

# HP Software-as-a-Service for Business Availability Center

Service description



HP Software-as-a-Service for Business Availability Center provides infrastructure, operations and expertise to enable application management for your high-availability environment.

## Service overview

When you choose HP Software-as-a-Service (SaaS) for Business Availability Center, HP deploys HP Business Availability Center software in your high-availability environment, configures your dashboard and reports, scripts your business processes, on-boards new applications, trains your team and offers 24x7 support for your HP Business Availability Center needs. All services are delivered remotely.

This service description describes a typical deployment of HP end-user management software, HP SaaS Business Process Monitor, HP System Availability Management software and HP SiteScope software integration, and HP Service Level Management software.

## Deliverables

### Kickoff meeting

You are assigned an account manager, who oversees the initial configuration and ongoing requirements of your HP Business Availability Center software. During the kickoff meeting, your account manager discusses your technical and business objectives and outlines support procedures. Based on your input, your account manager creates an implementation plan and provides best practices, including required resources and time frames.

## Installation and configuration

HP Business Availability Center is pre-deployed in the HP SaaS data center. With its enhanced security features, the data center meets SysTrust guidelines as determined by the American Institute of Certified Public Accountants and the Canadian Institute of Chartered Accountants. HP SaaS provides system failover and backs up your data nightly.

The implementation begins: You and your account manager identify key IT service processes within your business for the purpose of end-user monitoring with HP end-user management software. Once you identify these critical business processes, an HP application engineer scripts and tests them based on our best practices. Your account manager oversees all aspects of the implementation process and advises on all components of HP end-user management software to monitor your IT services. If the application is an internally facing one, your account manager works with you to arrange access for scripting, typically using a site-to-site virtual private network (VPN). There is no access requirement for externally facing applications.

Scripts are run from HP SaaS Business Process Monitor. You can require HP SaaS Internal Business Process Monitor to execute internal scripts and measure from within your environment, or you can use HP SaaS External Business Process Monitor to measure from outside your firewall.

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Once the scripts have started collecting data, the HP SaaS team then begins configuring the alert settings, users and permissions, reports and dashboard views in HP end-user management software. Dashboard views are organized by roles and can be created as required to meet your needs. Your account manager becomes intimately familiar with your environment and monitoring solution and, serving as your trusted advisor, can guide you in determining the best approach and timing for every aspect of your implementation.

**Internal monitor provisioning for internal-facing applications**

HP SaaS Internal Business Process Monitor is deployed within your infrastructure on your hardware. During the configuration and installation phase, your account manager directs you to download the appropriate software and advises you on the settings for your installations of HP SaaS Internal Business Process Monitor. You are responsible for acquiring and maintaining the hardware; HP SaaS is responsible for the data collection and visualization.

**External monitor provisioning for external applications**

HP SaaS External Business Process Monitor measures the end-user experience from more than 80 locations on more than 25 Internet service providers (ISPs) worldwide. Once the scripts are created, they are provisioned and executed on HP SaaS External Business Process Monitor systems that are located in global data centers. All data is reported back to a central data repository. Data from HP SaaS External Business Process Monitor can be viewed alongside data from HP SaaS Internal Business Process Monitor to better determine whether the problem is within your environment or on the Internet. HP SaaS infrastructure and operations teams manage the global monitors and monitor their availability.

**HP System Availability Management and HP SiteScope integration**

Based on your services agreement, you can integrate HP System Availability Management and HP SiteScope data with HP end-user management software. You are responsible for deploying and maintaining HP SiteScope; HP SaaS is responsible for the data collection and visualization within the dashboard and reports. If you require help with your onsite HP SiteScope implementation, HP Software Professional Services installs and configures HP SiteScope, and training courses are available through HP Educational Services.

