Note: This appendix is the integral part of the Service Contract of China Hewlett-Packard Co., Ltd. and has equal effect. If the content of this appendix is inconsistent with the content of the Service Contract of China Hewlett-Packard Co., Ltd., the Service Contract of China Hewlett-Packard Co., Ltd. shall prevail.

HP Proactive 24 Service (P24)

Service Description

Combining industry-leading technical assistance with proactive account services, HP Proactive 24 (P24) Service is personalized solution integrating reactive and proactive support services for hardware and software. HP Proactive 24 (P24) Service covers the entire IT infrastructure and improves stability, availability and operating efficiency for IT environment, with the purpose to help you get more from your IT investment.

HP Proactive 24 (P24) Service is especially designed for customers who expect to improve the effectiveness of IT infrastructure and boost system availability, and build a bridge between you and HP. No matter your system is up or down, you can quickly obtain support services from technical experts who understand your systems. With HP Proactive 24 (P24) Service, you will be supported by an account service representative. As your contact in HP Service departments and your technical advisor, account support engineer (ASE) not only provides direct support for you, but also helps you communicate with a number of HP people, and gain experience in system maintenance, thereby allowing your systems to remain in working condition, meeting your business needs.

Your account service representative begins by forming a close working relationship with you and by developing an understanding of your IT infrastructure and goals in order to work out service deliverables. Mutually agreed-on support service activities will be included in the account support plan (ASP), which reflects the contents of Proactive 24 (P24) Service especially designed for you. At the same time, the account support engineer (ASE) will regularly review with you the implementation of the plan, and update and refine the plan according to your IT needs and HP's technical force, so that the support service will be more customized and better suited to the development of your IT systems. From provision of system configuration management, system change support to implementation of technical services, the account support engineer (ASE) will focus on proactive services, thereby keeping improving in the respect of availability, performance and security and reducing risks of downtime. HP will harness its abundant practical experience and expertise to meet your demand by making your IT resources to the full play and helping realize stable operation of your IT systems.

HP Proactive 24 (P24) Service provide 2 service levels can be selected, 24*7*4 and 12 call to repair.

If the customer selected 24*7*4, then in case of system fault, the customer may 24x7 directly contact senior specialists at remote solution center, also, HP engineer will go to on-site within 4 hours. If you selected 12 call-to-repair service levels, then for any failures with the critical systems, HP commits to repair the hardware problems within 12 hours, and problems with most of other systems will be resolved in the shortest time possible.
With Proactive 24 (P24) Service, technical problems with your covered software and hardware will be resolved in a timely and professional manner so you can rely on your system to be operational again quickly.

HP Support Services are governed by SO01SP – HP SINGLE ORDER TERMS FOR SUPPORT.

Technical File ID: P24_05

HP Mission Critical Services

Service Feature Highlights

Items	Features	
Environment Support (Table 1)	1. Assigned Customer Service Representative 2. Annual System Maintenance Process Building and Maintenance 3. Annual System Configuration Management and Update 4. Annual System Upgrade Change Management	5. Electronic Remote Support (for Eligible Products Only) 6. Access to Technical Resources 7. Remote Electronic System Support – ISEE Standard Edition
Reactive Software and Hardware Service for Server and Storage Devices (Table 2)	1. **Service Level 1: 24*7*4** 2. **Service Level 2: 12 Hours Call to Repair –12H CTR** 3. Remote Problem Diagnosis and Support 4. Parts and Materials	5. Work to Completion 6. Escalation Management Service 7. Software Product and Documentation Update 8. License to Use and Copy Software Product Update
Proactive Services for Server (Table 3)	1. Remote Electronic System Support – ISEE Standard Edition 2. Half Year Patch and Firmware Analysis 3. Half Year System Health Check (SHC)	4. Half Year Preventive Maintenance – PM 5. Data Backup Plan Design and Assessment
Proactive Services for Storage (Table 4)	1. Remote Electronic System Support – ISEE Standard Edition 2. Half Year Firmware Analysis	3. Half Year Preventive Maintenance – PM 4. Annual Storage Configuration Check
Technical Services: ➢ Selectable in Environment ➢ Optional Services (Table 5)	1. Preventive maintenance – PM 2. System Health Check (SHC) 3. High Availability Cluster Audit 4. System Performance Analysis 5. Site Environmental Assessment	6. Patch and Firmware Analysis 7. Host Security Check 8. Network Security Check 9. Data Backup Plan Design and Assessment 10. High Availability Storage Assessment – HASA
Optional Services (Table 6)	1. On-site Spare Parts Stocking 2. Software Onsite Service 3. iPAQ Display System	4. Information System Intelligent Operations Management Service – Smart ITSM
Other Optional Service	Additional Service	

