HP Project and Portfolio Management Software as a Service Premium

At a glance

HP Project and Portfolio Management (PPM) is recognized by Forrester analysts and others as a leading PPM solution. The Software as a Service (SaaS) premium offering from HP makes it faster, easier, and more economical to take advantage of best-of-breed capabilities than ever before.

PPM is run from HP data center facilities with 24x7 remote support, enhanced security, and high levels of availability.

Key benefits of PPM on SaaS

• Information Technology Infrastructure Library (ITIL®)-certified customer service manager to help drive adoption and give best-practice guidance

• Same comprehensive functionality as HP's on-premise software allowing implementations to move from one environment to another if your plans change

• Use SaaS to bring up more implementations, or to get started from scratch as quickly as possible

• Self-service administration keeps you in control with HP expertise on-hand to assist

• Wide range of configuration options that go beyond what typical multi-tenant environments allow

• Broad set of integrations to gain from the value already in your environment

• Enterprise SaaS to meet your scale, performance, and security needs

• Multiple languages supported in the PPM user interface

SaaS is remotely delivered and provides a managed environment of PPM. HP oversees the configuration and implementation of PPM and delivers ongoing infrastructure, application, and support service remotely to help you get the most from PPM with minimal effort.

SaaS uses infrastructure located at an HP data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including periodic application version upgrades. You access SaaS through the Internet. The SaaS Premium offering includes providing remote mentoring to the customer administrators, performing reviews via a change advisory board (CAB) for proposed changes, and providing ongoing guidance to help you derive the most value from SaaS.

SaaS is accessible over an HTTPS connection and support is delivered in English. The date that your purchase order (PO) is booked within the HP order management system is the commencement date of SaaS.

SaaS benefits

Every organization needs to assess what services are best suited to them for operation in the cloud and HP can help with that discussion. However, the benefits typically associated with deploying SaaS include the following:

• Reduces upfront capital costs typically associated with IT investments by leveraging a data center environment maintained by HP. HP deploys your PPM configuration using infrastructure located at a HP data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades, application service packs, and patches installation.

• Frees you from the responsibility of day-to-day operation and maintenance of HP software offerings. HP staffs and maintains a 24x7x365 Service Operations Center (SOC), which will be the single point of contact for all activities related to the infrastructure and support for SaaS.

• HP provides optional ongoing expertise to assist you with utilizing and maintaining the SaaS configuration over time. This expertise includes providing remote mentoring to your administrators.

• HP assigns an ITIL-certified SaaS Customer Success Manager (CSM) to you for the duration of SaaS. The CSM is responsible for your satisfaction, driving adoption of SaaS, and providing best practice guidance. The CSM is the first point of management assistance. The CSM is supported by the HP SaaS Technical Solutions Consultant team, which provides PPM application expertise required throughout the term of SaaS delivery.

• HP SaaS is certified for the information security standard ISO/IEC 27001:2005 and has built-in high availability, redundancy, and failover supporting infrastructure.

• The SaaS used is the same software used for on-premise PPM. This means that as you come to the end of a SaaS contract, you can choose to extend the contract or to migrate to an in-house implementation.

SaaS features

Feature	Delivery specifications
Installation and product configuration	For those that purchase PPM SaaS Premium, HP will provide three PPM instances, namely development (DEV), testing (TEST), and production (PROD). HP will provision the infrastructure for SaaS, including network, hardware, and software that is necessary to support the SaaS configuration. SaaS requires you to have an active and current support contract if you are providing PPM licenses that you previously purchased. SaaS will provide monitoring of the application and infrastructure 24x7 using system monitors for availability. Any required onsite components are installed and configured on-premise by you or your contracted consultants. HP does not operate onsite components on your behalf.
HP SaaS system tools	**HP SaaS portal** All users of SaaS PPM Premium will have access to pronq.com as an entry point into the HP SaaS portal. The portal page offers information about the HP SaaS portfolio and collateral. **Alerts and notifications** SaaS PPM Premium includes a centralized notification system, which provides proactive communications to you about application changes, planned maintenances, and outages. **Advanced reporting** You may access reports on production availability on a quarterly basis as a link from the HP SaaS platform. Additional reports on system usage and adoption are furnished by the SaaS CSM as part of the quarterly reviews.
SaaS customer support	HP staffs and maintains a 24x7x365 SOC, which is the single point of contact for all issues related to the infrastructure and support for PPM. HP will provide ongoing support for you for the duration of the agreement. You may contact HP via telephone or Web 24x7x365. The severity of the request will determine the response and resolution times for each request.
Security and audit management	HP SaaS undergoes annual ISO 27001 process certification (issued by IQNet, the world's largest network of leading certification bodies) of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, your data and privacy, technology and services, marketing, financial, and HR data. Only HP—with a SaaS portfolio based on more than a decade of experience working with and delivering for the world's leading brands—can credibly offer enterprise-class levels of availability and security. You are responsible for managing user and group account administration for SaaS and making sure that only valid, authorized users access the SaaS. This includes the following tasks: permissions and privileges for users and groups, account naming schemes, password policies, and authentication procedures. Such users will access and use the system only for the purposes of working with the application. You will prohibit the use of any hacker tool—such as but not limited to port scanners, password crackers, and network sensors—on the HP SaaS environment. Furthermore, you may not perform load tests on the HP PPM on SaaS solution. As part of its holistic approach to information security, HP SaaS has implemented numerous security controls including but not limited to physical security controls, firewalls, routers, and access control lists. Additional security measures to protect the access to the SaaS back-end infrastructure include the following: • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Each customer environment in single-tenant applications has its own virtual local area network (VLAN) • Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be prearranged, otherwise access is denied.

