

HP Backup and Recovery Solution Service for Data Protector (Level 2 and Level 3)

HP Services

Technical data



This service consists of installation of the Data Protector backup software for the supported environment according to HP's quality standards by a trained service specialist.

HP Backup and Recovery Solution Service for Data Protector provides for the implementation of the Data Protector software in a supported SAN or non-SAN environment. The two levels of service described here are based on the size and complexity of the backup environment.

Service benefits

- Installation in accordance with product manufacturer's specifications and your business's configuration requirements
- Validation of the design, configuration, and utilization of backup environment
- A project manager to manage the implementation of the service
- Reduced implementation time and impact on the backup environment
- The ability to achieve more effective data management
- Expedited installation, if all service prerequisites met before service is performed
- Availability of a service specialist to answer questions during the onsite portion of the delivery
- Delivery of the service at a mutually scheduled time
- For Level 3, availability of custom installation through the SOW (Statement of Work)
- Documentation of the deployed backup environment

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests
- Customer orientation session
- Project management

Specifications

Table 1. Service features

Feature	Delivery specifications
	HP Backup and Recovery Solution Service for Data Protector has two levels of service, Level 2 and Level 3, to address diverse Customer needs. Both levels include the following service features:
Service planning	<p>An HP service specialist or project manager will schedule the delivery of the service at a time mutually agreed upon between 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.</p> <p>HP Backup and Recovery Solution Service for Data Protector Level 2 is designed for Customers with medium-complexity backup environment. The service includes HP project management, which provides the Customer with a single contact person for the implementation of this service.</p> <p>HP Backup and Recovery Solution Service for Data Protector Level 3 is designed for Customers with very complex backup environment, or who need to have the backup environment integrated into an existing IT management environment. The service includes HP project management, which provides the Customer with a single contact person for the implementation of this service.</p>
Service deployment	<p>Level 2 deployment activities will include the following:</p> <ul style="list-style-type: none">• Environment assessment—analysis of the overall Customer storage environment and how the backup software will integrate into that environment• High-level design planning—identify the backup configuration to address the Customer's environment and business needs• Detailed design planning—review and verification of the logical and physical design of the backup environment and its components• Implementation planning and scheduling—development of the implementation plan, identifying the steps, roles, responsibilities, and timeline for the implementation• Verification of prerequisites—facilities review and verification of the backup environment (arrays, tape libraries, hosts)• Software installation and configuration—installation and configuration of the backup software according to the design and quoted configuration; based on the quoted configuration, this may include the installation and configuration of the cell manager, installation server(s), media agents, manager of managers, clients, and quoted optional agents, as well as creation of the appropriate pools, schedules, and directives• Functional connectivity testing of hardware and software—execution of hardware and software diagnostics and connectivity tests <p>Level 3 deployment activities will include those activities identified in Level 2 and may also include any of the following:</p> <ul style="list-style-type: none">• Integration testing and verification of the backup environment with the Customer's existing management environment (HP OpenView, Tivoli, CA)• Split-mirror backup implementation, direct or serverless backup implementation, zero downtime backup implementation, HP OpenView Storage Media Operations implementation, disk-based backups, Virtual Tape Library implementation, or integration with HP-approved third-party applications
Installation verification tests (IVT)	<p>After the backup software is installed and operational, and in order to confirm product functionality and adherence to HP installation quality standards, HP will perform appropriate installation verification tests for the chosen level of service and options per the quoted configuration, such as the following:</p>

- Testing of the tape drives and tape library functions
- Testing to validate the presence of the tape library devices and their accessibility from the appropriate hosts
- Testing of no more than two backup volumes per host OS type and application
- Testing of cluster backup and failover

Customer orientation session

Upon completion of the installation, the HP service specialist will conduct an orientation session, not exceeding 4 hours, on the product and technology and will:

- Familiarize the Customer with how to verify and manage the tape library
- Review the backup software implementation, configuration, and documentation
- Review the Customer's support procedures for the backup software products

Project management

The HP project manager will work with the Customer to manage the integration, development, and delivery of the service during normal HP business hours. The project manager will provide the activities detailed below either remotely or onsite, at the discretion of HP. The project manager will:

- Manage any HP resources required for the delivery of the service
 - Develop the Statement of Work (Level 3 only), which defines the scope of the services to be delivered
 - Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service
 - Act as the liaison and single point of contact between HP and the Customer
 - Develop the project schedule and manage the project against the defined timelines
-

Service eligibility

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

- The Customer must ensure that all supported hosts are at supported OS revision and patch levels and are logically attached to backup devices (such as tape libraries).
- The Customer must ensure that any applicable HP-supported hardware is installed per HP specifications, including NAS and/or SAN infrastructure devices such as Fibre Channel switches, disk arrays or other online storage, and backup devices such as tape libraries.

Service limitations

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

- Creation or debugging of backup scripts
- Planning, design, implementation, or assessment of the Customer's overall NAS, SAN, or fabric architecture
- 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
- 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 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/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 "Service Eligibility" are met
- Ensure that all hardware, firmware, and software that the HP service 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
- 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
- Be responsible for the pulling and installation of all fiber cables

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.
- 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 provides 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

©2003, 2004, 2005 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Technology Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit SS5 or the HP Care Pack Support Service Agreement.