Notes:
1. Environment Support: Compulsory Contents of Proactive 24 (P24) service;
2. Reactive Software and Hardware Service for Server and Storage Devices: Compulsory Contents for Server and Storage Devices with Proactive 24 (P24) service subscribed, choice between 24*7*4 response hardware servicing and 12 hours hardware repair;
3. Proactive Services for Server: Compulsory Contents for Servers with Proactive 24 (P24) service subscribed;
4. Proactive Services for Storage: Compulsory Contents of Storage Devices with Proactive 24 (P24) service subscribed;
5. Technical Services: Within an environment, one of the technical topic can be selected for implementation annually, if there is other needs, the customer is eligible to purchase any technical services listed here;
6. Optional Services: : Other service contents that require additional fees

Technical File ID: P24_05

HP Mission Critical Services

Specifications

Table1. Environment Support

Features	Description
1.1 *Assigned Customer Service Representative*	**Briefing:** Account Support Engineer (ASE) is your support representative, technical consultant and principal contact, responsible for coordinating on-site support. Account support engineer (ASE) will work with your technical staff and IT management closely, and provide guidance in the building and maintenance of high-availability environment. To achieve your business goals, the account support engineer (ASE) will work with you to formulate and regularly review mutually agreed-on account support plan (ASP). Your ASE will also arrange and provide technical services, conduct support review, transfer practical experience and knowledge, manage system-related projects, and participate in your internal meetings on system building and maintenance. As your HP product consultant, ASE will help you exchange with technical and management people at HP and coordinate expert resources if necessary.

Scope of Work:

- Support service representative
- Technical consultant
- Main point of contact
- Coordination of onsite support services
- Provide high usability environmental construction and maintenance guidance
- Establish and periodically inspect the agreed Account Support Plan (ASP)
- Arrangement and providing of technical service
- Conduct Operational Review (OR)
- Impart practical experiences and knowledge
- Management of relevant system item
- Participation in customers internal meetings related to the construction and maintenance of the system
- Facilitating interaction between the customers technical staffs and the multitude of HP technical and management staffs
- Coordination of expert resources
- Dealing and resolving of problems in accordance to the local user requests
- Customer service representative shall submit the fault-handling report within 3 working days for upgraded problems resolved
- HP is the first point of response for non-HP product support in the onsite environment, and will cooperate with the company till the problem is resolved. Customer service representative is the main point of contact.

Requirements:

- More than 5 years of IT work experiences
- Broad range of relevant industry background knowledge
- Good communication skills
- Passed NI62 (HP Critical Service belief and model) training
- IT Service Management (ITSM) experiences
- Passed Key Account Management Certification (Including the ability to establish support plan and usability evaluation)

Technical File ID: P24_05

1.2	**Briefing:**
Annual System Maintenance Process Building and Maintenance	As one of the world's largest business computer vendors, HP will provide you with large quantities of servers, storage devices and peripheral products. To help you better understand and use such equipment provided by HP and implement routine system maintenance, thereby ensuring the secure and effective operation of computers and networks, we will provide you with technical services for the system maintenance process building and maintenance, including:

♦   HP after-sale support and depot repairs;
♦   Introduction to relevant systems and products;
♦   Routine maintenance and management of HP host systems and storage devices;
♦   FAQs about operating system.

In addition, HP develops system maintenance manual, assists customers with maintenance of manuals, and provides process evaluation and improvement services once every year.

Scope of Work:

- Synopsis of HP after-sale support and problem reporting methods

- Synopsis of relevant system and product introduction, e.g.:
    - Introduction of Superdome server
    - Introduction of XP1024 storage device

- Installation and maintenance of software, e.g.:
    - Configuration and maintenance of Domain Name System (DNS)
    - Configuration and maintenance of network information

- Synopsis of daily maintenance and management of HP mainframe and storage device, e.g.:
    - HP equipment operation environmental requirements
    - Hardware maintenance knowledge
    - System security
    - System backup policy
    - Common basic command for system maintenance
    - Usage and maintenance of magnetic tape unit
    - Usage and maintenance of CD/DVD drives
    - Usage and maintenance of HP central console
    - Principles of use for Modem