SaaS features (continued)

Feature	Delivery specifications
Availability service level objective	SaaS for PPM is designed for an availability service level objective of 99.9%. The HP SaaS availability service level objective starts on the "go-live date," the date when you access the production environment with production data and only applicable on a supported version of PPM. The SaaS availability service level objective shall not apply to performance issues: • caused by overall Internet congestion, slowdown, or unavailability • caused by unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks, etc. • caused by force majeure events as described in the Terms • that resulted from your actions or inactions (unless undertaken at the express direction of HP) or third parties beyond the control of HP • that resulted from your equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP • that resulted from scheduled HP SaaS infrastructure maintenance • downtime to implement major or minor version upgrades
Disaster recovery	As part of HP's approach to risk management, HP SaaS has developed processes and procedures to recover from potential disaster scenarios. To provide for the unlikely scenario of a total data center loss, HP SaaS replicates all your data for storage at an alternate data center. All data centers have a spare capacity, which enables HP SaaS to move critical services from an affected data center. HP data centers that provide PPM on SaaS solution are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages.
Data backup and retention	Database export for the PPM system is retained for the most recent 7 days, and database backup is retained for the most recent 5 days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.
Capacity and performance management	All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for addition of capacity to applications, databases, and storage. Capacity is increased as required as your utilization of the PPM solution expands.
Change management	HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with minimal disruption to SaaS.
Scheduled upgrades	HP PPM minor version upgrades and binary patches will be performed by HP as part of SaaS when an upgrade version is made generally available and has been validated in the HP SaaS environment. HP PPM major version upgrades are offered by HP as part of SaaS when an upgrade version is made generally available and has been validated in the HP SaaS environment. These major version upgrades are significant release upgrades to the product; you should assess your technical readiness for the upgrade prior to arranging to implement the major version upgrade with HP. Such implementation will be scheduled Sunday through Thursday. HP will provide up to 1 scheduled major version upgrade each twelve (12) months as part of SaaS. HP SaaS reserves the right to require you to upgrade to new major and minor versions prior to the PPM version end of support date. If you have not approved an upgrade before the end of support date, you will be subject to an additional charge for your dedicated environment.
Scheduled maintenance	HP SaaS reserves a weekly two-hour window (Sunday 00:00 to 02:00 Pacific Time) and one monthly four-hour window (Sunday 00:00 to 08:00 Pacific Time). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two weeks in advance when your action is required, or at least four days in advance otherwise. Your PPM system powered by SaaS may be subject to required upgrades that are scheduled in agreement between you and SaaS. These upgrades may require downtime in addition to the maintenance windows above.

Optional features

Optional features are available at an additional charge. All hours in excess of the hours stated in the optional features section will be subject to an additional charge based on the then current price list.

Feature	Delivery specifications
Application portfolio management (APM)	• HP will provide an updated license key with the analyst and casual users purchased for the APM module.
Operational reporting	• HP will provide additional infrastructure, SaaS, and support not to exceed 80 hours annually for the advanced reporting solution that is delivered with PPM.
Additional instance	• HP will provide an additional instance, SaaS, and support not to exceed 40 hours annually in addition to the instances provided as part of the service. The additional instance will be provisioned within ten days of the order booking.
Document management service (DMS)	• HP will provide additional infrastructure, SaaS, and support not to exceed 60 hours annually to enable the advanced feature for DMS in PPM.
Security Assertion Markup Language (SAML) single sign-on (SSO)	• HP will provide SaaS and support not to exceed 40 hours annually to enable the HP SaaS built SAML SSO solution.

HP responsibilities

HP will provide remote consultants with the requisite skills necessary to provide SaaS for PPM.

