HPE Data Replication Solution Service for HPE Remote Replication Software for HPE XP Disk Array Family

HPE Lifecycle Services from HPE Services

Service overview

HPE Data Replication Solution Service for HPE Remote Replication Software for HPE XP Disk Array Family provides implementation of the Continuous Access (CA) software and high availability (HA) software of HPE XP disk arrays. This service provides the analysis, design, implementation, and testing activities necessary to deploy real-time data mirroring functionality between a local and a remote HPE XP disk array.

This service provides comprehensive implementation and test plans for remote data mirroring at two predetermined locations, as identified in a predelivery checklist. An experienced HPE storage specialist, with special consideration for data availability, consistency, and I/O performance, collaborates with your organization's designated IT storage administrator to plan, design, and deploy your configuration.

Three levels of service are offered, ranging from basic implementation to more comprehensive implementation and integration activities:

- The Level I service is designed to help the Customer get the product up and running quickly and to provide a demonstration of the product's key features using sample or test data only.

- The Level II service provides implementation and testing of the HPE Remote Replication Software (CA and HA) configuration using volumes the Customer designates and verifies operation of the designated volumes with one application configured by the Customer.

- The Level III service is a tailored service based on a Statement of Work (SOW) created by Hewlett Packard Enterprise that addresses the Customer organization's unique requirements not addressed by Level I and II services. The Level III service can accommodate more than one application the Customer has configured, scripting or integration, backup environment, or databases.

Table 1 provides information on the service features available under HPE Lifecycle Services from HPE Services.

Hewlett Packard Enterprise

Service benefits

- Installation of the HPE Remote Replication Software (CA and HA) in accordance with product specifications (Level I) and your organization's configuration requirements (Levels II and III)

- Availability of an HPE service specialist to answer questions during the delivery of the service

- HPE's expertise with data replication can help avoid issues and reduce risks

- Project management and custom solution implementation, as detailed in the SOW (Level III only)

- Compliments your IT team with globally available Advisory and Professional Services assistance from HPE Services

- Applies HPE deployment best practices intended to help you simplify and reduce implementation time that can help mitigate costly installation and configuration errors

- Provides valuable knowledge transfer that can help you to take full advantage of HPE Remote Replication Software (CA and HA) features

- Verifies prior to deployment that the service prerequisites are met

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVTs)

- Customer orientation session

- Project management (Level III only)

Table 1. Service features

Feature	Delivery specifications
Service planning	A service specialist will schedule the delivery of the service at a time mutually agreed upon between HPE and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
	The service specialist will perform the following installation planning and coordination activities:
	• Schedule and coordinate service
	• Communicate with the Customer, including handling queries by the Customer regarding service delivery
	• Verify, using a predelivery checklist, that all service prerequisites that the Customer is responsible for meeting have been met
	• Gather preliminary documentation for the installation on the arrays, volumes, and hosts involved
	Level I provides the planning activities associated with working through the prerequisites of installing HPE Remote Replication Software (CA and HA) and HPE XP Storage RAID Manager Software and identifying nonproduction volumes that are used for sample or test volume testing.
	Level II contains the deliverables of the Level I service, plus the planning activities to identify, configure, and verify the Customer designated volume pairs for a single Customer application.
	Level III may include planning the deliverables of Level I and II services in addition to any requirements specified by the Customer and documented in the SOW.
Service deployment	HPE will assist the Customer with project coordination by initiating the project with a kick-off meeting and organizing regular follow-up and status meetings.
Environment discovery process	HPE will analyze the in-scope servers and source environment, and then document the remediation requirements where required.
Migration design and pilot	HPE will identify the appropriate migration methodology and develop a data migration cookbook for this migration methodology. We will also perform a migration pilot based on the data migration cookbook.
Migration planning	HPE will assist the Customer's team with determining the proposed schedule to complete the migration successfully.
Migration implementation	HPE will configure the necessary migration tools and implement the methodology for data migration from the source to the HPE Nimble Storage array.