- Synopsis of frequently-asked questions and answers for operating system

- Drafting of the system maintenance manual

- Assisting users in the maintenance of the manual

- Annual process evaluation and service improvement

Technical File ID: P24_05

1.3 *Annual System* *Configuration* *Management and* *Update*	**Briefing:** System and Storage configuration information is crucial to system maintenance. HP engineer provides configuration management and update service for hosts and storage systems covered by Critical Service. In addition, HP engineer will provide customers with detailed host and storage configuration, and update configuration files when changes take place with system configuration. **Scope of Work:** • Customers brief introduction and contact information • System network connection graph • Main device configuration • Mainframe configuration information • Database configuration information • Storage device configuration information • Network device configuration information • HP customer service contact information
1.4 *Annual System* *Upgrade Change* *Management*	**Briefing:** Since system changes are inevitable, therefore correct change management is crucial. You may select technical services for change management. When performing major changes to your systems, HP specialists will help you with system change management, minimizing risks and possible business interruptions. **Scope of Work:** • Specifics and definitions of system modification requirements; • Completion of environmental evaluation; • Establishment of a clear system modification plan; • Completion of risk evaluation; • Establishment of a response plan in accordance to the correspondence risk factor; • Establishment of a clear examination and acceptance standard and test plan; • Submission of feasible system modification implementation plans and recommendations; • Review of completion of system modification.
1.5 *Electronic Remote* *Support*	**Briefing:** As a part of this service, HP will provide access to system-related electronic and Web-based tools and services, such as firmware updates and patch services. This site may be accessed on the Web at http://www.itrc.hp.com. As a Support Service contract holder, the Customer has access to services available to all registered hardware support users, plus additional capabilities, such as conducting Web-based searches of technical support documents to facilitate problem-solving; submitting and checking the status of onsite hardware support service requests; and accessing the passwords required to use HP proprietary diagnostic tools.
1.6 *Access to* *Technical Resource*	**Briefing:** Customers can access HP technical resources via telephone, or electronic communication, for assistance in resolving software implementation or operations problems.
1.7 *Remote Electronic* *System Support*	**Briefing:** For customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote event management provides diagnostic software for eligible products. This software monitors equipment status and generates notification events when certain predetermined conditions are detected. Notification events are then forwarded to HP for review and possible support action.

Table2. Reactive Software and Hardware Service for Server and Storage Devices

Features	Description
2.1 *Service Level 1: 24*7*4*	**Briefing:** After dialing the specified HP support service telephone number and bringing forward service request, HP will cooperate with you within the service timing stipulated in the contract, and to resolve the system problems. Before providing any necessary onsite service, HP will initially use remote support service tools (Under feasible circumstances) to carry out remote diagnosis for the required system, or to provide help to remote problem solving through other methods. Onsite response time refers to the period of time HP engineer arrives at the onsite location, starting from the initial request received and recorded, within the stipulated service time range. HP will response to your service request anytime, and will arrive within 4 hours after recording of the service request. **Time:** • Service Timing: 24 hours/day, 7 days/week (24*7) • Response Center response Time: 30 minutes within receiving the problems • Timing of engineer arriving onsite: 4 hours within receiving the problems by Response Center • Timing of spare parts arriving onsite: No promise
2.2 *Service Level 2: 12 Hours Call to Repair – 12H CTR*	**Briefing:** HP commits twelve-hour call-to-repair for hardware problems (recovery of operating system and other software is not covered by call to repair commitment). 12-hour hardware call-to-repair commitment is available for the sites located within 160 km of a primary HP support office. For site beyond 160 km, please refer to the response time in Table 7. Limitations on this service will be described in the Service Limitation at the end this document.
2.3 *Remote Problem Diagnosis and Support*	**Briefing:** Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during coverage hours to solve the system problems. Prior to any onsite assistance, HP may perform remote diagnostics using electronic remote support tools (where available) to access covered equipment, or HP may use other means available to facilitate remote problem resolution.
2.4 *Parts and Materials*	**Briefing:** HP will provide all parts and materials necessary to maintain the covered hardware equipment in operating condition, including parts and materials for available and recommended engineering improvements. Replaced parts become the property of HP.
2.5 *Work to Completion*	**Briefing:** Once an HP engineer arrives at the Customer's site, the engineer will continue to deliver the service until the products are operational or reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but it resumes when they become available.
2.6 *Escalation Management Service*	**Briefing:** HP has a sound and global technical support network, and sets up a formal escalation procedures to solve complex system problems. Any escalated technical problems may be solved through HP global technical center and third-party partners with escalation procedures. HP provides priority response for the escalated problems with systems covered by the Critical Service. Problems will be solved promptly to shorten the time required by troubleshooting.

Technical File ID: P24_05

2.7 Software Product and Documentation Update	**Briefing:** As HP releases updates to the Customer's HP software, the latest versions of the software and reference manuals are made available to the Customer's system administrator with your reply to HP's notification. Possible medium types for software and documentation update include tapes, disks, paper, email and CD-ROM. You may use and copy update software to systems covered by HP system support pursuant to HP Terms and Conditions of Sales and Services. Technical support and instructions will also be provided to customer when it is required to install or run the latest software revision.
2.8 License to Use and Copy Software Product Update	**Briefing:** Customer can use and copy the supplied updates to HP or third-party software covered by this service as described in SO01SP – HP SINGLE ORDER TERMS FOR SUPPORT.

