

# HPE OneView Implementation Service

## HPE Packaged Consulting Services

HPE OneView provides, by design, an integrated management workspace for converged infrastructure. Consumer-inspired, it's all about how users interact with complex and highly dynamic systems. Tasks and collaboration are automated and streamlined and intended to help simplify the management of both.

Through the composable REST API (Representational State Transfer API) and the state-change message bus, HPE OneView is designed to work seamlessly with a growing number of management tools from HPE and our partners. These integrations can help reduce the time, effort, and manual processes needed to provision and manage platforms that run your critical business applications.

The Implementation Service is ideal for comprehensive implementation and large-scale deployments of HPE OneView. HPE TS Consulting take the lead in planning, assessment, deployment design, project management, and integration into your IT operations management environment as well as scheduling and coordinating the HPE OneView installation, startup and migration services from TS Support (a separately priced service that must also be ordered). Our experience has shown the importance of good adoption and integration with existing operational processes, these are key to the success of new IT operations management tools. The service helps to address these, allowing you to more rapidly realize the benefits of HPE OneView.

### Service benefits

- Help reduce time and effort needed to deploy HPE OneView
- Designed to provide shorter time to value
- Improved alignment with your ways of working and operational processes
- Improved adoption by your IT Operations Management teams
- A project manager to manage the HPE OneView services engagement
- Technical experts on HPE OneView and IT Operations
- Delivery of the service at a mutually scheduled time convenient to your organization
- Help to enhance adoption of the technology in your environment
- Provide a foundation for integrated and composable operations

### Service feature highlights

- Service planning
- Service deployment
- Process and documentation updates
- Handover and orientation to the Customer's operations team

## Service features

Feature	Delivery specifications
<b>Service planning</b>	<p>An HPE Consulting project manager will work remotely with the Customer to plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at times 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.</p>
<b>Service deployment</b>	<p>As part of the service planning process, HPE delivery consultants will perform the following tasks:</p> <ul style="list-style-type: none"> <li>• Develop an agreed upon implementation plan that details the HPE OneView functional and implementation approach based upon the Customer's environment and functionality that can be enabled within that environment.</li> <li>• Review Customer alignment and readiness for HPE OneView, assessing prerequisites and dependencies. Determine what (if any) customer required actions are needed prior to moving to HPE OneView.</li> <li>• Help verify that the required functionality by the Customer is available and can be implemented with HPE OneView.</li> <li>• Review the Customer's IT operations team organization structure, roles, and skills with the Customer. HPE may make recommendations on potential changes and training requirements to help drive greater adoption and maximize benefits of HPE OneView.</li> <li>• Identify future potential process changes that the Customer should consider designed to maximize the benefits from HPE OneView.</li> <li>• Schedule and project manage the installation of the HPE OneView appliances. While installation and migration services are purchased under a separate service in conjunction with the implementation service, which provides a project manager to help manage the installation process.</li> <li>• Schedule and project manage the migration of devices to HPE OneView, subject to the limitations set forth below.</li> <li>• Set up and configure standard connectors, integrations, and plugins, subject to the limitations set forth below.</li> </ul>
<b>Process and documentation updates</b>	<p>The HPE delivery consultant will provide support and guidance to the Customer's IT operations management teams to help them update existing process documentation to reflect the new operational aspects of the environment comprising HPE OneView and connected management tools. The Customer is responsible for providing the process documentation to HPE within two weeks from the beginning of service deployment to assist with the review and updating of the processes. If the Customer does not provide the necessary documentation within two weeks, HPE is not obligated to provide this support and guidance.</p>
<b>Handover and orientation to Customer's operations team</b>	<p>Upon completion of the installation and migration, completion of connector setup and process reviews, the HPE delivery consultant will conduct a full handover, orientation and guidance session of up to eight hours duration to the Customer's IT operations team.</p> <p>The Customer is responsible for providing the necessary individuals on their operations team to be present for this session.</p>

## Service limitations

- This service will be delivered using a combination of on-site and remote delivery resources at HPE's discretion
- Devices not listed in the HPE OneView Support matrix document available at hpe.com are not included.
- The implementation service has the following volume limits:
  - Service delivery locations: 1
  - Certified HPE OneView connectors, integrations, or plugins: 3
  - HPE OneView Appliances: 4
  - Enclosures or frames: 20
  - Servers (including blades): 500
- Customers with requirements exceeding these volume limits should contact their local HPE sales representative; HPE can provide services exceeding these limitations under a mutually agreed upon custom Statement of Work.

## Service eligibility

Certain prerequisite activities may need to be performed before devices can be moved to HPE OneView management. These activities, which are not a part of this service, include, but are not limited to, the following:

- Any physical activities or changes to the hardware that are required to get them ready for HPE OneView
- Any changes to the Customer's existing IT management tools
- Any prerequisites identified during the Service Planning process

## Customer responsibilities

The customer will:

Contact Hewlett Packard Enterprise Consulting within 90 days of date of purchase to schedule the delivery of the service

- Ensure that all service prerequisites as identified in the "**Service eligibility**" section, or if otherwise identified during the Service Planning phase, have been met prior to Service Deployment
- Be properly licensed for the HPE OneView software, and provide proof of licensing upon request
- 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
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Provide a mechanism for remote access by authorized HPE personnel to the HPE OneView Appliance(s) and other connected management tools so that setup, configuration, and verification tasks can be performed
- Make available host machine(s) to run the HPE OneView appliance(s)
- Ensure that maintenance and support are both in place for the management tools that will be connected to HPE OneView
- Provide topology and inventory asset information for the devices that are targeted to be managed by HPE OneView
- Agree to schedule for planned downtime and/or device reboots as required in order to move devices to HPE OneView management

## General provisions/other exclusions

- 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.
- Services will be performed 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.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Any services provided outside of HPE standard business hours may be subject to additional charges.
- Travel charges may apply; please consult your local HPE sales office for more details.
- Additional charges may be incurred if remote access is not available or is not permitted by the Customer.

## Ordering information

To order the HPE OneView Implementation Service or get further information, contact a local HPE sales representative and reference the following product numbers:

SKU	Service description
H1TK2A1	HPE OneView Implementation SVC
HT6W7A1	HPE OneView Implementation SVC
HT6W8A1	HPE OneView Implementation SVC

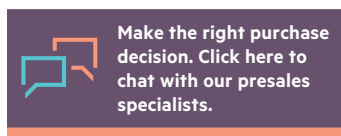
Depending on the point of purchase, other product numbers may apply.

HPE OneView Implementation Service is delivered in conjunction with the HPE OneView installation services, which must be ordered in addition. These services include:

- HPE OneView Installation and Startup—U1V78E, H6K67A1, or H6K67AE
- HPE OneView Installation and BladeSystem c7000 Migration Service—U1V79E, H6K68A1, H6K68AE

Learn more at

[hpe.com/us/en/services/consulting.html](http://hpe.com/us/en/services/consulting.html)



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