Table 1. Service features (continued)

Feature	Delivery specifications
Service deployment	**Level I deployment activities include the following specific tasks:** • Reviewing the engagement with the Customer using the predelivery checklist • Configuring any dependent SAN switches to establish connectivity between HPE XP disk arrays • Configuring source and target arrays to establish HPE Remote Replication Software (CA and HA) functionality between the HPE XP disk arrays for a single source or target relationship • Installing or updating HPE RAID Manager software on existing Customer servers for a maximum of two hosts • Creating a sample volume pair compatible with the Customer's HPE XP disk array configuration; the sample configuration contains a maximum of one HPE Remote Replication Software (CA and HA) source or target relationship, two hosts, and sample or test volumes containing no production data of up to 500 GB in size • Documenting the sample configuration details in the installation report **Level II deployment activities include all those listed under Level I, plus the following specific tasks:** • Working with the Customer to identify volumes associated with the Customer's single chosen application • Performing HPE Remote Replication Software (CA and HA) configuration with volumes associated with the Customer's designated application • Configuration of HPE Remote Replication Software (CA and HA) is limited to one production application • Documenting the deployed configuration details in the installation report **Level III deployment activities will be defined by a SOW created for the Customer. It may contain or leverage elements of Level I or II service activities and/or other deliverables based upon the Customer's needs. Activities are defined by the specific SOW but may include:** • Providing project management • Assessing, designing, and deploying HPE Remote Replication Software (CA and HA) with volumes corresponding to multiple applications • Scripting, providing implementation with more than one Customer application, or integration of HPE Remote Replication Software (CA and HA) with HPE or third-party application functions • Providing customized deployment, documentation, and test plan deliverables requested by the Customer • Configuring multisite clustering
IVTs	An HPE service specialist will run HPE's standard IVTs required for this service and specific to the product being installed.
Customer orientation session	The HPE service specialist provides one (1) orientation session of up to two (2) hours duration on the product and/or technology, which will generally include: • Highlighting the basic operations of HPE Remote Replication Software (CA and HA) • Familiarizing the Customer with HPE RAID Manager • Reviewing the installation report and configuration details with the Customer, as implemented • Confirming that the Customer is aware of how to gain access to service documentation and support • Holding a brief question-and-answer forum with the Customer The orientation session is typically conducted at a management console or configuration point with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training. The Customer's participation in the product deployment is a key component of the orientation session.
Project management (Level III only)	The project manager will work with the Customer to develop a project plan, based on the SOW.

Coverage

This service is available on regular HPE workdays (excluding weekend days and HPE holidays) during country-specific HPE standard business hours.

Customer responsibilities

The Customer will:

- Assign a designated person to participate in the service planning meeting and follow-on service activity

- Ensure that a designated person is assigned and who, on behalf of the Customer, will grant all approvals, provide information, and confirm that the hardware, firmware, and software needed to deliver this service are available. They will also make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the delivery of this service. The designated primary contact will be:

  – Responsible for all the Customer aspects of the assigned work efforts

  – Authorized to make all decisions relative to the project, including identification and assignment of Customer resources

  – Available and able to interface with the HPE assigned resources on day-to-day issues throughout the project

  – Authorized to sign status reports and approve project changes

  – Able to coordinate all work efforts and meeting schedules

- Provide suitable virtual private network (VPN) or other suitable connectivity as required for the delivery of remotely delivered services

- Provide HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Allow HPE full and unrestricted network access to all locations where the service is to be performed on-site

- Ensure that all service prerequisites have been met

- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided

- Provide to HPE, on request, any information that HPE may reasonably request about the implementation of the service

- Coordinate all required internal/third-party participation and cooperation

- Assign or make available experienced subject matter and technical experts, upon request or as needed

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

- Ensure that all information provided by the Customer is complete, accurate, and up to date

- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE

- Complete and return the HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information, as necessary

- Assume responsibility for access and manipulation of the applications related to the implementation of HPE Remote Replication Software (CA and HA) software

- Ensure that prerequisite volume capacity and shared memory is available in the HPE XP disk array to support the HPE Remote Replication Software (CA and HA) implementation

- Be responsible for the pulling and installation of all cables external to the HPE XP disk arrays

- Ensure that any and all prerequisite firmware or driver dependencies for the environment are completed before service delivery begins

- Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed

- Ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed

- Be responsible for all data backup and restore operations

Service limitations

Unless specified in this document, activities such as, but not limited to, the following are excluded from this service:

- Any implementation of applications or products that integrate with HPE Remote Replication Software (CA and HA) through APIs (for example, SAP®, HPE Data Protector) or Customer specific scripting