Notes:
1. *Choice of one of the "Service Level Selection" of the above-mentioned "Based on the support service of servers or storage devices";*
2. *The "HP Response Center and Telephone Servicing Promise" schedule shall be the standard for the above-mentioned "Timing"*

Table3. Proactive Services for Server	
Features	**Description**
3.1 Remote Electronic System Support – ISEE Standard Edition Unit: Server Frequency: 1*Configuration; 24*7 Monitoring	**Briefing:** For customers requiring the lowest level of technical requirements, HP provides Instant Support Enterprise Edition (ISEE) real time remote management software, which can monitor the device status within the contract range. Once a hidden danger is detected, a notification is immediately sent to HP for inspection and providing of support services. **Scope of Work:** ● Flow of installation and configuration: 　■ System survey 　■ Customer environmental preparation 　■ Software installation 　■ ISEE work environment configuration 　■ System testing 　■ Maintenance training ● Daily monitoring and control tasks: 　■ Incident inspection and notice 　■ Incident filtering 　■ Remote solving of problems through diagnosis script 　■ Periodic collection of system configuration information 　■ HP takes over and examines the case 　■ Auto problem reporting in the HP problem reporting system

3.2 *Half Year Patch and Firmware Analysis* *Unit: Server* *Frequency:* *2 Times/Year*	**Briefing:** • Enhanced Patch Analysis and Upgrade: HP engineer will check all general patches that have not been installed in your system yet, and present a list of recommended patches. The patch package is customized to shorten the upgrade time to the minimum and reduce the impact on systems. • Firmware Analysis and Upgrade: HP engineer will also update firmware needed, update hardware version, improve system availability for your hosts or storage devices according to the needs of your system environment. **Scope of Work:** • Enhanced Patch Analysis and Upgrade: ■ Inspection of universal (Patch) ■ Provide list of recommended patches ■ Customized patch package to reduce upgrade time ■ Analysis and upgrading service of patch. • Firmware Analysis and Upgrade: ■ Updating of firmware for server and storage device ■ Updating of hardware version
3.3 *Half Year System Health Check (SHC)* *Unit: Server* *Frequency:* *2 Times/Year*	**Briefing:** HP system checkup service will help you check the current status of system and storage devices, and analyze potential problems, thereby presenting advice and methods for resolving these problems so as to find potential troubles with the system as early as possible and nip in the bud and reduce the risks of abnormal downtime. With this service, HP also provides you with check reports and makes necessary adjustments to the problems identified, so as to improve system availability. HP engineer will also compare results several times to help you keep system up and running. **Scope of Work:** • HP9000/HP-UX system: ■ System recoverability test ■ System reliability test ■ System consistency test ■ System document and backup policy check ■ System hardware test ■ Recommendation report • Alpha/Tru64 system: ■ Collection of customer and system data ■ General situation of system test ■ Description of problems detected ■ System data packet test ■ System information collection ■ System document backup and policy test ■ Other tests

Technical File ID: P24_05

3.4 *Half Year* *Preventive* *Maintenance - PM* *Unit: Server* *Frequency:* *2 Times/Year*	**Briefing:** An HP engineer visits the Customer's site at regularly scheduled intervals to perform diagnostics, checkup error logs on covered systems to find potential software and hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts. HP engineer may also check up for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them with vendor's recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the system equipment. HP engineer will work out a final report on system status. For non-HP selected equipment, customers may select preventive maintenance if they deem it necessary. **Scope of Work:** • Site environmental check • Mainframe hardware check • System log check • Cluster check • Storage peripheral equipments check • System configuration check • System backup check • System collective performance evaluation
3.5 *Data Backup Plan* *Design and* *Assessment* *Unit: Server* *Frequency:* *1 Time/Year*	**Briefing:** Data backup is an important means of safeguarding the security of business data. It ensures the effectiveness of back-up data and can recover back-up data quickly. It is the ultimate objective of designing and managing a backup system. To ensure the backup system's availability, HP provides design and support of backup systems to help you rationally build data backup systems and work out relevant strategy. The design and support of data backup and recovery plan are applicable to backup systems comprising HP products. **Scope of Work:** • Solution Design • Process Evaluation

Technical File ID: P24_05

Table4. Proactive Services for Storage

Features	Description

4.1
Remote Electronic System Support – ISEE Standard Edition
Unit: Storage
Frequency:
1*Configuration;
24*7 Monitoring
	Briefing:
	For customers requiring the lowest level of technical requirements, HP provides Instant Support Enterprise Edition (ISEE) real time remote management software, which can monitor the device status within the contract range. Once a hidden danger is detected, a notification is immediately sent to HP for inspection and providing of support services.
	
