



HPE GREENLAKE MANAGEMENT SERVICES AS PART OF HPE GREENLAKE SERVICES STATEMENT OF WORK

1. OVERVIEW

HPE GreenLake Management Services (GMS) provides remote infrastructure and application monitoring, management, and optimization according to HPE best-practice technology and service management principles and processes for the Systems. The service combines HPE best practices along with utilization by HPE of tools that provide automation for remote onboarding and management of the technologies to be supported as more fully described in this data sheet. The service as described in this data sheet is only available for inclusion under an HPE GreenLake Services SOW and is not available for purchase separately.

Any defined terms used in this data sheet will have the meaning ascribed to them in the mutually agreed SOW. HPE GreenLake Management Services are available in the following two service tiers:

- **Essential Management Services:** HPE will perform certain activities to help keep the Systems running and up to date as identified in this document. This will include core activities, more specifically, incident management and administration activities to maintain the functionality of the Systems. HPE will implement predefined configuration changes on Customer request that extends into configuration and operation of the hardware and operating environment.
- **Enhanced Management Services:** In addition to the Essential Management Services tier, this tier can be added to provide additional activities. If included, HPE will recommend and perform certain administration activities designed to optimize the functionality of the Systems, and implement ad hoc/complex configuration changes upon Customer request. This will extend beyond core activities provided under the Essential Management Services and provide more advanced administration activities and focuses on performance and optimization tuning and advice for the Systems.

Additional details on the specific activities per System type and service tier are described in the supplemental document [“HPE GreenLake Management Services System Operations & Administration Activities Reference Guide”](#).

The GMS service tier(s) to be provided to the Customer are defined in Section 2.1.f of the HPE GreenLake SOW to which this data sheet is incorporated.

2. SERVICE BENEFITS

The service is designed to provide the following benefits:

- Free up Customer operational resources from the day-to-day overhead of maintaining an optimized IT environment
- Reduce the costs and overhead needed to acquire and maintain the technical skills required to manage cloud environments, considering the need for 24x7 operations
- Reduce the costs and overhead of integrating new or existing monitoring tools with technologies being deployed
- Help gain advanced insight and analytics into the day-to-day operational status of the Systems
- Help gain insight over time of the performance of the Systems to aid in making strategic decisions based on that information
- Leverage HPE investments in tooling and automation to help maximize efficiency and effectiveness of IT operations

3. SERVICE FEATURES

HPE GreenLake Management Services provides the following:

- Service implementation
- IT service management
- System operations and administration
- Relationship management

4. SERVICE FEATURE SPECIFICATIONS

4.1 Service implementation

HPE will follow a phased approach with the goal to provide a smooth transition to the HPE GreenLake Management Services. In addition to the Customer responsibilities set forth in this data sheet, HPE and Customer will mutually agree upon the necessary activities, along with owners and timelines in order to enable HPE to provide the HPE GreenLake Management Services. These activities will be managed as a discrete project (herein after referred to as the **Implementation Project**) consisting of the phases and related workstreams described in the following sections, which must be completed before ongoing service delivery can commence. The timescales and activities for each phase, including the mutually agreed acceptance criteria for such phases as described below will be documented in an **Implementation Project Plan**. The implementation period will vary according to the Systems in scope and will be defined in the Implementation Project Plan. Before starting the Implementation Project, the Customer must meet the following prerequisites:

- Customer must provide a High Level Service Design (HLSD) detailing the Systems, including all information requested by HPE, for example, topology and configuration of the Systems.
- HPE must be granted exclusive access rights to the Systems by the Customer.
- Further specific assumptions relating to the Implementation Project are provided in the [Primary Customer responsibilities](#) section in the following section.

The Implementation Project will be split into the following phases. These phases, including any applicable acceptance processes are more fully described as follows.

- Initiation phase
- Joint verification phase
- Design and implementation phase
- Acceptance into operations phase
- SLO operations and closure phase
- Final acceptance phase

Implementation project phase acceptance: Mutually agreed objective acceptance criteria will be defined and documented within the Implementation Project Plan for the three acceptance milestones for the Implementation Project. These occur at the following phases:

1. At the end of the Joint Verification Phase, acceptance regarding readiness of the Systems for GMS service delivery by HPE will occur.

The acceptance process and objective acceptance criteria will include validation that the Systems meet the requirements set forth in the [Primary Customer responsibilities](#) section. The objective criteria on which acceptance of the Joint Verification Phase is based is called Infrastructure acceptance criteria.

2. At the end of the Acceptance into Operations phase, the objective Acceptance into Operations criteria for accepting the Systems into operations will be based on tests performed of the tools and processes implemented within the individual workstreams.

