Complementing your new HP StorageWorks array, the HP Installation and Startup service provides the necessary activities required to deploy your disk array into operation.

With the assistance of your designated IT storage administrator, an HP certified service specialist will engage in a discovery process designed to help HP understand your business and storage application needs. This collaboration provides the groundwork to plan, design, and employ a customized storage array configuration. The HP certified service specialist will then apply the customer-approved configuration and perform a suite of installation verification tests as described below in the specifications section.

**Service benefits**

- Verification that any service prerequisites are met prior to installation
- Delivery of the service at a mutually scheduled time
- Installation of the HP StorageWorks array per the product specifications
- Availability of an HP certified service specialist to answer questions during the installation process
- Customized installation plan to support your unique configuration requirements

**Service features highlights**

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session
Specifications

Table 1. Service features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service planning</td>
<td>An HP certified service specialist will plan all the necessary activities and schedule the delivery of the service at a mutually agreed time between HP or an HP certified channel partner and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP or the HP certified channel partner. Any services provided outside of HP standard business hours will be subject to additional charges. The service planning activities will include:</td>
</tr>
<tr>
<td></td>
<td>• Communication with the Customer, including queries by the Customer regarding service delivery</td>
</tr>
<tr>
<td></td>
<td>• Verification, using a pre-delivery checklist, that all service prerequisites have been met</td>
</tr>
<tr>
<td></td>
<td>• Scheduling of the service delivery at a mutually agreed-upon time</td>
</tr>
<tr>
<td></td>
<td>• Creation of a written installation plan, which will serve as the project plan for this service</td>
</tr>
<tr>
<td>Service deployment</td>
<td>The service deployment activities will include:</td>
</tr>
<tr>
<td></td>
<td>• Presentation of the service delivery agenda</td>
</tr>
<tr>
<td></td>
<td>• Confirmation of appropriate operating system patch levels on a select number of hosts identified in the installation plan</td>
</tr>
<tr>
<td></td>
<td>• Brief consultation to provide guidance to the Customer in defining the array configuration objectives based upon application performance and availability needs</td>
</tr>
<tr>
<td></td>
<td>• Development of a customized virtual disk design to meet the array configuration objectives as previously defined by the Customer</td>
</tr>
<tr>
<td></td>
<td>• Installation of HP StorageWorks array hardware according to the product specifications</td>
</tr>
<tr>
<td></td>
<td>• Initialization of the HP StorageWorks array</td>
</tr>
<tr>
<td></td>
<td>• Limited integration of up to eight external array ports into a pre-existing SAN, which may consist of switch, hub, or SCSI bridge technology</td>
</tr>
<tr>
<td></td>
<td>• Creation of configuration documentation</td>
</tr>
<tr>
<td>Installation verification tests</td>
<td>HP will perform the appropriate installation verification tests required for this service, including, but not limited to, power-on self tests (POSTs).</td>
</tr>
<tr>
<td>Customer orientation session</td>
<td>The HP certified service specialist will provide a two-hour onsite orientation on the installed HP StorageWorks array at the completion of the service. This orientation may including the following:</td>
</tr>
<tr>
<td></td>
<td>• Review of the configuration documentation mentioned above that outlines the storage virtual disk design and related host topology</td>
</tr>
<tr>
<td></td>
<td>• Highlights of the basic operation of the array hardware</td>
</tr>
<tr>
<td></td>
<td>• A brief question and answer forum</td>
</tr>
</tbody>
</table>

Service eligibility

The Customer must meet the following prerequisites for delivery of this service:

• The Customer’s existing computing operating system platform(s) must be supported by and be compatible with the HP StorageWorks array being installed.

• The Customer must provide a suitable physical operating environment for the array product, including implementation of any environmental recommendations made by HP.

• The Customer must install any recommended host-based patching or software upgrades, including device drivers.
Service limitations

The following activities are not included in the service:

- Reconfiguration of existing environments, such as removal or movement of array disk drives and adapter cards, conversion and reformatting of existing storage between RAID levels or emulation types, or installation of extensive Fibre Channel cabling
- Implementation of high-availability and other complex configurations, such as host clustering
- Implementation of host-based logical volumes and associated file system structures
- Installation of operating-system patches and any associated device drivers
- Migration of existing data to the new array configuration
- Deployment activities including planning, design, assessment, and configuration related to the implementation of a new SAN or re-deployment of an existing SAN
- Configuration of any optional software products, such as Continuous Access and Business Copy; additional services will be required for implementation of software solutions deemed complex by HP
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer’s new or pre-existing SAN or fabric architecture
- Services that, in the opinion of the HP certified service specialist, are required due to unauthorized attempts by non-HP certified personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software
- Any services not clearly specified in this document

Customer responsibilities

The Customer will:

- Contact an HP certified service specialist to schedule the delivery of the service within 90 days of date of its purchase
- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with the HP certified service specialist
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist the HP certified service specialist to facilitate the delivery of this service
- Ensure that all service prerequisites as identified above under ”Service eligibility” are met
- Ensure the availability of all hardware, firmware, and software that the HP certified service specialist will need in order to deliver this service
- Allow HP full access to all locations where the service is to be delivered
- 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
• Ensure participation of the Customer IT storage administrator, database administrator, and selected other staff in discussions of the Customer organization’s business and operational objectives, plus any special requirements
• Supply a previously designed virtual disk map, if available

General provisions/Other exclusions

• HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.
• HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
• The ability of the HP certified service specialist to deliver this service is dependent upon the Customer’s full and timely cooperation with the HP certified service specialist, as well as the accuracy and completeness of any information and data the Customer may provide to HP.
• The service is only available during local HP business hours. Any service delivery outside these hours will be subject to additional charges.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support