HPE Continuous IT Performance Improvement Service

Integration and Performance Services

The **HPE Continuous IT Performance Improvement Service** is best suited for Datacenter Care customers who are looking for a predefined comprehensive and proactive service that helps prevent performance issues from occurring in their IT environment.

The HPE Continuous IT Performance Improvement Service is an offering that includes periodic services to help the customer proactively manage and hedge performance issues in the **IT infrastructure**.

Service benefits

A service that provides:

- Confidence and reliance on performance aspects for the IT systems in scope
- A performance service that helps prevent performance issue from happening and helps keep customer's IT at peak performance
- Three levels of services
- A yearly service that can easily be renewed and shows long-term benefits
- A service useful for baselining, trending, and issue detection
- The highest level includes an HPE dedicated performance advisory consultant who acts as single point of contact for all performance related matters.
- Benefits from long-time HPE expertise and experience in the field of performance

Service feature highlights

This service may include one or more of the following:

- Service planning
- Data collection
- Automated reports
- Problem statement
- Issue advisory
- High-level assessment
- Debriefing session
- Dedicated advisory performance consultant

Table 1. Service features

Please note that these Features are available according to the Level of service chosen as shown in Table 2.

Feature	Delivery specifications
Continuous service planning	• Discussion between customer and the Datacenter Care Account Support Manager (ASM) with support of an HPE technical consultant, to review and plan the delivery of the service • Planning on date and time • Based on performance reporting and other analysis services **All levels**
Data collection	• Upon ordering of the service, customers receive by mail a set of instructions explaining how to download, install, and execute HPE data collectors. Upon execution of the data collectors, customers upload the data obtained on HPE server. • This is a prerequisite for all performance reports and performance analysis sessions. **All levels**
Automated reports	In the context of the HPE IT Performance services—**Reporting**, an automated performance report is made available for customer to download. The report provides details on the major performance key figures of the system in scope (Linux®, HPE 3PAR, HPE MSA. The report focuses on one of following the areas: • Linux operating system, HPE 3PAR, HPE MSA, VMware vCenter • Four reports a year in level 1 • Six reports a year in level 2 • Twelve reports a year in level 3
Problem statement	• In the context of a performance issue (HPE IT Performance Services—**Rapid Issue Identification**), the problem statement is a document that summarize the issue, the customer observation, the impact, and the gap between current state and desired state with regards to performance. • Based on the problem statement, the subsequent **HPE IT Performance Services**—**Rapid Issue Advisory service** takes place to identify the root cause and to recommend performance services for deeper analysis in order to come to a final solution. **All levels**
Issue advisory	• HPE IT Performance Services—**Rapid Issue Advisory**. • It performs a root cause analysis based on the issue described in the problem statement. • Various data collection and analysis tools may be used by the HPE technical consultant according to the customer's specific circumstances. • Provides a list of recommendations for quick and efficient resolution of IT performance degradation. **All levels**
High-level assessment	• This is provided in context of the preventive offering, HPE IT Performance Services—**Advisory** • Provides an initial assessment based upon performance concern(s) the customer is reporting • Following the assessment, an in-depth performance analysis is conducted on two elements of the IT infrastructure (application, database, operating system, virtualization, and storage). • List of recommendations for improvement is provided. **Levels 2 and 3 only**
Debriefing session	• Every performance analysis session results in a debriefing session. • A 20-minute debriefing session via a web-based video conferencing tool, during HPE standard business hours, delivered in English, to explain the findings of the performance advisory report and the recommendations. **Levels 2 and 3 only**
Dedicated advisory performance consultant	• The dedicated advisory performance consultant (DAPC) is a named performance technical consultant. • The customer can reach out to the DAPC for any performance related concerns. • The DAPC will provide advice or will consult with additional experts if necessary. • Five days per year of a named technical consultant who is assigned to the customer. • The customer can reach the HPE dedicated performance advisory consultant via a specific mailbox. In case of absence, a substitute monitors the mailbox to help ensure short response times. **Level 3 only**