	Scope of Work:
	• Flow of installation and configuration:
	  ■ System survey
	  ■ Customer environmental preparation
	  ■ Software installation
	  ■ ISEE work environment configuration
	  ■ System testing
	  ■ Maintenance training
	• Daily monitoring and control tasks:
	  ■ Incident inspection and notice
	  ■ Incident filtering
	  ■ Remote solving of problems through diagnosis script
	  ■ Periodic collection of system configuration information
	  ■ HP takes over and examines the case
	  ■ Auto problem reporting in the HP problem reporting system

4.2 *Half Year Firmware Analysis* *Unit: Storage* *Frequency:* *2 Times/Year*	**Briefing:** HP engineer will update firmware needed, update hardware version, and improve system availability for your hosts or storage devices according to the needs of your system environment. **Scope of Work:** • Updating of Firmware for storage device • Updating of hardware version

4.3 *Half Year* *Preventive* *Maintenance - PM* *Unit: Storage* *Frequency:* *2 Times/Year*	**Briefing:** An HP engineer visits the Customer's site at regularly scheduled intervals to perform diagnostics, checkup error logs on covered systems to find potential software and hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts. HP engineer may also check up for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them with vendor's recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the system equipment. HP engineer will work out a final report on system status. For non-HP selected equipment, customers may select preventive maintenance if they deem it necessary. **Scope of Work:** • Site environmental check • Mainframe hardware check • System log check • Cluster check • Storage peripheral equipments check • System configuration check • System backup check • System collective performance evaluation
4.4 *Annual Storage* *Configuration* *Check* *Unit: Storage* *Frequency:* *1 Time1/Year*	**Briefing:** The need to know the situation and latest changes of the information system at any time is a challenging job. HP storage configuration audit management service can help you. This service collects, organizes and manages collective information of storage device structure, and provides detailed description for configuration information. It allows you and HP to have a detailed understanding of your storage configuration. Through this service, you can receive valuable configuration information for your storage device. **Scope of Work:** • Customers brief introduction and contact information • System network connection graph • Storage device configuration information • HP customer service contact information

Technical File ID: P24_05

Table5. Technical Services

Based on the environmental menu item, separate purchasing is possible

Features	Description
5.1 *Preventive Maintenance - PM* *Unit:* *Server/Storage*	**Briefing:** An HP engineer visits the Customer's site at regularly scheduled intervals to perform diagnostics, checkup error logs on covered systems to find potential software and hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts. HP engineer may also check up for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them with vendor's recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the system equipment. HP engineer will work out a final report on system status. For non-HP selected equipment, customers may select preventive maintenance if they deem it necessary. **Scope of Work:** • Site environmental check • Mainframe hardware check • System log check • Cluster check • Storage peripheral equipments check • System configuration check • System backup check • System collective performance evaluation
5.2 *System Health Check(SHC)* *Unit: Server*	**Briefing:** HP system checkup service will help you check the current status of system and storage devices, and analyze potential problems, thereby presenting advice and methods for resolving these problems so as to find potential troubles with the system as early as possible and nip in the bud and reduce the risks of abnormal downtime. With this service, HP also provides you with check reports and makes necessary adjustments to the problems identified, so as to improve system availability. HP engineer will also compare results several times to help you keep system up and running. **Scope of Work:** • HP9000/HP-UX system: 　■ System recoverability test 　■ System reliability test 　■ System consistency test 　■ System document and backup policy check 　■ System hardware test 　■ Recommendation report • Alpha/Tru64 system: 　■ Collection of customer and system data 　■ General situation of system test 　■ Description of problems detected 　■ System data packet test 　■ System information collection 　■ System document backup and policy test 　■ Other tests

5.3 *High Availability* *Cluster Audit* *Unit: Cluster*	**Briefing:** HP technical specialists will audit and check up your high availability cluster environment, including relevant hardware, software configuration and application, to ensure that high availability cluster and application software can complete hot swamp of applications in case of system failure. They will present recommendations and solutions for problems and potential troubles, resolve HP systems' configuration problems, and provide recommendations on problems with non-HP systems and assist in working out plans to resolve them. This service provides implementation configuration, with each cluster as basic unit. **Scope of Work:** • Examine the physical environment • Installation of auditing software • Collection of data • Analysis of high usability and compatibility of cluster software • High usability environmental configuration information, incident and recommendation of archiving • Testing of recommended program • Review of incidences happened and recommendations • Establishment of action plan with customers

