HP ProLiant Essentials Vulnerability and Patch Management Pack Installation and Startup Service
HP Care Pack Services

Technical data

The HP ProLiant Essentials Vulnerability and Patch Management Pack Installation and Startup Service provides for the installation and startup of ProLiant Essentials Vulnerability and Patch Management (VPM) Pack software, a software plug-in for HP Systems Insight Manager. This new software is an HP licensed software application that works with HP Systems Insight Manager v4.2 and above. The VPM software provides vulnerability assessment within your managed server environment and utilizes the patch management feature to download and upgrade security patches. HP will install the VPM software on a customer-designated server, configure the VPM software to acquire security patches, enable the VPM software to scan up to five (5) systems, apply the security patches to the designated servers, provide a report from the VPM software showing the results of the vulnerability assessment, and provide you with an orientation to the software (not to exceed 1.5 hours).

Service benefits

- Installation and startup delivered by a trained service specialist according to HP quality standards
- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Greater ability for your IT resources to stay focused on their core tasks and priorities
- Fewer installation-related impacts to your IT operation
- Service performed by a trained HP technical specialist
- Availability of an HP service specialist to answer basic questions related to this service during the orientation session
Service feature highlights

- Service planning
- Service deployment
- Installation verification
- Customer orientation

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 service specialist will schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges. Prior to traveling to the Customer’s location, HP will verify that the Customer is running HP SIM version 4.2 or greater, has a management CD for the VPM Pack software, and has met all other service prerequisites and minimum system requirements.</td>
</tr>
<tr>
<td>Service deployment</td>
<td>In the service deployment phase, the HP service specialist will:</td>
</tr>
<tr>
<td></td>
<td>• Obtain management CD from the Customer</td>
</tr>
<tr>
<td></td>
<td>• Validate that HP SIM version 4.2 or greater is installed and working properly</td>
</tr>
<tr>
<td></td>
<td>• Verify that all other service prerequisites are met</td>
</tr>
<tr>
<td></td>
<td>• Install VPM Pack</td>
</tr>
<tr>
<td></td>
<td>• Configure VPM Pack to acquire patch updates</td>
</tr>
<tr>
<td></td>
<td>• Add license key for licenses to HP SIM License Manager and deploy patch agent to the designated servers</td>
</tr>
<tr>
<td></td>
<td>• Initiate patch acquisition process</td>
</tr>
<tr>
<td></td>
<td>• Perform scans on each of the designated servers</td>
</tr>
<tr>
<td>Installation verification</td>
<td>The HP service specialist will verify, once the software has been installed, that patches can be downloaded and deployed utilizing the HP SIM console.</td>
</tr>
<tr>
<td>Customer orientation</td>
<td>The HP service specialist will provide an overview of product features and review procedures for managing the patch acquisition and deployment process.</td>
</tr>
</tbody>
</table>

Travel zones

Travel zones and charges may vary in some geographic locations.

This service includes travel to the installation site, if it is within 100 miles (160 km) of a primary HP support office. Travel to sites beyond 100 miles (160 km) of a primary HP support office may result in additional travel charges.

Customer responsibilities

The Customer will:

- Be responsible for all data backup and restore operations
- 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 HP in facilitating the delivery of this service
- Ensure the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment
• Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
• Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
• Provide working network connections
• Have valid software licenses for all software, whether currently installed or to be installed by HP
• The Customer must provide all necessary passwords that might be required to access system data and hard disk and to execute data removal or disk formatting.

Service limitations

Excluded from this service are activities such as, but not limited to, the following:
• Installation of any hardware or other physical components, such as network cabling
• Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
• Support for network-related problems

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

Patch deployment is limited to five Customer servers.

Service eligibility

• Software must be properly licensed.
• Installation of software requires the Customer to have HP SIM v4.2 or greater installed and running.

Ordering information

This service can be ordered using the following service part numbers: UC929E or HA114A1-5FT

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