3. At the end of the SLO Operations & Closure phase, final acceptance will take place. The parties will mutually agree upon objective acceptance criteria to validate that all processes and tools are in place and operational in order for HPE to manage the Systems. The criteria on which final acceptance is based is called Project acceptance criteria.



Initiation phase: In the Initiation phase, HPE will work with Customer to define the specific scope, activities, and timelines of the Implementation Project, which will be documented in the Implementation Project Plan. Project teams and a steering committee will be agreed and assembled followed by an initial kick-off meeting to commence detailed planning.

After completion of the Initiation Phase, the following phases will occur in the following order, with the exception of the Connectivity Workstream:

Joint verification phase: In this phase, all assumptions will be checked and validated by HPE in consultation with Customer. All Systems and all related processes will also be assessed and verified based on the following aspects:

- Verification of the Systems: Quantities, model, type, and Configuration Management Database (CMDB) information
- Verification that the System configurations are suitable for meeting SLO targets
- Verification that the Systems are accessible, up-to-date, have required security features and are documented
- Verification that the Systems have the required support/maintenance contracts
- Verification that the environment in which the Systems are located conforms to HPE requirements including temperature, humidity, UPS, security, access rules, and so on
- Validation of the High Level Service Design

The agreed acceptance process will be performed to verify/check if the Systems meet the defined Infrastructure acceptance criteria. Each deviation will be documented and impact will be defined and listed in a deviations document, with any actions, owners, and timelines identified. If any changes are required as a result of this activity, they will be addressed via the Change Management process as detailed in the HPE GreenLake Statement of Work Account Support Plan.

Design and implementation phase: Specific workstreams will be initiated during this phase of the Implementation Project as described below with each having its own tasks and timeline as documented within the Implementation Project Plan. Each workstream will deliver their input to develop the Detailed Level Service Design (DLSD) document which will be consolidated and documented during this phase with all required information for each workstream as described in the following section.

In the following paragraphs, the workstreams within this phase are described separately.

- **Connectivity workstream:** Working with the Customer, HPE will: i) confirm and detail the connectivity to be implemented to enable delivery of these HPE GreenLake Management Services, including transport protocol and security measures, and ii) test and implement the connectivity. Connectivity is known to be on the critical path. This workstream will commence as soon as possible after Project Initiation.
- **Monitoring tooling workstream:** The configuration of the HPE GreenLake Management Service monitoring tools will be defined and documented within the DLSD. After review by both Customer and HPE, the tooling will be implemented according to the DLSD, including Event Management principles such as the Event categorization and prioritization. Connectivity must be in place before monitoring can be implemented.
- **Service management workstream:** Service management processes and procedures will be documented in the Daily Agreed Procedures (DAP) in collaboration with the Customer. These will include interface documents as well as change type definitions and specific service level reporting. Service management tooling will be implemented to support the agreed processes.
- **Knowledge transfer workstream:** HPE will work with the Customer to gather necessary information on existing operational documentation, tasks and activities. Customer is responsible for providing all information requested by HPE to ensure an effective and efficient knowledge transfer process. This will include items such as deployment, failover, recovery, and security procedures. During transfer, processes and activities will be tested by HPE with any deviations noted and required actions documented along with owners and timelines. Information gathered will be documented in the Detailed Level Service Design document.

Acceptance into operations phase: Following completion of the **Design and Implementation phase**, the **acceptance into operations** phase will commence by performing several integral tests pursuant to the agreed objective project acceptance criteria for completion of this phase. These tests will be performed by simulation of real-life cases with Customer involvement to validate the end-to-end result of the implementation (simulation sessions). If acceptance does not occur, each deviation will be described and impact will be defined and listed in a deviation document. Customer and HPE will review the deviations and mutually agree upon next steps to correct any deviations within a reasonable time frame.

Once completed, SLO operations and closure phase will commence.



SLO operations and closure phase: During this phase, HPE will deliver the GMS based on the Service Level Objectives (SLOs), however deviations of the SLO may occur. Any discrepancies that occur will be investigated and addressed, with any adjustments made to the service as needed and in agreement between HPE and Customer. This is intended to be a **prehandover** period, with the preceding Customer's operations team still in place to assist where necessary, and will typically last for a period of two months. Detailed timelines for this phase will be established during the Initiation Phase and documented within the Implementation Project Plan.

Final acceptance phase: After successful completion of the SLO operations and closure phase, as determined by HPE, final acceptance testing will take place using the agreed project objective acceptance criteria. Once acceptance occurs, the Service Implementation project will be completed and full GMS operations will commence with HPE responsible for provision of the GMS as set forth herein.