Technical File ID: P24_05

5.4	**Briefing:**
System Performance Analysis	System performance analysis service refers to the comprehensive analysis of your system hardware, operating system, database, middleware, other third-party software and application systems conducted by HP. It is designed to locate bottlenecks of system performance and assist you to establish long-term system performance optimization plans, and conduct system resource planning and design, thereby allowing your system to operate fast and steadily, and meet your growing business needs.
Unit: Server	As your critical business systems are in a continuous process of development and changes, business variety and transaction volume will keep expanding and growing, and new software and hardware will be put to use continuously. As a result, after your system runs for a period of time, the original configuration may not meet the business volume any more, leading to reduced system operating efficiency and adverse impact on business. In the business development, system resource planning is also involved in the launch of new systems and upgrade of old systems. At this point, it is an urgent task to analyze system performance and present solutions to allow your system to regain high operating efficiency, and formulate scientific and complete resource planning as reference for future work and basis for business decisions.
	As various kinds of systems involve large quantities of software and hardware products, traditional solutions often require you to coordinate different vendors engaged in the same task personally. In addition, as the vendors have their own operating rules and characteristics, there is great difficulty in coordination, and buck-passing is easy to occur. That makes it difficult to locate performance issues accurately, prolongs the cycle of problem-solving, and even makes it impossible to solve the problems, causing economic losses and losses in time and reputation.
	For this reason, HP provides customers with total service for performance optimization and resource planning. HP will utilize relevant performance debugging tools to gather and analyze data on the operation status of your system based on its understanding of your application system, operating system, database and other relevant software in the respect of host hardware, storage devices, network, database, middleware and SQL statements of applications, locate the system's current or potential performance problems, and submit them in the form of report. Meanwhile, it will point out where the system bottlenecks lie, and provide recommendations on optimization so as to improve your systems' operating efficiency, and present resource planning reports at your request.
	Scope of Work: • Understand customer needs • Understand customer environment • Establish detailed implementation plan • Discuss implementation plan with customers • Implementation preparations • Collection and analysis of data • Preparation of report • Discuss and analyze report contents with customers

Technical File ID: P24_05

5.5 *Site* *Environnemental* *Assessment* *Unit: Environment*	**Briefing:** Customers might have in possession electricians, as well as professional IT maintenance team; however, the customer might not necessary have in possession a talent who has a combination of skills as well as an understanding of electrical environment and machine room environment required of an IT system. HP machine room site evaluation service is a machine room improvement recommendation service provided by HP professional technical staff through a comprehensive testing of the physical environment and electrical quality of the data center machine room before determining the relevant noncompliant standards, and hidden trouble affecting the safety of the production operations. **Scope of Work:** • General observation • Building inspection • Firefighting and fire alarm inspection • Heat dispersion, ventilation and air-conditioning inspection • Electric power inspection • Ground inspection • Surveillance and police report inspection • Configuration document inspection • Conference holding to report problems detected and the recommendations • Detailed written report

5.6
Patch and Firmware
Analysis
 	
Unit:
Server/Storage
	Briefing:
	• Enhanced Patch Analysis and Upgrade:
	HP engineer will check all general patches that have not been installed in your system yet, and present a list of recommended patches. The patch package is customized to shorten the upgrade time to the minimum and reduce the impact on systems.
	
	• Firmware Analysis and Upgrade:
	HP engineer will also update firmware needed, update hardware version, and improve system availability for your hosts or storage devices according to the needs of your system environment.
	
	Scope of Work:
	• Enhanced Patch Analysis and Upgrade:
	  ■ Inspection of universal (Patch)
	  ■ Provide list of recommended patches
	  ■ Customized patch package to reduce upgrade time
	  ■ Analysis and upgrading service of patch.
	• Firmware Analysis and Upgrade:
	  ■ Updating of firmware for server and storage device
	  ■ Updating of hardware version

Technical File ID: P24_05

5.7 *Host Security Check* *Unit: 1* *Environment* *Interview + 4 Hosts*	**Briefing:** HP system security specialists utilize dedicated security checkup tools for HP-UX system to perform security checkup for your systems, including technical issues such as the setting of file rights, restriction of user access and update of patches. At the same time, we will conduct evaluation of your systems' security strategy, and submit problems and potential troubles to you in the form of reports. At the same time, problems relating to HP systems will be resolved. Through system security checkup, we may improve system security level and protect systems from malicious attacks. **Scope of Work:** • Prepare and institute the plan • Detailed site meeting and discussion with customer • Onsite system evaluation (Usage of Medusa safety evaluation software) • Submission of written report • Analysis • Stating of recommended and detected problems • Completion and submission of report • Persuade customers into Service Improvement program (SIP)
5.8 *Network Security Check* *Unit: 1* *Environment* *Interview + 10 Equipment*	**Briefing:** Are customers worried about the security hidden dangers faced by the IT network structure, external environment, threats from hackers and internal environment such as resource theft and abuse? HP network security evaluation service help customers to detect the existing hidden dangers and provide recommendations through collection of customers existing system, flow and all information pertaining to network use, and combination of the industry security standards and HP in-house advanced experiences. The aim is to exterminate the existence of the risk faced by the customers or to reduce it to an easily apperceived and controlled level. **Scope of Work:** • Prepare and institute the plan • Detailed site meeting and discussion with customer • Onsite system evaluation (Usage of Medusa safety evaluation software) • Submission of written report • Analysis • Stating of recommended and detected problems • Completion and submission of report • Persuade customers into Service Improvement program (SIP)
5.9 *Data Backup Plan Design and Assessment* *Unit: Server*	**Briefing:** Data backup is an important means of safeguarding the security of business data. It ensures the effectiveness of back-up data and can recover back-up data quickly. It is the ultimate objective of designing and managing a backup system. To ensure the backup system's availability, HP provides design and support of backup systems to help you rationally build data backup systems and work out relevant strategy. The design and support of data backup and recovery plan are applicable to backup systems comprising HP products. **Scope of Work:** • Solution Design • Process Evaluation

