Data sheet

HP Business Process Monitor Implementation Service

Deploy HP Business Process Monitor with HP Business Service Management.

HP Business Process Monitor Implementation Service (the "Service") is a fixed-price, fixed-scope stand-up service. This Service installs and configures HP Business Process Monitor ("HP BPM," sold separately) to supply real-time visibility into application performance and availability from the cloud to the customer's existing HP Application Performance Monitoring deployment.

To help you accelerate your deployment, an HP Software Professional Services Consultant ("HP Consultant") focuses on maximizing the out-of-the-box functionality that is designed to monitor IT components through a highly customizable web-based architecture.

Service implementation

Phase 1—Plan
Project preparation activities

Phase 2—Design
Project initiation activities; virtual meetings for project kickoff; and design, requirements and planning validation

Phase 3—Build
HP BPM installation, configuration, and validation (based on chosen scope)

Service planning and deployment

You select whether this Service will be delivered remotely or onsite.

Remote: The HP Consultant will perform the Service remotely full time for a total of ten (10) days. A remote project lead and a solution architect provide part time project oversight.

Onsite: The HP Consultant will perform the Service onsite full time for a total of five (5) days. A remote project lead and a solution architect provide part time project oversight.

For the remote Service, the HP Consultant will deliver the service during local HP standard business hours at their remote location, excluding HP holidays, unless otherwise agreed to in writing by HP.

Description of services and deliverables

- For both remote and onsite Service methods, you choose one of these two (2) scopes:
  - HP installs HP BPM and develops and deploys one (1) HP BPM script containing up to five (5) transactions for (1) web-based application; or
  - HP does not install HP BPM (already completed by you) and HP develops one (1) HP BPM script containing up ten (10) transactions for one (1) web-based or non-web-based application.

The HP Consultant will deliver the following activities:

- Project preparation
  - Confirm with you the scope option for this service
  - Gather technical requirements
  - Complete onboarding document prior to the project planning and design meeting
- Project planning and design meeting
  - Review your goals and objectives
  - Review project schedule
  - Identify project roles and responsibilities
  - Review dependencies and technical requirements
  - Verify your readiness and schedule the HP Consultant to begin implementation tasks
  - Meet the hardware and software requirements for all HP BPM products as defined by the product user guides, available at http://support.openview.hp.com/selfsolve/manuals
  - Confirm whether all Service prerequisites as identified in the Service Eligibility section are met
  - Confirm whether your environment includes all hardware, firmware, and software required by the HP Consultant to deliver this Service
- Installation and configuration
  - Install HP BPM (if applicable) on one (1) server using your license
  - Configure HP Business Service Management ("HP BSM") for integration with HP BPM
- Verification and testing of the installation
  - Verify send and receive email alerts
  - Verify that HP BPM is reporting to HP BSM properly
- Onboarding monitoring
  - Define and document standard naming conventions
  - Discuss and define alerting strategy
  - Define business processes and transactions
  - Develop business process script
  - Test scripts on single local HP BPM
  - Review monitor deployment with your app owners and subject matter experts
  - Validate standard HP BPM reports for availability and performance
- Document the deployed HP BPM environment

Service limitations

This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:

- Integration or configuration of any software in HP BPM outside the manufacturer's supported platforms or products

- Upgrades or troubleshooting of pre-existing product installs

Hours specified for both the remote and local services in this data sheet are the maximum service hours allowed. Anything beyond this must be purchased via a separate order.

Customer requirements

To ensure a successful service implementation, you must:

- Assign the following designated person(s) from your staff who will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Service
  - Business owner:
    - Owns the business relationship between you and HP
    - Owns the business relationship with the range of departments and organizations using HP BSM products and services on premise
    - Manages contract issues
  - Subject matter expert—functional:
    - Provides business operations expertise
    - Reviews design
    - Configures the HP BPM to communicate with the on-premise HP BSM installation (if applicable)
  - Subject matter expert—technical:
    - Provides business/operations expertise
    - Reviews design
    - Reviews integrations
    - Reviews proposed architecture
  - Network administrator:
    - Reviews and approves network access plan
    - Installs your network components
- Ensure that all Service prerequisites as identified in the Service eligibility section are met
- Ensure the availability of all hardware, firmware, and software required by the HP Consultant to deliver this Service
- Provide software licenses and media for all products
- For onsite work, provide reasonable access and working space at the site as HP may reasonably request. You will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP's network at industry-standard speeds
- For remote work, attend HP conference calls and be able to access a HP virtual meeting application. If you cannot access the HP application, you must provide an alternative online meeting capability
- For remote work, provide remote access to your network via a virtual private network or an equivalent capability mutually agreed to by HP and you
- Be responsible for all applicable backups

Service eligibility

You must provide the following for delivery of this Service:

- The Customer's SAID number as required to create cases with HP Support
- If and where needed, access to system administrator(s), database administrator(s), and network engineers(s) to support installation and configuration of the HP BPM agent
- Access to your network and servers (including, but not limited to, VPN) to support data export activities as needed

Effort and duration

Resource	Remote SKU H9T16A1
Offsite Technical Specialist	Eighty (80) hours
Offsite Project Manager	Twenty (20) hours
Offsite Solution Architect	Sixteen (16) hours

Resource	Onsite SKU H9T17A1
Onsite Technical Specialist	Forty (40) hours
Offsite Project Manager	Four (4) hours
Offsite Solution Architect	Four (4) hours

The Service in SKU H9T17A1 includes up to one (1) onsite visit for up to five (5) days by the HP Consultant. The Service in SKU H9T16A1 does not include onsite visits.

Please consult with your local representative for more information.

HP responsibilities

HP shall observe HP work rules and security and safety policies while performing the service.

Terms

This offering consists of a consulting and training effort and is governed by the HP Customer Terms. All capitalized terms used in this Data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. For purposes of this Data sheet, "services" mean consulting, integration, professional services or technical services performed by HP under this Data sheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HP; software as a service; managed print services; and outsourcing services.

Acceptance of Deliverables occurs upon delivery.

Hiring of Employees. You agree not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of services hereunder for one (1) year after the date such employee ceases to perform services under the terms of this Data sheet. You shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.

Authorization to Install Software. During the provision of services, HP may be required to install copies of third-party or HP-branded software and be required to accept license terms accompanying such software ("Shrink-Wrap Terms") on your behalf. Shrink-Wrap Terms may be in electronic format, embedded in the software, or contained within the software documentation. You hereby acknowledge that it is your responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HP to accept all Shrink-Wrap Terms on its behalf.

Intellectual Property. HP may provide HP tools, templates, and other pre-existing intellectual property of HP during the course of providing services ("HP Pre-existing IP"). HP Pre-existing IP does not include, nor is considered a part of, either the Deliverables or HP software products. HP retains all intellectual property

ownership rights in such HP Pre-existing IP. All HP Pre-existing IP is HP Confidential Information. HP Pre-existing IP may be governed by additional license terms that are embedded in the HP Pre-existing IP.

Payment and validity

This offering will be pre-billed. You agree to pay invoiced amounts within thirty (30) days of the invoice date. This is a fixed price service and unused hours are not refunded. If applicable, you must schedule delivery of the offering to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, HP's obligations to deliver the offering under this Data sheet are considered fulfilled and your rights of receipt of the offering under this Data sheet will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify HP in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

Change in scope

Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

Learn more at
hp.com/go/bsmservices
hp.com/go/hpswprofessionalservices

SKU H9T16A1
SKU H9T17A1

Sign up for updates
hp.com/go/getupdated

Share with colleagues

Rate this document

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA5-4652ENW, January 2015