Service implementation output

At a high level, the Implementation Project described in the previous section will provide the following tasks or deliverables:

- Mutually agreed upon:
 - Project plan and planning
 - Connectivity requirements
 - Objective infrastructure acceptance criteria
 - Objective project acceptance criteria
 - Infrastructure objective acceptance criteria
 - Process interfacing documents (DAP)
 - List of standard changes
 - Governance document
 - Service level reports (based upon standard reporting)
 - Detailed Level Service Design document
- Successful completion of the following:
 - Kick-off meeting
 - Verification tasks completed
 - Connectivity implemented
 - Monitoring tooling implemented
 - Service management tooling configured
 - Knowledge transfer
 - HPE-GMS simulation session
 - HPE Service Desk operational
 - HPE-GMS Governance in-place
 - Acceptance testing completion and sign-off at identified phases

4.2 IT service management (ITSM)

ITSM refers to the implementation and management of quality IT service, enabled by service management tools and based on ITSM norms and best practices. HPE will provide the following ITSM processes; specific roles and responsibilities are identified in the corresponding tables.

Event Management: HPE will provide Event Management services that will receive, respond to, categorize and log Events generated by the Systems. Events requiring additional action will be logged as Incidents or Request for Change according to their nature. The following table shows the specific HPE and Customer activities that will be performed.



Legend: R = Responsible, A = Accountable, C = Consulted, I = Informed

Event Management	Customer	HPE
Determine event criticality and identify the required control action	I	A/R
Create ticket to initiate control action	I	A/R
Maintain monitoring tooling, equipment, and processes	I	A/R
Maintain predefined thresholds for system alert	I	A/R
Manage automatic system alert process	I	A/R
Maintain linkage to the Customer's network	I/R	A/R

Incident Management: HPE will implement an Incident Management process that will respond to and resolve Incidents related to the Systems. The process will manage an Incident throughout its lifecycle through closure by HPE, including Incident registration, categorization, prioritization, investigation and diagnosis, Incident Resolution and closure. The process will encompass communications and dialogue with the Customer throughout the life of the incident in order to resolve the incident in an agreed manner. The following table shows the specific HPE and Customer activities that will be performed.

Incident Management	Customer	HPE
Notify HPE of Incident using agreed method	A/R	I
Register the Incident within the HPE Incident Management tool and update the entry throughout the lifecycle of the Incident	I	A/R
Categorize and work with Customer to prioritize Incident based on agreed prioritization criteria	C/I	A/R
Investigate and make an initial diagnosis regarding the cause of the Incident based upon available information	I	A/R
Identify appropriate actions to be taken based on the contracted service level as set forth below	I	A/R
Provide approval to implement identified actions intended to address the Incident in a timely manner	A/R	C/I
Submit service ticket on behalf of Customer for Incidents on supported hardware, operating system, or software as provided for within the relevant HPE maintenance contract for the affected device	I	A/R
Monitor Incident progress and escalate within HPE and Customer organizations as may be required	I	A/R
Close Incident	I	A/R

Problem Management: HPE will implement a Problem Management process to address repeated or Priority 1 Incidents, as identified by HPE encountered within the Systems. The process will consist of problem identification, registration, root cause analysis, potential Workaround, corrective action and reporting of problems identified. The following table shows the specific HPE and Customer activities that will be performed.

Problem Management	Customer	HPE
Identify problems related to the Systems based on repeated or Priority 1 Incidents	I	A/R
Register problems within HPE Problem Management tool	I	A/R
Identify potential Workaround that may be implemented where possible	C/I	A/R
Investigate identified problems to help identify root cause and possible corrective actions required	C/I	A/R
Initiate Request for Change (RFC) for the implementation of corrective measures identified	I	A/R
Monitor problem progress, issue monthly reporting	I	A/R
Close problem within HPE problem management tool	I	A/R

Recommendations resulting from Problem Management activities will be logged as Requests for Change and handled according to the Change Management process.



Change Management: HPE will implement a Change Management process relating to changes to be made to the Systems. The process will co-ordinate HPE's activities in relation to the implementation of those changes; the Customer is expected to maintain ownership of change evaluation and authorization including Change Advisory Board (CAB) facilitation.

If changes to the Systems impact the scope of the GMS described in this data sheet, the changes will be subject to the Change Management process as detailed in the Account Support Plan.

The following table shows the specific HPE and Customer activities that will be performed.