5.10 *High Availability* *Storage* *Assessment(HASA)* *Unit: Storage*	**Briefing:** Data availability is vital to enterprise's success. With the rapid development of storage area networks (SAN) and storage technology, it becomes increasingly difficult to determine factors that may cause interference to your enterprise. The purpose of high-availability storage assessment service is to detect potential risks that may exist in your XP storage devices and their SAN environment and affect the success of business. Our storage specialists and field technical consultants will work with your assigned IT storage devices management people to get to know your storage environment and overall business needs. Focusing on particular applications running on your assigned HP computing platform, we record in detail the configuration architecture of your XP storage devices and their SAN, including HP host, SAN interconnecting equipment, and any HP storage device that carries critical applications. Our outstanding high-availability and storage resources use industry-leading practices as framework to determine weak links that affect data operation and supportability. We will release our survey findings in the general report so as to allow you to obtain a full understanding of instantly executable actions that bring quick effect. In addition, we will hold debriefing with participation of assessment specialists. High-availability storage assessment service is suitable for HP-UX and MPE operating system environment, and the key of the service is technology. We strongly recommend the service to storage device service providers and existing XP IT environment, migrated from development to production status. This service provides implementation assessment, with each account's environment as basic unit. **Scope of Work:** • Understand user specific equipment room and collective business needs • Detailed recording of storage device and storage area network (SAN) configuration structure • Determine the weak link affecting data operation and supportability • Release of evaluation results • Submission of consolidated report • Situational briefing conducted by a professional evaluator

Table6. Optional Services	
Features	**Description**
6.1 *On-site Spare* *Parts Stocking*	**Briefing:** HP set up a dedicated spare parts stocking for you at your system onsite installation. The spare parts in this spare parts stocking will be provided exclusively for your system maintenance, so as to expedite the hardware recovery time to allow the malfunctioned system to resume operations as soon as possible.
6.2 *Software Onsite* *Service*	**Briefing:** There are many contents in the software onsite service. When a major malfunction happens to the user software system, a system software support staff can be requested of HP to provide maintenance onsite. Software onsite service is usually implemented under the following circumstance: • Major malfunction to the system software; • Significant reduction of the system performance; • Sudden malfunction to the production system; • Other special incidences. Etc.

6.3 *iPAQ Display System*	**Briefing:** HP OpenView network management solution iPAQ application subsystem is a subsystem of the IT integrated network management system, which aim is to provide corporate senior management (e.g., CIO) and network operation and maintenance staff with a solution that uses iPAQ as the mobile terminal and wireless access to conduct IT management. This system is based on HP OpenView solution, and is the expansion and extension of this solution. The core value of this subsystem is in the mobile management and monitoring, causing the enterprise IT operation and maintenance to arrearage and reduces to almost zero, gaining independence in time and space, strengthening incidence influences simultaneously to allow user to obtain the right information at the right time. Usage of this solution can provide CIO or IT staff with real time key data notice and inquiry, to allow them to have a comprehensive understanding of the collective IT status. Also, it can obtain real time important incidences for the IT operation and maintenance staff, and to inquire about IT operation and maintenance information on the move.

6.4
Information System Intelligent Operations Management Service – Smart ITSM
	Briefing:
	HP's information system intelligent operations management service takes HP IT service management (ITSM) reference model as theoretical basis, with the focus on routine operations of modern enterprises' IT department – configuration management and incident (fault) management as the core. Through the installation and deployment of Smart ITSM software, it renders your IT department's routine operations more automatic, standardized and intelligent.
	HP information system intelligent operations management service is suitable for the operations management plan of Chinese enterprises' IT department.
	
