install, and test all appropriate applications, computer systems, and peripherals, including verifying the connectivity of the systems to any pertinent network, storage, and backup/recovery infrastructure

• Provide Hewlett Packard Enterprise with access to Customer personnel knowledgeable about the system and application environment

• Facilitate timely access to technical resources and licenses and third-party software/ peripheral suppliers, as necessary

• Grant Hewlett Packard Enterprise required level of access to systems for installation and testing

Hewlett Packard Enterprise recommends that appropriate Customer personnel attend appropriate HP-UX Virtualization courses prior to delivery of these services. Please refer to the HPE Education website: hpe.com/ww/learn

General provisions/Other exclusions

Travel charges may apply; please consult your local office

Ordering information

Contact a local Hewlett Packard Enterprise representative to order the HPE Installation and Startup Services Suite for HP-UX Virtualization, using the following process:

To order one of the discrete HP-UX Virtualization service offerings within the suite, use the following:

• HA124A1#58Q for HPE Startup HPE Capacity Advisor SVC

• HA124A1#58R for HPE Startup HPE Virtualization Manager SVC

• HA124A1#58S for HPE Startup gWLM SVC

• HA124A1#58T for HPE Startup vPar or VM SVC

To order a comprehensive packaged service comprised of all of the four components listed above, use the following:

• HA124A1#58N for HPE Startup HP-UX Virtualization Pkg SVC

Other related services, based upon current business and IT environment needs:

• HA114A1#57A for HPE Startup BladeSys c-Class Integrity SVC Service

• HA114A1 #502, #507 for HPE Install PA-RISC 2/4-socket Server Service

• HA114A1#565, #57C for HPE Install Integrity 2/4-socket Server Service

• HA124#56K for HPE Startup Sys Insight Mgr

• HA133A1/AE for HP-UX Onsite Partitioning Service (creation of nPars)

• HA293A1/AE/AC for HP-UX Serviceguard Implementation

• HA541A1/AE/AC for Performance Analysis for HP-UX

• HA541A1/AE/AC for Performance Tuning Implementation for HP-UX

• HA544A1/AE/AC for HPE Startup Ignite-UX Svc

• HA334A1/AE/AC for HPE BCS Customer Support Team Day SVC

• HA454A1/HA455A1 for Factory Express package 4/5

• HJ912A1/AE for HPE Virtual Capacity Advisor Planning & Assessment Introductory Service

For more information

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

hpe.com/services/support

hpe.com/services/lifecycleevent

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