Change Management	Customer	HPE
Submission of an RFC on behalf of the Customer	A/R	I
Submission of an RFC on behalf of HPE	I	A/R
Attendance at CAB relevant meetings for changes affecting the Systems	I	A/R
Assessment and authorization of the implementation of an RFC	A/R	C
Implement Standard change	C	A/R
Implement Normal change	C/I	A/R
Implement Minor change	C/I	A/R
Implement Major change	R/C	A/R
Implement Emergency change	R/C	A/R
Monitor progress of RFC	C/I	A/R
Evaluate RFC post implementation	A/R	C
Close RFC	C/I	A/R

Service Request Management: HPE will implement a Service Request Management process to provide for the implementation of standard predefined changes that do not need to follow the full Change Management process, or to process common requests that may occur. The following table shows the specific HPE and Customer activities that will be performed.

Service Request Management	Customer	HPE
Define standard changes or requests that can be implemented via Service Request Management	C/I	A/R
Submission of a Service Request on behalf of the Customer	C	A/R
Submission of a Service Request by the Customer	R	A/R
Implement Service Request	C	A/R
Monitor progress of Service Request	C	A/R
Evaluate Service Request post implementation	A/R	C
Close Service Request	C	A/R

Release Management: HPE will monitor software releases and their applicability to the Systems, contingent upon the agreements in place between Customer and the relevant software vendors, and according to the Operating System Patch Analysis and Management services being included within the associated HPE Datacenter Care service as documented in the Account Support Plan.

Release Management applies to the following types of software if included in the Systems:

- **Operating system software:** Refers to operating system software like Windows and Linux®
- **System software:** Refers to technical software implemented to run and/or support the infrastructure platform. Examples are VMware®, Monitoring tooling, (storage) system firmware, and so on

GMS Release Management services are dependent on all products installed in the Systems being covered within an active maintenance contract that provides access to system and operating system documentation and updates.



The following table shows the specific HPE and Customer activities that will be performed.

Release Management	Customer	HPE
Monitor available Minor, Major, and Emergency Releases relating to operating system software in the Systems	I	A/R
Provide recommendations on operating system releases and updates applicable to the Systems	I	A/R
Provide authorization for the implementation of applicable operating system releases and updates	A/R	I
Provide Software Product and Documentation Updates for system software on the Systems	R	I
Implement operating system software releases via the Change Management process	C	A/R
Monitor available Minor, Major, and Emergency releases relating to System software covered under relevant support contracts	I	A/R
Provide recommendations on system software releases and updates applicable to the Systems	I	A/R
Provide authorization for the implementation of applicable system software releases and updates	A/R	I
Implement supported operating system and supported system software releases (via Change Management)	C	A/R
Maintain Definitive Software Library (as utilized by Customer)	A/R	I
Procure and make available System and Operating System software licenses	A/R	I

Configuration Management: HPE will create and maintain a Configuration Management Database (CMDB) that will be used for the purposes of delivering these GMS and facilitating ITSM activities. The CMDB will contain relevant configuration information relating to the Systems. CMDB information will be available to the Customer, and standard reports can be generated for Customer use upon request or as defined during the Implementation Project, however the CMDB should not be considered as a replacement for a broader and more comprehensive CMDB encompassing the whole of the Customer’s IT environment. The following table shows the specific HPE and Customer activities that will be performed.

Configuration Management	Customer	HPE
Own and implement GMS service CMDB	I	A/R
Create documentation within CMDB relating to the Systems	I	A/R
Update documentation and/or CMDB relating to Systems following changes performed by HPE	C/I	A/R
Update documentation and/or CMDB relating to Systems following changes performed by Customer	A/R	C/I

Capacity Management: Based upon Customer’s capacity requirements and Key Performance Indicators (KPIs), HPE will maintain a capacity plan relating to the Systems, based on Customer analysis of their capacity requirements in relation to business demand. The following table shows the specific HPE and Customer activities that will be performed.

Capacity Management	Customer	HPE
Identify and define the internal and external capacity demand and Patterns of Business Activity (PBA)	A/R	C
Define and document capacity requirements and KPIs for the Systems	A/R	C
Document, maintain, and communicate capacity plan, showing progress of actual vs. planned capacity	I/C	A/R
Implement and maintain capacity monitoring thresholds	A/C	R
Identify capacity changes required to meet Customer capacity demands	A/R	I
Provide additional infrastructure capacity/resources as may be required to meet business requirements	A/R	I/C
Perform capacity changes via Change Management	A/C	R



Availability Management: Working with Customer, HPE will document and maintain an availability report relating to the Systems, based on Customer analysis of their availability requirements in relation to business demand and expectations. The following table shows the specific HPE and Customer activities that will be performed.