HP role	Responsibilities
SaaS CSM	• Serves as your liaison to HP • Manages contract issues such as SaaS delivery and renewals • Coordinates HP resources including system and process experts as necessary • Provides or facilitates ongoing mentoring • Serves as an escalation point of contact between you and HP for issues submitted to the SOC staff that require escalation • Coordinates with you during required and periodic system maintenance
SaaS SOC staff	• Primary point of contact for all SaaS requests, which you request for SaaS such as support and maintenance services or issues regarding availability of the SaaS infrastructure technical support • Provides 24x7 SaaS configuration support • Provides 24x7 SaaS infrastructure support
SaaS operations (ops) staff	• Monitors the SaaS hosted systems for availability • Performs system-related tasks such as backups, archiving, and restoring instances according to HP's standard practices and schedule
SaaS technical solutions consultant (TSC)	• Provides tier 2 PPM application support • Serves on the CAB as needed for change request reviews requested by you • Provides or facilitates remote train-the-trainer training in English

Your responsibilities

The following responsibilities apply to SaaS for PPM.

Your role	Responsibilities
Project sponsor	• In consultation with HP, develops project charter, scope, and communicates the vision
Project manager	• Responsible for stakeholder satisfaction; serves as the process owner • Drives project deliverables and communication from your site • Oversees overall project execution from your perspective • Assists in developing a project charter, scope, and communicates the vision • Serves as the primary point of contact between you and HP • Serves as the point of contact for resolving service-related issues • Coordinates your resources as necessary • Coordinates infrastructure-related activities at your site • Coordinates with HP and/or other implementation resources if and when such resources are engaged to provide add-on services such as new configurations
Business strategy and business process subject matter expert—Functional	• Provides and owns business process requirements definitions • Facilitates reviews of business process requirements; provides feedback on proposals and deliverables • Provides business process requirements documents for review • May be the same individual as the primary contact
Business process subject matter expert—Technical	• Provides business/operations expertise • Builds or reviews designs • Validates proposals
System administrator (for customer site-related systems such as Lightweight Directory Access Protocol [LDAP], etc.)	• Hardware procurement and installation/configuration of any other required onsite components • Environment support for full solutions (hardware, operating system, network/connectivity, and database) • Post-implementation system administration
PPM application administrator	• Performs PPM user administration and routine maintenance • Provides tier 1 support; work with SaaS-provided tier 2 support • Leads user system testing • Responsible for training the user community

SaaS request submission

HP SaaS staffs and maintains a 24x7x365 SOC, which is the single point of contact for requests related to the HP PPM on SaaS offering. HP will provide ongoing support for the duration of the agreement. Your authorized users may contact HP SaaS SOC via the Web portal or telephone 24x7x365; the severity of the request will determine the response and resolution times for each request. You will maintain a list of authorized users who may contact the SOC. The SOC will either provide support to you directly or coordinate the delivery of HP Software support.

Software as a Service (global) contact
Web:
pronq.com/myaccount/ (registration required)

Address:
HP Software as a Service
1140 Enterprise Way
Sunnyvale, CA 94089
United States

Phone numbers by region
Please refer to the following link for Universal International Freephone Numbers (UIFNs):
portal.saas.hp.com/site/html/contact.mss

Response and resolution targets

Summary of the service-level objectives for your service requests is available at the following site: portal.saas.hp.com/slo

These service-level objectives are subject to modifications in response to changes in support needs.

Assumptions and dependencies

• The import of your data require that the information is made available to HP team at the appropriate implementation step, and in the HP designated format, as defined in the agreed project plan.

• All changes to the project scope require the change order process to be followed.

• You are responsible for maintaining a list of authorized users who may access the system, including creation of usernames and passwords, and keeping list accurate and confidential according to your internal policies.

• You will perform validation activities related to implementation and external application setup during the SaaS initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to each of your PPM instances according to the change schedule.

• You must have Internet connectivity to access the PPM instance.

• SaaS will be performed remotely.

• You agree to respond in a timely fashion to requests for your business and technical data, documentation, and other information or assistance needed to provide SaaS for PPM. You are responsible for the accuracy and the completeness of all information you provide.

- You will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner consistent with the project timeline. HP is not responsible for the accuracy of the data provided in the import.
- You will provide documentation and diagrams of existing business policies and processes where available.
- Those who plan to do their own configuration must have qualified personnel who have been through the HP PPM tailoring training as well as any modules that need to be configured.

Additional terms

SaaS options
Flexible term subscription—Flexible term subscription available for 12, 36, 48, and 60 month terms.

Service only—You already own perpetual licenses. Features the ability to switch from an on-premise deployment to HP SaaS

Upon contract expiration, HP shall provide the database extract of your data to an FTP site for 30 days for you to access and copy such data.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current HP terms for SaaS. A copy of the terms is attached or may be requested.

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