

Statement of Work to *Customer* for Solution Evolution Bundle Deployment Services from Hewlett-Packard Australia Pty Ltd



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HP TS IDS Solution Architect
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Deployment Services for Customer

Project ID No.: TS-PS-08083



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1 Service Offerings for HP Solution Evolution Bundles

This service covers basic hardware and software installation options for the HP Solution Evolution bundles.

This service covers installation for the following selected products:

1. *List specific products and options ordered*

2 Scope of Services

2.1 Base Hardware Installation Service

2.1.1 Server

2.1.1.1 Deployment Activities

Service planning

An HP service delivery specialist will confirm with the Customer that any required prerequisites have been met, and 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.

Service deployment

Onsite server hardware integration and configuration includes the following:

- Integration of all server hardware components
- Racking of server into an HP Rack System, if applicable
- Interconnection of server power and network cables
- Establish network connection up to default configuration.
- Familiarise operators with the equipment and steps for daily care.
- Instruct Client on how to place software and hardware support calls to HP.
- Configure Web or LAN console functionality.

Operating system environment configuration includes the following:

- Boot-up of HP-supported versions of Microsoft® Windows® Small Business Server (Essentials or Standard) to default configuration, for a Clean Install.
- Highlight next Customer steps ("Getting Started Tasks") and hand over to Customer to complete software customisation.

Installation verification tests (IVT)

HP will run the appropriate installation verification tests required for this service.

2.1.2 Storage

HP Services will perform the physical unpacking, installation, and initialisation of the storage appliance.

2.1.2.1 Deployment Activities

Service planning

An HP service delivery 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 HP and the Customer, which shall be

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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.

Service deployment

The deployment activities will include:

- Unpack the product, perform initial inspection, and set up product hardware and power connectivity.
- Install and connect the storage device using customer-provided cables.
- Initialise the Storage Server/NAS head using the web UI. This includes setting the network address and appropriate domain variables in the Storage Server/NAS operating system.

Deployment activities do not include:

- Installation and/or configuration of backup software
- Configuring and/or running backups

Installation verification tests (IVT)

HP will run the appropriate installation verification tests required for this service.

2.1.3 Networking

2.1.3.1 Deployment Activities

Service planning

An HP service delivery 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 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.

Service Deployment

Service Deployment activities will include:

- Collation of documentation and information required to perform installation service
- Unpacking and verification of the new device
- Confirmation of appropriate software revision levels, as needed
- Rack mounting of new HPN products
- Connection of external devices to your new HPN product based on the cabling map, using your pre-labeled and terminated data cables (maximum number of data cables to be connected will vary by product)

Installation verification tests (IVT)

HP will run the appropriate installation verification tests required for this service.

Customer Orientation Session

Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

2.1.4 Hardware Installation Services Limitations

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

- Application integration or integration of third-party products or peripherals not included with the system
- Application or software configuration services
- Installation and/or configuration of backup software.
- Migration from any previous operating systems or previous versions of Microsoft® Windows® Small Business Server.
- Service deployment on hardware and/or software not covered by an HP warranty or HP support agreement (except as noted in the 'Service eligibility' section)
- Service deployment on any product covered by a third-party support agreement
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Planning, design, or assessment of the Customer's computing environment, except to identify service prerequisites for the product being installed (with the exception of specific activities denoted in the 'Deployment Activities' section)
- Reconfiguration of a factory-racked and -configured solution
- Reconfiguration of the Customer's existing IT infrastructure
- 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
- Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, and vibration levels, and determination of whether the data centre's raised floor has sufficient structural capability to accommodate the weight of the library to be installed
- Installation of software products as part of basic hardware installation, except as specifically stated in the 'Deployment Activities' section; such installation may require the purchase of additional HP Installation Services
- For factory-racked solutions, installation of more than one rack and/or at more than one site
- Any services not clearly specified in this document

2.1.5 Hardware Installation Services Customer Responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites, as identified during service planning, have been met prior to the delivery of this service
- Uncrate the equipment (if applicable) and place it in the immediate location where the installation service will take place
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information, e.g., IP addresses; ensure that all hardware, firmware, and software that the HP 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 HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Be responsible for the disposal of the packaging materials
- For printer network setup, be responsible for programming of the IP address and network settings and verification of network printing functionality
- Ensure that all cabling has been preinstalled, pre-tested, and pre-labeled
- Provide a cabling map that diagrams each pre-labeled cable that is to be plugged into the device being installed

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- Ensure that site preparation (for example, power, cooling, rack installation, and so on) has been completed at the location where the hardware will be installed
- Ensure that all hardware the HP service delivery specialist will need in order to perform this service is available in the location where the device will be installed
- Ensure the rack or mounting surface to which the device will be attached has been prepared for device installation
- Allow the HP service specialist full and unrestricted access to all locations where the service is to be delivered
- Have available rack-mount kits with appropriate HP approved rack mount kits or hardware
- Ensure that the installation of the new HP networking device will not interfere with normal operation, or plan for the downtime of the network; HP will not be responsible of any network downtime.
- Provide a working internet connection to complete installation tasks.