Availability Management	Customer	HPE
Identify and define the internal and external availability demand	A/R	C
Define and communicate availability requirements and KPIs for the Systems	A/R	C
Document, maintain, and communicate availability reporting, showing progress of actual vs. planned availability	I/C	A/R
Recommend configuration or related changes intended to help improve availability	A/C	R
Provide for additional infrastructure or resources as may be required to implement HPE recommendations or meet availability requirements. Changes and additions to be managed via the Change Management process	A/R	I/C

4.3 System operations and administration

HPE will remotely monitor and manage the Systems, performing certain operational and administrative activities. These activities are dependent on the technologies specified in the SOW and may include the following:

- Health status and availability monitoring
- Checking of critical system log files
- Creation and maintenance of Standard Operating Procedures (SOPs)
- Performing regular scheduled maintenance procedures according to agreed SOPs
- Disk maintenance (cleaning, defragmentation)
- Availability, capacity, and performance reporting
- Capacity additions
- Hypervisor and guest VM administration
- Optimization of VM distribution within a hypervisor
- Creation and maintenance of system images
- Patch and firmware management
- System/device configuration changes
- Adding/deleting user accounts

For further detailed information relating to the specific activities to be performed for the Systems encompassed by the HPE GreenLake SOW, please refer to the supplemental document [“HPE GreenLake Management Services System Operations & Administration Activities Reference Guide”](#).

Note:

- For “HPE GreenLake for Compute” configurations, HPE will provide management of the installed operating system as well as the underlying hardware infrastructure. Operating system configuration and functionality remains the responsibility of the Customer. Supported operating systems are Windows and Linux (SUSE and RHEL). As noted in Primary Customer Responsibilities, Customer must have valid support contracts in place during SOW term for any operating systems to be managed by HPE.
- For “HPE GreenLake for Virtualization” configurations, HPE will provide management of a single installed hypervisor as well as the underlying hardware infrastructure. Hypervisor configuration and functionality remains the responsibility of the Customer, and GMS will extend to the hypervisor management only; management of guest operating system instances remains the responsibility of the Customer. Supported hypervisor is VMware. As noted in Primary Customer Responsibilities, Customer must have valid support contracts in place during SOW term for any hypervisor to be managed by HPE.



4.4 Relationship Management

Customer Success Manager (CSM): The HPE CSM is the Customer’s primary point of contact with HPE and is responsible for coordinating the delivery of the GMS. The HPE CSM will remotely meet with the Customer monthly for the operational support meeting to review the HPE delivery of GMS to the Customer. The CSM will provide advice and guidance regarding the routine delivery of the Customer’s critical IT services and the running of service management processes in relation to the Systems. If potential risk factors are identified through the delivery of these GMS, HPE will provide related recommendations for consideration by the Customer and implementation via the appropriate Change Management process.

Operational support plan: Working with the Customer, HPE will develop and maintain an **operations handbook** containing all Standard Operating procedures (SOPs) specific to maintaining the Systems and documenting the agreed ITSM processes and escalation protocols. The document will be reviewed remotely on a quarterly basis with Customer with any required changed being managed via the Change Management process.

Reporting: The HPE GMS team will provide its standard Service Management reporting package electronically on a monthly basis to Customer. This reporting package is an integrated part of the standard meeting governance and used for review in support planning meetings. The specific monthly reports are detailed in the following table.

ITSM Reporting

ITSM Process	Measured Parameter	Purpose
Incident Management	Number of Incidents per Urgency and Impact Category/per Status	Manage Incident trends and track trends for repeated Incidents
	Age distribution	Manage progress of open Incidents
	Response Time per Category	SLO measurement
	Resolution Time per Category	SLO measurement
Problem Management	Number of open Problem Cases	Track categories open cases assigned to for support
	Age Distribution	Manage progress of open Problems
	Response Time	SLO measurement for response
Change Management	Number of Changes in different categories	Number of open/implemented changes overview per category
	Lead time for starting the change after registration of the RFC	Measured against lead time required (SLO)
Service Request Management	Number of requests by categories	Number of open/implemented requests overview per category
	Response Time per Category	SLO measurement
	Completion Time per Category	SLO measurement

System Operations and Administration Reporting

Based on the technologies provided by under the SOW, HPE will generate a set of standard reports with the minimum reported measures as listed below. Specific reporting details within the scope of HPE standard reporting capabilities will be communicated during the transition project and documented in the Detailed Level Service Design document.

- Overview of Systems based on CMDB
- Patch and Release management—overview of in-scope release changes
- Performance reporting
- System Availability: Overview of uptime, downtime (total, planned, actual, scheduled)
- Capacity—Overview of utilization per technology



5. SERVICE PREREQUISITES

- Customer must maintain active support contracts in place either through HPE or an authorized third-party for all hardware, operating system, and software products within the Systems being supported during the SOW term.
- All operating systems to be maintained are under manufacturer General Availability support.