Table 2. Service levels

Level 1	Level 2	Level 3
• 4 x HPE IT Performance Services—**Reporting** to measure performance and provide a report with documented performance metrics on a quarterly basis • 1 x HPE IT Performance Services—**Rapid Issue Identification** to analyze, perform root cause analysis, and provide tailored recommendation for further detailed performance analysis • 1 x HPE IT Performance Services—**Rapid Issue Advisory** to perform the recommended detailed performance analysis subsequent to the Rapid Issue Identification service and provide tailored recommendations to help fix performance issues	• 6 x HPE IT Performance Services—**Reporting** to measure performance and provide a report with documented performance metrics on a bimonthly basis • 1 x HPE IT Performance Services—**Rapid Issue Identification** to analyze, perform root cause analysis, and provide tailored recommendation for further detailed performance analysis • 1 x HPE IT Performance Services—**Rapid Issue Advisory** to perform the recommended detailed performance analysis subsequent to the Rapid Issue Identification service and provide tailored recommendations to help fix performance issues • 2 x HPE IT Performance Services—**Advisory** for proactive performance analysis on two layers	• 12 x HPE IT Performance Services—**Reporting** to measure performance and provide a report with documented performance metrics on a monthly basis • 1 x HPE IT Performance Services—**Rapid Issue Identification** to analyze, perform root cause analysis, and provide tailored recommendation for further detailed performance analysis • 1 x HPE IT Performance Services—**Rapid Issue Advisory** to perform the recommended detailed performance analysis subsequent to the Rapid Issue Identification service and provide tailored recommendations to help fix performance issues • 2 x HPE IT Performance Services—**Advisory** for proactive performance analysis on two layers • Five days remote **dedicated** advisory performance consultant

Service limitations

Any services not clearly specified are excluded from this service. This includes, but is not limited to the following:

• This service is an advisory service and does not include any remediation of hardware-related problems.

• Service is subject to delivery availability.

• Performance reviews are delivered in English only.

• The customer receives acknowledgement on requests within three standard business days.

• Service is delivered remotely.

Customer responsibilities

The customer will:

• Provide a valid email address upon selection and purchase of this service in order to receive the set of instructions from HPE to be executed

• Provide Hewlett Packard Enterprise with full information required to perform the service

• Provides technical contact partner

• Provide remote access to customers systems, if required

• Collect the performance metadata based on the tools and instructions that HPE has provided

• Hand over the collected data to HPE in an agreed and secure way, for example, using the **HPE Support Center** portal with encrypted communication and a named account

• Answer any additional performance- or system-related questions that show up during the analysis and advisory services

General provisions/other exclusions

To the extent HPE processes personal data on the customer behalf in the course of providing services, the Data Privacy and Security Agreement found for Support and Professional Services at **hpe.com/info/customer-privacy.html** shall apply.

HPE'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.

Supplementary performance services

Continuous Performance Improvement service is an integral part of the HPE IT Performance Services suite, which is made of the following services:

- **Reporting:** Provides a performance report on exactly one IT layer (application, database, operating system, virtualization, or storage). This service provides a baseline of the system, provides an automated rating, and outlines whether further in-depth analysis should be conducted.

- **Rapid Issue Identification:** Provides a curative offering the customer can leverage from in case of performance issue, performance incident, or performance escalation. An experienced performance technical consultant performs an assessment of the situation, elaborates a problem statement, and identifies the next activities to solve the issue.

- **Rapid Issue Advisory:** Performs an in-depth performance analysis, performs the root cause analysis, confirms the detailed explanation for the performance issue, and provides recommendations for the customer to resolve the situation following the Rapid Issue Identification. The two curative offerings, Rapid Issue Identification and Rapid Issue Advisory, are tailored to the customer's specific need.

- **Analysis:** Includes one performance analysis for one of the involved IT layers (application, database, operating system, virtualization, storage), which is suitable when customer knows exactly what needs to be analyzed. It delivers a performance report with recommendations to maintain or improve performance.

- **Advisory:** Includes a preliminary assessment session, to help the customer determine which IT layers (application, database, operating system, virtualization, and storage) should be scope of an analysis, followed by an performance analysis where needs be. It delivers a performance report with recommendations to maintain or improve performance.

- **Management of Critical Environment Service:** Provides a holistic and preventive offering, covering the entire mission-critical environment end-to-end, with an account performance consultant dedicated to customer's account supported with a tailored service plan along with performance analysis sessions, performance issue remediation, performance reports, and performance advices that fit the customer needs and requirements.

- **Continuous IT Performance Improvement Service (this service):** An offer with three levels that includes reporting, curative services, and preventive IT performance services on a regular basis.
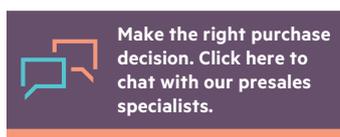
Ordering information

HPE Continuous IT Performance Improvement Service is available as Level 1, Level 2, and Level 3 and is available as a Datacenter Care additional service, sold through add-on service, sold through credits and redeemable from the credits menu.

For non-Datacenter Care customers, please use the custom offer above: "Management of Critical Environment Service."

Contact HPE representative and channel partner for a specific quotation.

Learn more at
hpe.com/services/ips

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