### **HP Service Level Management configuration**

If you purchase HP Service Desk Service Level Management module, your account manager configures service-level settings for end-user and system-level metrics. Service levels are calculated based on data collected from HP end-user management software and HP SiteScope. Reports can be run either on demand or according to a schedule. In addition, an executive scorecard displays status for a weekly, monthly or quarterly period. HP enters scheduled maintenance windows into the system so that they are excluded from overall availability and performance numbers. For Six Sigma organizations, the reports and scorecards can be shown using Six Sigma metrics.

### **Training and mentoring**

HP provides initial training and ongoing mentoring to support your team. Training sessions are typically done remotely via HP Virtual Room and conducted by your account manager. The content for training sessions is determined through consultation between you and your account manager. There is no limit on the number of training sessions you can attend. Training topics are based on HP best practices and include:

- On-boarding new applications
- Analyzing data using HP end-user management software graphs and reports
- Defining alert schemas and creating alerts
- Administering users
- Creating service-level agreements (SLAs) and SLA reports
- Using the HP Business Availability Center dashboard

Most importantly, your account manager provides on-demand mentoring and knowledge transfer to help you create and modify users and permissions, configuration management database (CMDB) views, alerts, SLAs, SLA management, reports and dashboard views.

### **Ongoing customer support and system maintenance**

During your HP SaaS term, HP modifies your dashboard and re-scripts your business processes to reflect changes to your applications and corporate initiatives. Your account manager mentors and assists you as you make configuration changes to HP Business Availability Center. You can contact the network operations center on a 24x7 basis for answers to your questions or guidance on how to use HP Business Availability Center.

Our infrastructure and operations teams provide 24x7 support of the HP Business Availability Center systems. HP also stages, tests and applies patches and upgrades to each system as needed. When new versions are released, the account manager trains your team to take advantage of the new functionalities.

## **Customer requirements**

### **Customer participants**

You are responsible for assigning a center owner and checking that the project manager and key personnel from your IT services operations team are available for the kickoff meeting. You are also responsible for seeing that all key personnel identified by the account manager and your project manager are available for training and ongoing mentoring. The center owner is responsible for gathering and consolidating the requirements and serves as the single point of contact for working with HP. You are also responsible for user administration, HP SiteScope administration, HP SaaS Internal Business Process Monitor administration, scheduling, monitoring, defining thresholds and maintaining alert settings.

### **Preparation requirements**

Prior to deploying HP SaaS for HP end-user management software, your center owner prioritizes the applications for onboarding and obtains hardware for HP SaaS Internal Business Process Monitor. For internal applications, HP arranges a site-to-site VPN for scripting access.

### **Access to the system**

HP SaaS for HP end-user management software is accessible globally via a web browser. You can export reports and tables into Microsoft® Office Excel® files. Data extracts for your archiving purposes can also be arranged. All scripts are your property.

### **Duration**

HP SaaS for Business Availability Center is sold for a fixed term. Access to HP Business Availability Center, 24x7 support, ongoing maintenance of your monitoring solution, the services of your account manager, training and mentoring are provided throughout the term.

# HP SaaS policies

## Customer support

HP SaaS provides 24x7 telephone, web and e-mail support for HP Business Availability Center. Resolution times are listed in the following table.

### Resolution times

Severity	Target response	Target resolution	Solution
<b>1 Infrastructure</b>	15 minutes–1 hour	4 hours	Service availability is restored.
<b>1 Application</b>	15 minutes–1 hour	24 hours	Satisfactory workaround is provided. Service fix request is completed. Fix is incorporated into a future release where applicable.
<b>2</b>	1 business day	1–3 days	Satisfactory workaround is provided. Service fix request is completed. Fix is incorporated into a future release where applicable.
<b>3</b>	1 business day	3–5 days	Answer to question is provided. Change request is completed. Satisfactory workaround is provided. Fix is incorporated into future release where applicable.
<b>4</b>	2 business days	10 days	Answer to question is provided. Change request is completed. Enhancement request is documented and forwarded to R&D for prioritization.

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