6. PRIMARY CUSTOMER RESPONSIBILITIES

General:

- Designate a senior-level Single Point of Contact (SPOC) who will be authorized to act as a primary contact in dealing with HPE and other internal stakeholders, including:
 - Assigning the necessary stakeholders during project transition and duration
 - Identifying a focal point to work collaboratively with HPE account team
 - Responsible for all Customer aspects of this SOW
 - Authorized to make decisions relative to the SOW, including identification and assignment of Customer resources
 - Authorized to approve changes to the SOW
 - Sign and return this SOW and a purchase order for the Services to HPE
- Provide HPE with a contact list that contains at least one primary and one backup contact who will be Customer's point of contact during all operational support coverage hours as described in the [Service Levels](#) section of this data sheet
- Provide on-site personnel as appropriate for operations management, tape mounts, off-site tape storage, any other required media handling, and other physical on-site activities
- Maintain responsibility for procuring any consumable supplies (for example, CDs, DVDs tapes, cleaning supplies)
- Inform HPE in advance of making any environmental changes that may impact the GMS
- Continue to maintain its own end-user Service Desk function for the Systems

Service implementation:

During the Implementation Project, Customer will:

- Provide HPE with necessary IP addresses, LAN connections, and network topology required for remote monitoring and management
- Provide HPE with necessary documentation regarding the Systems, operating procedures, instructions, and configuration information as identified during the project initiation or as requested by HPE
- Provide HPE with physical access to site locations for initial installation and testing of remote connectivity software and/or hardware
- Provide HPE with remote logical access to all Systems and equipment relevant for provision of the GMS
- Ensure active support agreements are in place with associated call placement instructions for all hardware and software on the Systems through the term of the SOW
- Provide licenses for all hardware and software on the Systems
- Provide all equipment on Customer site relevant for provision of the GMS
- Responsible for physical security of the equipment and Systems
- For knowledge transfer, Customer must provide authorized HPE representatives with access rights to all relevant Systems and locations and make personnel with requisite knowledge and skills available to share knowledge and experience

Product support contracts

- Customer must share all third-party support and license contract information, such as validation requirements and coverage, with HPE.
- Customer must take the steps necessary to ensure that HPE can submit service calls on the Customer's behalf for the limited purpose of placing a support call with the vendor as set forth in the Incident Management section, and the Customer must provide HPE with the appropriate information required to place the call. If required by the vendor, the Customer will take any steps necessary to ensure that HPE can submit calls on the Customer's behalf. If the Customer does not meet these requirements, HPE will not be able to submit calls to the vendor on behalf of the Customer and assumes no responsibility for failure to do so. HPE's obligations are limited to the placement of support calls only. The Customer remains responsible for the performance of their obligations under such agreements, which include payment of all applicable fees, including any fees that may apply as a result of logging calls with the vendor.



Tools and connectivity:

During the Service Implementation, and through the term of the SOW, Customer will:

- Ensure Systems at different locations are interconnected with stable connectivity with good bandwidth and capable of being monitored from a centralized monitoring solution
- Provide network capacity and connectivity for HPE to access the Systems
- Provide HPE with necessary IP addresses, LAN connections, and network topology required for remote monitoring and management
- Provide HPE with physical access to site locations for initial installation and testing of remote connectivity software and/or hardware
- Be responsible for physical and logical security of the System
 - Provide network capacity and connectivity for HPE to access the Systems for the purposes of HPE providing the Services
 - Ensure site conforms to HPE installation requirements
- Ensure facility environmental systems are in place and maintained as required to support HPE’s provision of the GMS including floor space, power, electrical, air conditioning, uninterruptible power supply (UPS), and diesel generator backup to meet SLOs
- HPE requires that the following management tools are available for HPE use in delivering these services:
 - HPE OneView for servers
 - HPE StoreServ Management Console (SSMC) or HPE InfoSight for storage devices
 - HPE Intelligent Management Center (IMC) for networking devices
- Provide the necessary infrastructure for management stations within Customer’s environment based on HPE requirements for the monitoring agents. This platform and associated internet connection must be provided by the Customer and meet the requirements specified as follows.

Category	Management and Communications Server	Monitoring Server
Quantity	1	1
CPU	Quad core processor or better	Quad core processor or better
Hard drive space	200 GB	200 GB (Non-OS app drive—100 GB)
Memory	8 GB	16 GB
Operating System	Windows Server 2016 (or 2019) Standard Edition	CentOS 7 64 Bit

- Provide a virtual machine to host remote access functionality. Supported operating systems are Debian and CentOS.
- Provide security clearance and port opening as described in the following table.