2.2 Installation Option – Microsoft SQL Server 2008 R2 for Small Business

HP Installation Service for the Microsoft SQL Server Software consists of the installation of SQL Server on a standalone member server.

2.2.1 Deployment Activities

Service planning

An HP service delivery 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 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.

Service deployment

The deployment activities will include the following:

- Install and configure SQL Server 2008 R2 in a startup environment (upon agreement with the Customer on the proposed SQL environment)
- Run SQL Server 2008 R2 setup
- Download and install any supplemental software, as required, to complete setup (e.g. .Net Framework 3.5 SP1, Windows Installer 4.5)
- Verify setup complete via Setup Summary log.

Installation verification tests (IVT)

HP will run the appropriate installation verification test required for this service through a practical demonstration of the operation of the database server, which will include:

- Use of the sample database and the database administration tools as appropriate to verify database integrity
- Opening and viewing information from sample databases
- Rebooting the system to verify database startup and services startup

Customer orientation session

The HP service delivery specialist will conduct an orientation session up to 20 minutes long on the product and technology, including a review of the database server configuration with the Customer.

2.2.2 Service eligibility

To be eligible for delivery of this service, the Customer must have a licensed copy of Microsoft SQL Server software.

2.2.3 Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP 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
- Restoration of the current customer database
- Upgrade from other SQL versions

2.2.4 Customer responsibilities

The Customer will:

- Contact an HP service delivery specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party– maintained hardware and software (if applicable) with HP
- 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 that all service prerequisites as identified under Eligibility are met
- Ensure that all hardware, firmware, and software that the HP service delivery specialist will need in order to deliver this service are available
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Have sufficient resources on the affected systems to run the tools required to deliver this service
- 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

3 Assumptions

This section lists all items which have been assumed in the determination of pricing.

This is not an indication that HP cannot provide any items that may be listed. Customer may request any item be included in this proposal.

Variances between these assumptions and actuality may result in pricing modifications.

- Pricing is applicable for all Deployment Services work to be performed during business hours. HP's standard business hours are; Monday to Friday 08:30-17:00 excluding locally observed public holidays
- Pricing is applicable to services stated only and excludes any hardware, products or media
- All work will be completed in a single site visit. Additional visits to site may incur additional charges.
- Any modifications to the Proposal will need to be in writing and a copy signed by both parties. Changes to this scope may result in additional charges incurred by the client
- HP Solution Services staff appointed to this project will be given free access to the physical equipment and site to perform all work
- Costs or delays caused by information and/or decisions made by Customer, or delays induced by the availability or performance of the Customer's Equipment and/or Staff, are the responsibility of Customer
- If this engagement is cancelled or re-scheduled, within 2 business days of the agreed engagement date, cancellation charges may apply if resources are unable to be re-allocated.

4 Dependencies

In order to deliver the Consulting Services defined in this Statement of Work, HP has found that the following dependencies must be met:

- Hardware on site
- Environment ready
- All necessary backups completed
- Customer end-user customer contacts available
- Proposed date & time confirmed by Client

A dependency is a task which HP relies on to be completed or else the project will be put into risk. If one or more dependencies cannot be met, HP reserves the right to renegotiate the price, schedule and/or terms and conditions for this Statement of Work.

5 General Provisions/ Other Exclusions

The delivery of the services provided by this Statement of Work excludes the following:

- Provision of hardware, licences and patch kits
- 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.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- The ability of HP 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.
- Any services provided outside of HP standard business hours may be subject to additional charges.
- Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.
- Travel charges may apply in some geographic locations. Please contact your local HP representative for detail.
- Activities such as, but not limited to, the following are excluded from this service:
 - Service deployment on hardware not covered by an HP warranty or service maintenance contract
 - Service deployment on hardware covered by a third-party maintenance contract
 - Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
 - Service required due to causes external to the HP maintained hardware or software
 - Any services not clearly specified in this document
- A Project manager is not included as part of this service

Customer will have the following responsibilities for this project:

- Allow HP full and supervised access to all locations where the service is to be delivered
- Customer is responsible for all data backup and restore operations
- Customer will be responsible for all Change Management and Outage Approvals prior to any work commencing and for Risk Management.
- Customer will ensure an appropriately knowledgeable representative is available throughout the works to supply relevant information and assist with decisions that may be required, e.g. systems access etc
- Ensure server and any racking components are compatible with destination rack.
- Ensure all power and data cables in place and functioning
- Ensure that the site, cable runs, and power outlets conform to all local fire and electrical codes and to HP's recommended specifications
- Have all customisation requirements such as logical volumes, RAID settings, and network settings (host name, IP address, subnet, gateway) documented prior to arrival of the HP service specialist