	Scope of Work:
	• Unexpected incidences (Fault) flow design:
	  ■ Record of service call received
	  ■ Record of incident information
	  ■ Carry out classification
	  ■ Prioritization of incidences
	  ■ Separate incident settlement
	  ■ Incident upgrading
	  ■ Tracking incident settlement process
	  ■ Incident settlement
	  ■ Notify user
	  ■ Case closed
	• Flow design of configuration management and daily maintenance of HP contract system configuration:
	  ■ Organization configuration item information document
	  ■ Initialization data in the Configuration Management Database (CMDB)
	  ■ Maintenance of configuration item in the Configuration Management Database (CMDB)
	  ■ Checking and updating of data in the Configuration Management Database (CMDB)
	  ■ Management version control of configuration item
	  ■ Guaranteeing the uniformity and completeness of the configuration item in the (CMDB) through timely updating

Technical File ID: P24_05

Table7. China Hewlett-Packard Response Time and Call to Repair Commitment			
Zone	Distance from HP Support Office (KM)	Onsite Response Time (Hour)	Hardware Repair Time (Hour)
Zone 1	0-40	4-hour onsite, the same day	12 hours
Zone 2	41-80	4-hour onsite, the same day	12 hours
Zone 3	81-160	6-hour onsite, the same day	12 hours
Zone 4	161-240	10-hour onsite, the same day	N/A
Zone 5	241-320	12-hour onsite, the same day	N/A
Zone 6	321-480	Next-day onsite	N/A
Outside Zone 1	481-750	The 3rd day onsite	N/A
Outside Zone 2	751-1500	The 3rd day onsite	N/A
Outside Zone 3	Beyond 1500	Established case by case	N/A

Service Limitations	Not all software products provide software update, only designated HP software and third party products will enjoy software update services. In the event of certain software designated in the contract not providing this service content, then this item shall not be included in the software support service fee.
	HP software support service is provided through the response center, and will not provide onsite support services.
	Fully redundant storage technologies (e.g., the XP storage array) problem response and repair time covered in the service contract category will be specified by HP in response to the actual situation.
	Certain third party's software update, license agreement, and license key might be provided directly by third party vendors.
	Initiative and consultative services shall be provided within the standard working hours, otherwise stated or arranged.
	HP decided that this service will simultaneously employs remote diagnosis and support services, onsite service and other service deliverance methods. Other service delivery methods include delivering removable parts (e.g., keyboard, mouse) through express delivery or changing the whole system. HP will determine the final deliverance method, so as to provide timely and effective customer service support.
	On-site response time promise is not applicable for services that can be provided through remote diagnosis, remote support services or other service delivery.
	This service that may not be applied to includes but not limited to:

➢ Recovery of the operating system, other software and data;
➢ Operational testing of application program, or other tests demanded or requested by the customers;
➢ Troubleshooting of interconnectivity or compatibility;
➢ Customer does not adopt system adjustments, maintenance, patches or revisions provided by HP;
➢ Customer does not take preventive measures recommended by HP before the failure.

Hardware call-to-repair commitment:

Hardware call-to-repair repair refers to the period of time that begins when the Customer first contacts HP response center and ends with HP determination that the hardware is repaired and in normal operating condition. Repair is considered complete upon HP verification that the hardware malfunction has been corrected through diagnostics or other methods. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Hardware call-to repair commitment requires the Customer provide HP with instant and unrestricted access to systems. If access to systems, including physical access, remote troubleshooting and/or hardware diagnosis is delayed or rejected, the hardware call-to-repair commitments will be invalidated.
The hardware call-to-repair commitment may not be applied to the following circumstances:

Technical File ID: P24_05

➢ Network hardware equipment repair (except for those who have purchased optional services for Cisco network equipment).
➢ Recovery of the operating system, other software and data.
➢ Unavailability not caused directly by hardware failure.
➢ Customer does not adopt system adjustments, maintenance, patches or revisions provided by HP.
➢ Customer does not take preventive measures recommended by HP before the failure.
➢ If you choose time-consuming root cause analysis, rather than implement recommended server recovery process, the hardware call-to-repair commitment may not apply.
➢ HP reserves the right to revise the hardware call-to-repair commitment to apply to your specific product configuration, location and environment.

For fully redundant storage technologies (e.g., the XP storage array), the committed call-to-repair time commitment applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Response or call-to-repair time commitments for non-critical service requests may vary.
The following are excluded from the call-to-repair time commitment (if applicable):

➢ Time for disk mechanism rebuild or sparing procedures
➢ Any restoration or recovery of compromised data
➢ Any period of non-availability not directly caused by the hardware fault

Customer responsibilities

The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:
Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.
➢ Assist starting self-tests and installing and running other diagnostic tools and programs.
➢ Promptly installing, in a timely manner, critical Customer-installable firmware updates, as well as Customer-replaceable parts and replacement units delivered to the Customer.
➢ Performing other reasonable activities to help HP identify or resolve the problem

Ordering Information

Availability of delivery specifications and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP support service, contact your nearest local HP representative.
HP Proactive 24 Service (P24) product No. is **HA111AC**.

For More Information

For more information on HP Proactive 24 Service or other HP Mission Critical Services, contact any of our worldwide sales offices or visit our Web site at:
http://www.hp.com/hps/support

Technical File ID: P24_05