HP Performance Analysis for the Storage Works XP Disk Array

HP Customer Support Per Event Services

Technical data

HP Performance Analysis for the XP Disk Array provides data collection, detailed I/O analysis, and enhancement recommendations for your HP StorageWorks XP Disk Array. Through this service, you will receive a report concerning the performance of your HP StorageWorks Disk Array XP and a briefing session highlighting HP's findings and recommendations.

Service benefits

• Increase XP performance, stability, and availability by identifying potential problems and understanding the possible solutions that will help avoid them
• Establish a baseline as a reference for future performance analysis and change management
• Assist you to make informed, proactive decisions on HP StorageWorks XP Disk Array system capacity planning and avoid unnecessary costly reactive upgrades

Service feature highlights

• Data collection and analysis
• Performance report
• Briefing session
Specifications

Table 1. Service features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data collection and analysis</td>
<td>This service provides data collection and analysis of HP StorageWorks XP Disk Array performance data retrieved by HP Performance Advisor XP or HP Performance Manager XP.</td>
</tr>
<tr>
<td>Performance report</td>
<td>An XP Disk Array performance report is developed, which includes the HP StorageWorks XP Disk Array performance specialist's findings and recommendations, a graphical representation of detailed performance data, and array configuration information.</td>
</tr>
<tr>
<td>Briefing session</td>
<td>HP provides the Customer's IT storage administrator, database administrator, and storage infrastructure management with a briefing session, up to 3 hours, to be scheduled during normal business hours, to review the performance report highlighting findings and recommendations of the HP StorageWorks Disk Array XP to help improve the performance of Customer's HP StorageWorks Disk Array XP.</td>
</tr>
</tbody>
</table>

Customer responsibilities

The Customer will:

- Furnish business/operational objectives and any special requirements
- Ensure availability of all hardware, firmware, and software the HP Certified Service Specialist will need in order to deliver the service
- Ensure participation of the Customer's IT storage administrator, database administrator, storage infrastructure management, and selected other staff to discuss needs and objectives and to review results
- Provide verification by the Customer's designated IT storage administrator that stated objectives were met after implementation
- Provide backup and recovery capability for all data on the involved HP StorageWorks Disk Array XP

Service limitations

- This service focuses on HP StorageWorks Disk Array XP performance. It does not include detailed SAN or connectivity topology analysis, or analysis of the Customer's computing system, applications, clustering, high availability, or other complex configurations. Review and analysis of these topics would be subject to additional charges.
- The HP Performance Analysis for the XP Disk Array does not provide for the implementation of recommended tuning activities. These considerations can be quoted separately from this one-time service. Alternatively, ongoing analysis and tuning implementation is provided in the HP Performance Tuning and Optimization Service for the XP Disk Array. Please contact an HP storage specialist for more information.
- HP will do a limited amount of analysis on external storage connected to the XP array.
Service eligibility

The purchase of HP Performance Analysis for the XP Disk Array includes a single engagement providing data collection, analysis, report creation, and a briefing session concerning the performance of a single HP StorageWorks XP Disk Array. This service is available for any computing platform supported by the HP Performance Advisor XP or Performance Manager XP software programs. Included with this service, HP provides the use of Performance Advisor XP, if necessary, during the data collection phase of this service.

Ordering information

This service can be ordered by using the following service part number: HA208AE.

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