

# HPE Insight Management Operational and Performance Review Service

## HPE Lifecycle Event Services

### Service benefits

- Service performed by a Hewlett Packard Enterprise technical specialist
- Help plan IT resources more effectively
- Verification prior to installation that all service prerequisites are met
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization

### Service feature highlights

- Project management
- Environmental assessment
- Design and planning
- Service planning

The HPE Insight Management Operational and Performance Review Service offers customized technical and operational guidance to customers using HPE Insight Management products. This service is designed to improve the performance, reliability, as well as the future expansion and ongoing management of your network environment. This service is available for all Microsoft® Windows®-based HPE ProLiant ML, DL, or BL servers.

This service addresses the interdependency of HPE Insight Management installations, and recommends steps to improve the performance of your HPE SIM central management servers (CMSs) to support your managed nodes. Other steps might include moving Microsoft SQL Server Express to a standalone Microsoft SQL Server or moving HPE Insight Control server provisioning or Insight Control server deployment (RDP) to a standalone server.

Table 1. Service features

Feature	Delivery specifications
<b>Project management</b>	A Hewlett Packard Enterprise service specialist will confirm with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer. The Hewlett Packard Enterprise service specialist will also periodically provide reports on the service delivery process.
<b>Environmental assessment</b>	Hewlett Packard Enterprise will assess the Customer's existing environment to identify any required hardware or operating system additions and help verify compliance with configuration prerequisites. HPE will provide the Customer with a detailed document that identifies any required remediation.
<b>Design and planning</b>	In consultation with the Customer, a Hewlett Packard Enterprise service specialist will develop the HPE Advanced Insight Control Custom Implementation plan. This plan will identify the number of central management server installations based on site distribution and network topology, determine which Advanced Insight Control capabilities will be enabled on which system, and delineate other customization requirements such as integration of HPE or third-party management tools or event forwarding to enterprise management platforms. This phase will also define the number of servers to be managed and, optionally, the baseline for instrumentation and agents within the Customer's environment. It may also include implementing the identified prerequisites.

**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Service planning</b>	A Hewlett Packard Enterprise service specialist (in the case of an implementation service, the service specialist will be replaced with a project manager) will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service 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 services provided outside of HPE standard business hours may be subject to additional charges.
<b>Customer orientation session</b>	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

## Service limitations

- Assessment is limited to one CMS.
- Any activity beyond the scope of assessing one CMS, such as implementation or deployment, is excluded from this service.

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- This service must be purchased for each central management server in the Customer's environment that will require support.
- The Customer must have a functional, supported HPE ProLiant server, to be designated as the central management server and/or deployment server, that is running a supported operating system as identified at <https://www.hpe.com/h20195/v2/GetHTML.aspx?docname=c04123391>.
- The Customer must have a working TCP/IP network that is SNMP enabled.
- The Customer must have purchased the applicable HPE Insight Control Software.

## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a network environment that is currently running and in good working order

### General provisions/Other exclusions

Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

### Ordering information

This service can be ordered using the following service part numbers:

- UJ718E
- HK212A1
- HK212AE

### 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](https://hpe.com/services/support)**  
**[hpe.com/services/lifecycleevent](https://hpe.com/services/lifecycleevent)**



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