HP OpenView Storage Operations Manager for EVA Installation and Startup Service

Technical data

HP OpenView Storage Operations Manager for EVA Installation and Startup Service helps get your storage operations up and running quickly with assistance from an HP certified specialist to facilitate correct setup and configuration. This service includes scheduling, installation, configuration, and verification of the operation of HP Command View EVA (CV EVA) 3.2 or later and the HP OpenView Storage Node Manager component of OpenView Storage Area Manager (OpenView SAM) v3.2 on an OpenView Storage Management Appliance or dedicated management server in an environment with a maximum of 10 hosts. CV EVA and OpenView SAM can be installed on the same server or separate servers, including a general purpose server. CV EVA can only be installed on Microsoft® Windows® 2003 or the HP OpenView Storage Management Appliance.

To help ensure that the software is configured correctly and according to the installation report document provided, an HP storage specialist will provide verification testing. In addition, OpenView Storage Operations Manager features will be demonstrated as part of a customer orientation session.

HP OpenView Storage Operations Manager combines HP Command View EVA 3.2 or later with the HP OpenView Storage Node Manager under one license based on raw capacity. The OpenView Storage Operations Manager software solution provides a central management console from which EVA arrays, heterogeneous storage, infrastructure (switches, HBAs, bridges), direct-attached storage (DAS), network-attached storage (NAS), and tape storage devices are automatically discovered, mapped, monitored, configured, and maintained.
Additional OpenView SAM modules are available; they can provide the ability to manage and evaluate the health and behavior of the SAN/storage environment. The 60-day Instant On license is included and activated for your use.

**Service benefits**

- Custom installation as detailed in the “Delivery specifications” section or in a Statement of Work (SOW)
- A trained specialist to set up, configure, and document OpenView Storage Operations Manager based upon HP recommended practices
- Verification of the installation against your design objectives
- Allows your IT resources to stay focused on their core tasks and priorities
- Delivery of the service at a mutually scheduled time
- Availability of an HP service specialist to answer basic questions related to this service during the orientation session
- Documentation of the OpenView Storage Operations Manager configuration

**Service feature highlights**

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

**Specifications**

**Table 1. Service features**

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<th>Feature</th>
<th>Delivery specifications</th>
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| **Service planning**       | An HP service specialist will schedule the delivery of the service at a time mutually agreed upon between the Customer and the certified specialist. The service will be delivered during local HP standard business hours, excluding holidays, unless otherwise agreed by HP. Any service delivery requested outside standard business hours may be subject to an additional charge.  
This service planning phase includes the following activities:  
• Verifying that all prerequisites for delivering the service are met before the service specialist arrives onsite  
• Gathering installation data to prepare a draft installation document  
• Answering any Customer questions  
• Developing a schedule of tasks for the service |
| **Service deployment**      | The deployment activities include:  
• Installing and configuring CV EVA 3.2 or later on the Storage Management Appliance or on a management server provided by the Customer  
• Installing the Storage Node Manager either on the Storage Management Appliance or on a management server provided by the Customer  
• Providing the Customer with the installation report |
| **Installation verification tests (IVT)** | The service specialist will run the appropriate installation verification tests to validate that the configuration is correct and is documented in the installation report. |
| **Customer orientation session** | As the final part of the service, an HP system administrator will conduct a customer orientation session, not to exceed 2 hours, to review the following with the Customer: |
• The installation report
• The configuration and basic features of the Command View software and Storage Node Manager software
• Activation of the 60-day evaluation licenses or demonstration of how to activate them so the Customer can try out the other features of OpenView SAM
• Basic functionality supplied in the OpenView SAM modules; the Customer will also be provided with an OpenView SAM demo
• Typical daily operational tasks that would be performed by the Customer, such as adding a Vdisk, deleting a Vdisk, adding several physical disks and creating a new disk group, adding user-defined storage devices, and changing discovery ranges

Service eligibility

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

• EVA site preparation must be performed and power and environmental specifications met prior to delivery of the service.
• OpenView Storage Operations Manager licenses must have been purchased.

Service limitations

Services such as, but not limited to, the following are excluded from this service:

• Any services not clearly specified in this document
• Services required due to causes external to the HP-maintained hardware or software
• Service deployment on hardware not covered by an HP warranty or HP support agreement
• Service deployment on hardware covered by a third-party maintenance contract
• Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
• Planning, design, implementation, or assessment of the Customer’s overall SAN or fabric architecture
• Any documentation other than that mentioned in this data sheet
Customer responsibilities

The Customer will:

• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
• Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
• Ensure that all service prerequisites as identified in "Service eligibility" 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
• 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
• Allow HP full and unrestricted access to all locations where the service is to be performed
• Be responsible for all data backup and restore operations

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-evaluate the charges for this service should the Customer not, within 90 days of purchasing this service, schedule and provide for its subsequent delivery.
• HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer may provide to HP.

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