- Migrations or upgrades from prior versions of HPE Remote Replication Software (CA and HA)

- HPE XP disk array firmware upgrades required for the supported version of HPE Remote Replication Software (CA and HA)

- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment

- Any hardware reconfigurations of existing environments, such as removal or movement of host adapters, HPE XP array disk drives, and adapter cards, or conversion and reformatting of existing storage between RAID levels or emulation types

- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture

- Installation or configuration of the network infrastructure or any hardware or software products not specified in this document

- Installation or configuration of any hardware or software products external to the array subsystem, including but not limited to tape libraries and enterprise backup software

- Migration of existing data to a new HPE XP array or to a new configuration within an existing HPE XP disk array

- Design or implementation of high availability and other complex configurations, such as host clustering

- Operational testing or troubleshooting of the Customer's applications

- Performance testing or modeling

- Any services or documentation not clearly specified in this document

Service eligibility

The Customer must meet all of the following prerequisites for delivery of this service. The Customer is responsible for ensuring compliance with the following eligibility requirements:

- The Customer must have an operational and HPE supported XP storage/SAN solution already in place, at firmware revision levels as specified by HPE.

- All hosts must be at supported operating system revision and patch levels.

- For Level II and Level III services, the Customer must ensure that applications are installed, configured, and operational; that application servers are in a supported configuration; and that application data resides on the HPE XP disk array.

- Access must be provided to operational hosts on the target HPE XP disk array.

- Intersite infrastructure (IP, SAN, or other) must be installed and configured.

- Sufficient HPE Remote Replication Software (CA and HA) link bandwidth must be provided to support the expected, sustained, and maximum I/O rates.

General provisions / other exclusions

- Data protection: To the extent HPE processes personal data on the Customer's behalf in the course of providing this service, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services, found at hpe.com/info/customer-privacy.html shall apply.

- Any documentation provided as part of the service will be provided in Microsoft Office format.

- HPE resource time is dependent upon the Customer's compliance with required prerequisites and participation.

- Services will be performed during local HPE standard business hours and days, excluding HPE holidays. Service delivery outside of these hours is available at additional cost.

- HPE 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.

- HPE's ability to deliver the services is dependent upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of information and data the Customer provides to HPE.

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

  – Service deployment on hardware not covered by an HPE warranty or service maintenance contract

  – Service deployment on hardware covered by a third-party maintenance contract

  – Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

  – Service required due to causes external to the HPE maintained hardware or software

  – Any services not clearly specified in this document

  – Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize a mutually agreed service delivery date

  – Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (1 year) from the order acceptance date for services not scheduled and delivered and Customer will not be entitled to a refund for the unused services

  – The service is delivered remotely or on-site, at HPE's discretion

  – Travel charges may apply; consult your local office
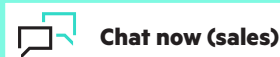
Ordering information

To obtain further information or order HPE Data Replication Solution Service for HPE Remote Replication Software for HPE XP Disk Array Family, contact a local HPE sales representative and reference the following product numbers:

- HA124A1#5K1 for HPE Startup CA HA XP Storage Lvl1 Tier1 SVC

- HA115A1#5K2 for HPE Imp CA HA XP Storage Lvl2 Tier2 SVC

- HA115A1#5K3 for HPE Imp CA HA XP Storage Lvl2 Tier3 SVC

- HA115A1#5K4 for HPE Imp CA HA XP Storage Lvl2 Tier4

- HA115A1#5K5 for HPE Imp CA HA XP Storage Lvl2 Tier5 SVC

- HA115A1#5K6 for HPE Imp CA HA XP Storage Lvl2 Tier6

- HA115A1#5K7 for HPE Imp CA HA XP Storage Lvl2 Tier7 SVC

- HA115A1#5K8 for HPE Imp CA HA XP Storage Lvl2 Tier8 SVC

- HA115A1#5K9 for HPE Imp CA HA XP Storage Lvl2 Tier9 SVC

- HA115A1#5J8 for HPE Imp CA HA XP Strg Lvl2 Tier10 SVC

- HA115A1#5J9 for HPE Imp CA HA XP Storage Lvl3 SOW SVC

Chat now (sales)