HPE Insight Management Optimization Service

HPE Lifecycle Event Services

Optimizing the capabilities of HPE Insight Software technologies is key to the success of your data center. HPE Insight Management Optimization Service is a custom service designed to optimize performance and reliability, as well as the future expansion and ongoing management of your networked environment to help you get the most out of your Insight Management investment.

HPE Insight Management Optimization Service is a custom Statement of Work (SOW) service that is designed to enhance your ability to work with and utilize any or all of the Insight Management components and features on a supported HPE ProLiant ML, HPE ProLiant DL, or HPE BladeSystem central management server. The service is customized to meet the requirements of your specific IT needs and addresses optimization issues such as leveraging HPE Dynamic Power Capping, implementing virtual machine management capabilities, or customizing HPE Systems Insight Manager (SIM). Optimization occurs on the HPE SIM Central Management Server (CMS) and its managed nodes, and might include moving Microsoft® SQL Server Express to a standalone Microsoft SQL Server or moving Insight Control server provisioning or Insight Control server deployment to a standalone server. The Hewlett Packard Enterprise service specialist will guide you through developing a Statement of Work, the onsite delivery steps, and the knowledge transfer process to meet your needs.

Service benefits

- A custom Statement of Work designed to meet your optimization needs
- A project manager to manage the implementation of the service engagement (Implementation Service only)
- Availability of a Hewlett Packard Enterprise service specialist to answer questions during the delivery of this service
- Help plan IT resources more effectively
- Help improve or maintain system uptime
- Delivery of the service at a mutually scheduled time convenient to your organization
- Product orientation and knowledge transfer session during the delivery of this service

Service feature highlights

- Project management
- Service deployment
- Product orientation
- Installation verification tests (IVT)

Table 1. Service features

Feature	Delivery specifications
Project management	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.
Service deployment	Service deployment may include leveraging HPE Dynamic Power Capping, implementing virtual machine management capabilities, or customizing HPE SIM. Deployment occurs on the HPE SIM Central Management Server and its managed nodes, and might include activities such as moving SQL Server Express to a standalone SQL Server or moving Insight Control server provisioning or Insight Control server deployment to a standalone server.
Product orientation	A Hewlett Packard Enterprise service specialist will be available both during and after the delivery of the service, as identified within the SOW, to help the Customer understand how to use the product and how to maintain it over time.
Installation verification tests (IVT)	Verification testing will be completed to demonstrate that the HPE Insight Control Environment suite is functioning as specified within the SOW.

Service limitations

The following activities are excluded from this service:

– Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

– Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

– Service deployment on hardware not covered by an Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement

– Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement

Service eligibility

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

– The Customer must have a functional, supported HPE ProLiant server that is designated as the central management server and/or deployment server, and which is running a supported operating system as identified at h18013.www1.hp.com/products/quickspecs/12631_div/12631_div.pdf.

– The Customer must have a working TCP/IP network that is SNMP enabled.

– The Customer must have sufficient resources on the affected systems to install and run the tools required to deliver this service.

– The Customer must have purchased the applicable HPE Insight 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

– Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

– 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 network environment that is currently running and in good working order

– 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

– Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

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.

– When this service is provided for a solution that is composed of multiple Hewlett Packard Enterprise and/or third-party products, software support will be offered only on updates that are made available for the solution by HPE.

– Service deployment is excluded on hardware not covered by an HPE warranty or service maintenance contract.

– Travel charges may apply; please consult your local office.

Ordering information

This service can be ordered using the following service part number(s):

– HK213A1, HK213AE, or HK213AC for HPE Custom Insight Optimization Service (operations related)

– HJ898A1, HJ898AE, or HJ898AC for HPE Custom Insight Optimization Service (deployment related)

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

Visit HPE.com

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