Activity	Description	Connectivity
System monitoring	One-way system information and alerts	SNMP, Secure communication using port 443
System operations	Site-to-Site VPN Connection	SSH, IPSec, and HTTPS, to perform/operate activities based on Standard Operation Procedure
System administration	Will be defined during Service Implementation	Customer provides access to HPE employees on system level or on demand, with all activities being reported and with auditable records

7. HPE RESPONSIBILITIES

HPE will:

- Ensure that the HPE project/delivery coordinator will be available throughout the Implementation Project.
- Assign a named representative who will launch the planning and implementation of the GMS within approximately two weeks of signature of the agreement, subject to dependencies defined herein being met.
- Provide the tools and methodology to perform GMS as described in this data sheet.



8. GENERAL PROVISIONS/OTHER EXCLUSIONS

- These GMS are limited to the Systems as provided under the SOW to which this data sheet is incorporated.
- The HPE GreenLake Management Services (or portions thereof) will be provided from locations determined by HPE which may be outside the country of purchase.
- HPE will notify Customer of any change in location, if applicable, during the term of the SOW. In addition to the metering tools, HPE will install certain hardware and software tools to deliver remote monitoring services. Such tools are owned by HPE and delivery of these GMS is contingent upon installation of them for use by HPE. Customer may not use, transfer, assign, pledge, or in any way encumber or convey the tools. HPE will remove the tools upon termination or expiration of the SOW. Customer acknowledges that it is responsible (administratively and financially) for obtaining all required approvals, licenses, authorizations, consents, and permits for HPE to perform the HPE GreenLake Management Services.
- All deliverables are accepted upon delivery unless otherwise specified herein.
- Customer acknowledges that the ability of HPE to provide these GMS is contingent upon the accuracy and completeness of information and data provided by Customer as well as Customer’s cooperation and timely performance of its obligations. In the event any such data is found to be inaccurate or incomplete or Customer fails to perform its obligations, the parties agree to negotiate in good faith equitable changes to the SOW, which may include, without limitation, changes to the charges to Customer for the GMS.
- HPE is dependent on the Customers’ full and timely cooperation with HPE to deliver the service.
- Service is provided in English language.
- Service does not include integration of the tools with any Customer systems, for example, ticket transfer. This functionality is available to be scoped as a separate project.
- CSM activities will be delivered remotely and are provided during the Standard Workday.
- HPE is not responsible for any service activities relating to Customer applications and workloads.
- ITSM Change Management activities provides for implementation of changes to the Systems requiring up to 8 hours of labor time. Requests requiring additional effort will be treated as projects and require separate scoping and funding.
- Incidents requiring use of product support contracts are subject to the service levels associated with those support contracts.

9. ORDERING AND PRICING INFORMATION

The price of these GMS is incorporated into the monthly Unit price as set forth in the SOW to which this data sheet is incorporated. Service ordering and invoicing is also according to the terms defined within the Ordering and Pricing section of the HPE GreenLake SOW to which this data sheet is incorporated.

10. SERVICE LEVELS

The following Service Level Objective will apply upon completion of final acceptance.

Event Management		Service Level Objective	
Hours of Coverage		24x7	
Incident Management			
Response Matrix	Description	Incident Response Time* Objective	Incident Resolution Time** Objective
Priority 1	Critical	90% < 15 min	90% < 4 hours
Priority 2	High	90% < 1 hour	90% < 8 hours
Priority 3	Medium	90% < 4 hours	90% < 16 hours
Priority 4	Low	90% < 8 hours	90% < 24 hours

*Incident Response Time is a target and is measured as the time elapsed from when an Incident is first raised to when there is a Response.

**Incident Resolution Time is a target and is measured as the time taken for HPE to resolve an Incident, excluding the Service Level Objective Exclusions set forth beneath this table, as well as any time attributable to Customer or any third parties with whom HPE engages to work to resolve the Incident or time attributed to address any hardware or software related Incidents, regardless of vendor, dependent upon the underlying service agreement and related service level with the vendor. Resolution may depend on and include the implementation of resilience measures or configurations as verified by HPE in the Implementation project.



