

HP Installation and Startup Service for VMware Virtual Infrastructure

HP Services

Technical data



HP Installation and Startup Service for VMware Virtual Infrastructure will provide you with a pre-installation session with an HP service specialist, installation and configuration of VMware Virtual Infrastructure, and an orientation session to help familiarize you with the product functionality.

The Installation and Startup Service of VMware Virtual Infrastructure is available in four package variations to help you best match your deployment needs with your VMware Virtual Infrastructure software licenses. Each package includes scheduling time to meet with the HP service specialist and prepare for the installation, deploying the software package, configuration of the software, and a customer orientation session. See the "Service deployment" section below for details on the service deliverables.

Package 1: Installation and Startup of Virtual Infrastructure Starter (1 day)

Package 2: Installation and Startup of Virtual Infrastructure Standard (2 days)

Package 3: Installation and Startup of Virtual Infrastructure Enterprise (5 days)

Package 4: Customized services based on a Statement of Work (SOW), which may include environment assessments, virtualization consulting, or custom installation and startup.

Service benefits

- Installation and startup by an HP technical specialist

- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

Service features highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will plan all the necessary activities, including the identification of any prerequisites, 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	<p>Service deployment for Package 1: Virtual Infrastructure Starter includes the following:</p> <ul style="list-style-type: none"> • Install VirtualCenter server • Install 1 ESX server • Create and configure 1 virtual machine (VM) <p>Service deployment for Package 2: Virtual Infrastructure Standard includes the following:</p> <ul style="list-style-type: none"> • Install VirtualCenter server • Install 2 ESX servers with VMFS and virtual SMP • Create and configure 1 VM • Create a copy of the VM on the first ESX server • Create up to 2 copies of the VM on the second ESX server <p>Service deployment for Package 3: Virtual Infrastructure Enterprise includes the following:</p> <ul style="list-style-type: none"> • Install VirtualCenter server • Install up to 4 ESX servers with VMFS and virtual SMP • Create and configure up to 2 different virtual machines • Create up to 2 copies of one of the configured virtual machines on each ESX server • Customer may choose 1 of the following: <ul style="list-style-type: none"> - Configure a sample VMware DRS - Configure a sample VMware consolidated backup
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.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must be properly licensed for the Virtual Infrastructure product to be installed (Starter, Standard, Enterprise).

- The Customer must meet the hardware prerequisites for the Virtual Infrastructure product to be installed (Starter, Standard, Enterprise).
- Customer networks must be configured properly in accordance with the product documentation and completed in advance of HP's delivery of this service.
- For Virtual Infrastructure Enterprise, in order to demonstrate the VMotion functionality, the Customer will need to satisfy the network requirements according to the VMware Virtual Infrastructure product documentation.
- The Customer must have the appropriate operating system licenses.

Service limitations

- Customer environment assessments and consulting are not included as part of this service. Services outside the scope of the deliverables of this service may be performed as a custom service (Statement of Work).
- Physical-to-virtual (P2V) migrations are not included as part of this service and are available separately as a custom service (Statement of Work).
- VMotion will not be demonstrated as part of the Virtual Infrastructure Starter or Standard Installation and Startup 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 in the 'Service eligibility' section have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed

General provisions/Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

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 provides to HP.

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 unauthorized 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

Ordering information

This service can be ordered using the following service part number(s):

Package 1: Virtual Infrastructure Starter Installation & Startup—UF370E or HA114A1-5N0

Package 2: Virtual Infrastructure Standard Installation & Startup—UF366E or HA114A1-5N1

Package 3: Virtual Infrastructure Enterprise Installation & Startup—UF367E or HA114A1-5N2

Package 4: Virtual Infrastructure Custom Installation (Statement of Work)—HA329A1 or HA329AE

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

HP support services: www.hp.com/hps/support

HP Care Pack Services: www.hp.com/hps/carepack

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