

HP-UX Operating System and Platform Implementation Service

HPE Lifecycle Event Services

Service benefits

- Quickly bring new systems online
- Complement and enhance your system support resources with Hewlett Packard Enterprise expertise
- Experience fewer business interruptions due to installation or configuration problems in complex IT environments
- Enable your system administrators to gain new knowledge while working with experienced Hewlett Packard Enterprise technical specialists

Service feature highlights

- Implementation planning meeting
- Installation and configuration of selected OS
- Operational testing and configuration review
- Knowledge transfer workshop
- Summary report of engagement

Achieving business goals in today's global marketplace necessitates strategically planned and implemented growth in Internet and intranet business services. The challenge facing organizations with complex business and e-business objectives is to skillfully integrate operating systems, server platforms, and select applications in order to achieve optimum utilization and performance in delivery of both Internet- and enterprise-based IT services.

HPE Operating System (OS) Implementation Service offers industry-leading expertise to help your organization implement solutions that provide the operating-system and server capabilities required to obtain your business goals. Our service offerings are flexible and customizable to your specific requirements, providing a variety of integrated IT solutions. Our Hewlett Packard Enterprise specialists can help you implement operating systems and server solutions for a variety of IT platform configurations. The principal objective of our implementation services is to help you quickly realize productivity gains through professional and expert assistance with installation of operating systems and server solutions tailored to your hardware platforms.

Our experienced Hewlett Packard Enterprise specialist will work with your management and IT staff to gather business-critical information about your IT systems and analyze the OS and platform requirements of your systems environment, as well as your objectives and business needs. Implementation and test plans will be developed to match your business objectives and systems environment, as well as to support efficient and accurate implementation of the selected solutions. Upon your approval, our Hewlett Packard Enterprise specialist will install, configure, and test the functionality of your selected OS and server solutions based on these plans. As a final step, our Hewlett Packard Enterprise specialist will conduct an onsite workshop to further train your system manager and designated IT staff on the configuration and functionality of the installation.

Table 1. Service features

Feature	Delivery specifications
HPE OS and Platform Implementation Service deliverables	<p>HPE OS and Platform Implementation Service provides the Customer's IT department with flexible, customized implementation and initial configuration of integrated OS, server solutions, and selected applications on a variety of hardware platforms.</p> <p>The Hewlett Packard Enterprise specialist will conduct a preparation meeting with a designated member of the Customer's IT staff to:</p> <ul style="list-style-type: none"> • Gather business-critical information about the Customer's IT systems • Analyze the OS and platform requirements of the Customer's systems environment, as well as objectives and business needs • Determine engagement scope of work, schedule, and resources • Confirm the Customer's expectations for service delivery • Develop implementation and test plans • Install the selected components and provide agreed-upon configuration of newly installed components • Perform operational testing and configuration review of component functionality • Conduct a knowledge-transfer workshop for the Customer's IT staff, including discussion of OS and platform configuration and functionality, test results, and recommendations • Deliver a summary report documenting the engagement
HP-UX Operating System Installation Service	<p>The following operating-system implementation services are available for the hardware platforms indicated:</p> <ul style="list-style-type: none"> • HP-UX 11i (HPE 9000 and HPE Integrity Servers) • HP-UX 11i (HPE Integrity BladeSystem)

Service limitations

The following activities are not covered by HPE OS and Platform Implementation Service:

- Evaluating applications that best fit the Customer's business requirements
- Formal approval of the selected platform as the best solution to the Customer's business motivators and requirements
- Implementing IT processes where none currently exist, such as for change management, release management, or service-level management
- Capacity management functions such as sizing, stress or production volume testing, and forecasting
- Delivery of service on more than one server or blade server enclosure
- Installation of HP-UX Operating System on more than one server partition

These activities can be added to a consulting engagement on a custom basis for an additional fee. Services are conducted during standard business hours, excluding HPE holidays.

Customer responsibilities

The Customer must assume the following responsibilities in order for Hewlett Packard Enterprise to deliver any HPE OS and Platform Implementation Service:

- Assign a system administrator to assist the Hewlett Packard Enterprise technical representative during the implementation process
- Provide the information and resources requested by Hewlett Packard Enterprise prior to and during service delivery
- Permit access by the Hewlett Packard Enterprise engineer to systems and facilities as required to create the Customer profile as well as develop the implementation and test plans

Ordering information

Contact your local Hewlett Packard Enterprise representative to order the following HPE OS and Platform Implementation Service (HA134A1):

- HP-UX Operating System Installation Service (HA134A1/AE Option 001)
- HP-UX Operating System Installation Service for Integrity Blades (HA134A1/AE Option 004)

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

hpe.com/services/lifecycleevent



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