Problem Management **Service Level Objective**

Hours of Coverage	Standard Workday
Time to initiate problem investigation	5 Standard Workdays from Problem registration

Change Management **Service Level Objective**

Hours of coverage	Standard Workday
Hours of coverage (Emergency Change)	24x7
Commence Normal Change planning	7 or more Standard Workdays
Commence Standard Change planning	3–5 Standard Workdays
Commence Emergency Change follow-up and documentation update	2 Standard Workdays

Service Request Management

Priority	Service Window	Response Time Objective	Completion Time Objective
Priority 1/2	N/A; Priority 1 or 2 situations should be logged using the Incident Management process.		
Priority 3	Monday to Friday 08:00–17:00	4 hours	24 hours
Priority 4	Monday to Friday 08:00–17:00	8 hours	48 hours

Release Management **Service Level Objective**

Hours of Coverage	Standard Workday
Frequency of Operating System and System Software review	Quarterly or as documented in the Account Support Plan

Configuration Management **Service Level Objective**

Hours of Coverage	Standard Workday
Update CMDB following CI change	90% < 1 Standard Workday
Update documentation	90% < 2 Standard Workdays

Capacity Management **Service Level Objective**

Hours of Coverage	Standard Workday
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Availability Management **Service Level Objective**

Hours of Coverage	Standard Workday
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Service Level Objective exclusions

The following are excluded from SLOs:

- Delays in Customer approval process
- Incidents due to Customer’s applications, hardware, software, services, or facilities
- Management station downtime at Customer site
- Incidents due to Customer WAN/LAN-related issues
- Force Majeure at Customer or HPE site
- Planned outages, scheduled maintenance
- Factors outside HPE’s reasonable control
- Any act or omission on the part of Customer, its contractors or vendors, or any other entity over which Customer exercises control or has the right to exercise control, including the failure of Customer to perform its obligations or responsibilities
- Interruptions or Incidents not reported by Customer, or where no ticket was opened
- SLOs will be excluded during prehandover phase or during any termination assistance services
- SLOs are excluded during the first thirty days from the effective date of the change order for any Systems added to the GMS pursuant to the Change Management process



11. DEFINED TERMS

Term	Definition
Call	A notification from Customer to the HPE Service Desk regarding an Incident relating to the Systems.
Emergency Change	Urgent RFCs to the Systems for which the normal change procedure does not meet the requirements. Late submission of a change does not constitute an Emergency Change.
Emergency Release	Minor changes to software in the Systems which are made available from the software vendor for security reasons or an imminent error.
Event	An occurrence within the Systems and within the scope of the GMS as observed by HPE, or as a result of a Call that has relevance to either the Customer as the user of the Systems or HPE in providing these GMS.
General Availability	The release of a product that is available to the general public including availability of associated vendor support products.
Incident	An Event within the Systems which results in an unplanned interruption or degradation of the functionality provided by the Systems, or that has not yet affected the level of functionality provided by the Systems (for example, failure of one disk from a mirror set).
Incident Resolution	Action taken to resolve an Incident and restore the affected functionality or to implement a Workaround.
Incident Resolution Time	The time taken for HPE to resolve an Incident, excluding the SLO Exclusions identified in the General provisions/other exclusions section of this document, and any time attributable to Customer or any third parties with whom HPE is required to work with to resolve the Incident. Incident Resolution Time is a target only and may depend on and include the implementation of resilience measures or configurations as verified by HPE in the Joint Verification phase.
Major Change	Changes that have a medium risk factor and the potential for a significant impact upon service levels. These changes typically require extensive planning, scheduling, and activity coordination between multiple support groups.
Major Release	A significant upgrade to a product providing additional features or functionality. Typically, an upgrade to a new version of the product (for example, version 1 to 2), applied in a similar manner to a fresh installation and normally as part of an implementation project.
Minor Change	Changes that have a low risk factor (as defined in the Change Management process) and unlikely to impact service levels.
Minor Release	A sub-version number update to provide enhancements or defect fixes (for example, version 1.2 to 1.3). Typically applied as a patch release and within the scope of the Change Management process.
Normal Change	RFCs that must follow the complete Change Management process.
Problem	A Problem is the unknown cause of one or more Incidents, often identified as a result of multiple similar incidents.
Request for Change (RFC)	A request specifically and only for a change to the Systems that may lead to a change in the composition or configuration. Five categories of RFCs are distinguished: Standard Change Normal Change Minor Change Major Change Emergency Change An RFC is requested using the RFC form.
Response	A Response is when HPE contacts the Incident initiator or actively starts to work on the Incident.
Response Time	Response Time is a target and is measured as the time elapsed from when an Incident is first raised to when there is a Response.
Standard Change	Predefined and preapproved RFCs with a manageable risk, routine tasks, clearly specified and with standardized execution.
Standard Workday	During standard local business working days and hours. Specifics will be defined during the Implementation Project.
System	System refers to the infrastructure components, devices and software products which comprise the system provided by the related HPE GreenLake SOW.
System Availability	The Service Level Availability means with respect to the Systems expressed as a percentage of Scheduled Uptime for the relevant infrastructure component (that is, Availability = [Scheduled Uptime minus Unexcused Downtime] divided by Scheduled Uptime.)
Workaround	Reducing or eliminating the impact of an Incident for which a full resolution is not yet available.



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