



# HP CloudSystem Enterprise Software—IaaS Configuration Service

Deliver cloud infrastructure services the right way.

The promises of cloud are many—agile service delivery, cost reduction, and higher user satisfaction, to name a few. HP CloudSystem Enterprise (“HP CSE”) offers a combined hardware and software platform to accelerate the creation and deployment of cloud services across private and public clouds.

HP’s next generation platform—CloudSystem Enterprise 8 (“HP CSE 8”), sold separately—unleashes the power of HP Software Cloud & Automation portfolio with:

- HP Cloud Service Automation (“HP CSA”)
- HP Operations Orchestration (“HP OO”)

These solutions allow you to offer cloud infrastructure as a service (“IaaS”).

The HP CSE IaaS Configuration Service (the “Service”) includes a configuration of the HP CSA appliance, and creation of typical infrastructure service designs.

## Key benefits

This Service focuses on how-to’s, with examples and knowledge transfer rather than full production roll-outs, and provides you with:

- Hands-on experience configuring and using the software
- A two (2)-week start so that you can continue the implementation on your own
- HP-provided, typical use cases and HP-standard architectures for small to medium environments

## Service implementation

### Planning

HP will work with you to schedule an HP Technical Consultant (“HP Consultant”). The HP Consultant will work at the onsite location for two (2) weeks during local HP standard business hours, excluding HP holidays, unless otherwise agreed to in writing by HP.

Both the HP Project Manager and HP Consultant are available for up to four (4) hours over one (1) day to help prepare for the onsite implementation.

### Configuration

The HP Consultant will work with your technical staff to perform basic configuration of HP CSA, load HP Live Network content, and build and test up to two (2) typical service designs.

### Documentation

The HP Consultant will create an Architecture and Service Design Document that incorporates what has been implemented and configured.

## Planning

### Description of services and deliverables

The HP Project Manager and the HP Consultant will lead a planning meeting and perform the following activities:

- Review goals and objectives
- Review whether all Service prerequisites as identified in the Service eligibility section are met
- Review project resources and proposed dates

- Review project governance procedures for change management, escalation, acceptance, reporting, and communications
- Review additional education and enablement options available from HP Education, sold separately

## Configuration

### Description of services and deliverables

The HP Consultant will perform the following activities:

- Download and import HP CSA 4.0 content for HP OO 10.02 published by HP Live Network
- Configure Lightweight Directory Access Protocol (LDAP) integration for one (1) CSA installation: configure the LDAP credentials, map one (1) LDAP group to the cloud administrator role, and verify LDAP integration by logging into the cloud portal as a user in the designated LDAP group
- Create one (1) consumer portal: create the portal, configure LDAP credentials for the portal, map one (1) LDAP group to the consumer role for the portal, and verify portal functionality by logging into the consumer portal as a consumer and ordering one (1) service
- Create one (1) simple service design:
  - Load resource providers from HP Live Network
  - Configure one (1) resource offering that you select based on an HP-approved resource provider. HP-approved resource providers include: VMWare VCenter, Amazon EC2, HP Matrix Operating Environment, HP Cloud OS, and Openstack

- Create one (1) HP CSA service design that creates up to two (2) servers with the following properties: all servers use the same resource provider, resource provider assigns IP addresses, you identify the existing resource provider template to deploy to each machine, expose any parameters that the resource provider and resource offering support
- Publish the service design to a catalog
- Verify the service offering by ordering one (1) service, verifying that the appropriate number of virtual machines are deployed with the correct hardware configuration, and logging into one (1) of the virtual machines
- Demonstrate modification of service options and parameters:
  - Copy the service design created above
  - Create option sets for small, medium, and large options, mapping each option setup to ten (10) parameters supported by the compute provider
  - Publish the service design to a catalog, binding all parameters to a hard-coded value or based on a selection made by the consumer when the service is ordered
  - Verify the service offering by ordering one (1) instance of the service, verifying that the appropriate number of virtual machines are deployed with the correct hardware configuration, and logging into one (1) of the virtual machines

## Documentation

### Description of services and deliverables

The HP Consultant will perform the following activities:

- Complete an Architecture and Service Design Document and send it to you via email. The Architecture and Service Design Document is based on an HP-provided template and includes:
  - Application Architecture: a listing of the HP application components in a cloud implementation, a summary of their purpose, and relationships to other application components
  - Functional Architecture: detailed documentation for one (1) provisioning use case including the options presented when ordering the service catalog entry, ordered steps for the use case, a mapping of each step to the relevant application architecture components, and inputs/outputs for each step

## Service limitations

- All work provided on this Service will be performed onsite.
- LDAP integration is limited to a single Microsoft Active Directory server, and your LDAP configuration (e.g., firewalls, certificates) may prevent completion of LDAP configuration.
- All service designs are limited to the operations and parameters provided by the HP Live Network content for the one (1) selected compute provider. The service designs do not include integration with other providers.
- The HP Consultant will deliver the service during HP standard business hours, excluding HP holidays, unless otherwise agreed to in writing by HP.
- Remote project management includes standard project management activities for the onsite implementation team.
- Hours specified 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:

- Provide HP personnel access to your building facilities, computer room facilities, systems, passwords, etc. as needed, during normal business hours
- Provide a suitable work area commensurate with the number of onsite HP consultants. The work area will include desks, chairs, internet/HP network access through a VPN, and access to copiers and office supplies
- Purchase HP CSE 8 and allow the HP Consultant to complete configuration of the HP CSE 8 hardware and software
- Provide administrative credentials and access to HP CSE 8 implementation, the selected resource provider, and the HP CSA appliance included with HP CSE 8
- Provide LDAP credentials and LDAP certificate necessary to authenticate with one (1) LDAP domain. Identify two (2) LDAP groups that the HP Consultant will map to HP CSA roles
- Assign 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

- Ensure that all Service prerequisites as identified in the Service eligibility section are met
- 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
- Provide internet access from the HP CSA appliance to facilitate download of HP Live Network content

## Service eligibility

You must provide the following for delivery of this Service:

- If and where needed, access to system administrator(s), LDAP administrator(s), and network engineers(s) to support configuration activities as needed
- Access to your network and servers (including, but not limited to, VPN) to support data export activities as needed

## Effort and duration

Resource	Max. effort	Est. duration
HP Consultant (remote)	2 hours	1 day
HP Consultant (onsite)	80 hours	10 days
Project Manager (remote)	8 hours	2 days

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/hpswprofessionalservices](http://hp.com/go/hpswprofessionalservices)  
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