



HP Mission Critical Service

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 Critical Service (CS)

Service

Description

HP Critical Service (CS) is high-availability service solution designed especially for customers' critical business systems, including periodic overall evaluation of IT operating environment and improvement plans based on the evaluation result to improve IT operations and maximize the availability of your IT environment. With fewer interruptions and less downtime of IT systems, you will lower economic losses caused by failures of your IT systems and gain competitive advantages in the marketplace.

The certified specialist team of high-availability system support in HP Critical Service (CS) is the core team that provides support for you. The service team will work closely with you to understand your IT environment and business goals, and reduce your downtime to the minimum through both proactive and reactive services. Support activities are reflected Critical Business Account support plans (ASP). The team will conduct reviews and audits on a regular basis along with you to ensure that your business goal is consistent with the IT operation goal. In addition to change management guidance and recommendations on system building in the support process, this service team proactively customizes patch package, designs system check specifications, and periodically conducts system check according to the needs of your IT environment. In addition, it also provides proactive technical services, thereby helping your business achieve on-going improvement in the fields of high-availability technology, performance, change planning and security. HP monitoring system for critical business electronic system (ISEE Advance Edition) helps you track system changes detects and resolves problems before the system operation interruption by tracking configuration changes and log alarm. This technology, which is proprietary to HP, may warn of impending problems to the maximum, so as to improve the availability of the IT environment and your IT system monitoring.

HP provides customers with VIP number for Critical Service (CS). In case of system fault, the customer may 24x7 directly contact senior specialists at Critical Service (CS) response center through the VIP number. For any failures with the critical systems, HP commits to repair the hardware problems within 6 hours, and problems with most of other systems will be resolved in the shortest time possible.

In addition, HP may combine support service for IT infrastructure with database on operating system as well as technical services for applications to provide you with one-stop Critical Services. You may obtain such services by purchasing optional services.

HP service team will minimize the possibility of unplanned system downtime through preventive and proactive services. At the same time, it will protect dedicated resources required to restore system in case of failures, thereby shortening the duration of system downtime to the minimum and improving system availability as much as possible.

HP Support Services are governed by S001SP - HP SINGLE ORDER TERMS FOR SUPPORT.



HP Mission Critical Service

Service Feature Highlights		
Items	Features	
Environment Support (Table 1)	1. Assigned Customer Support Team 2. Annual System Maintenance Process Building and Maintenance 3. Annual High Availability Health Check - AHC 4. Annual System Configuration Management and Update 5. Annual System Upgrade Change Management	6. Annual Hardware Recovery Process Rehearsal 7. Electronic Remote Support (for Eligible Products Only) 8. Access to Technical Resources 9. Remote Electronic System Support - ISEE Advanced Edition 10. VIP Numbers Take Precedence in Accessing Critical Business Response Center
Reactive Software and Hardware Service for Server and Storage Devices (Table 2)	1. Mission Critical Team 24*7 Response 2. 6 Hours Call to Repair - 6H CTR 3. Remote Problem Diagnosis and Support 4. Recovery Priority 5. Parts and Materials	6. Local Dedicated Spare Parts Stocking 7. Work to Completion 8. Escalation Management Service 9. Software Product and Documentation Update 10. License to Use and Copy Software Product Update
Proactive Services for Server (Table 3)	1. Remote Electronic System Support - ISEE Advanced Edition 2. Quarterly Patch and Firmware Analysis 3. Monthly System Health Check (SHC)	4. Half Year Preventive Maintenance - PM 5. Quarterly System Performance Analysis: System and Oracle Database 6. Data Backup Plan Design and Assessment
Proactive Services for Storage (Table 4)	1. Remote Electronic System Support - ISEE Advanced Edition 2. Quarterly Firmware Analysis 3. Half Year Preventive maintenance - PM	4. Annual High Availability Storage Assessment - HASA 5. Half Year 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. Onsite Spare Parts Stocking 2. Defective Material Retention 3. Software Onsite Service	4. iPAQ Display System 5. Information System Intelligent Operations Management Service - Smart ITSM
Other Service	Optional	Additional Service

Notes:

1. *Environment Support: Compulsory Contents of Critical Service (CS) ;*
2. *Reactive Software and Hardware Service for Server and Storage Devices: Compulsory Contents for Server and Storage Devices with Critical Service (CS) subscribed;*
3. *Proactive Services for Server: Compulsory Contents for Servers with Critical Service (CS) subscribed;*
4. *Proactive Services for Storage: Compulsory Contents for Storage Devices with Critical Service (CS) subscribed;*
5. *Technical Services: Within an environment, one of the technical topic can be selected for implementation annually, and the customer is eligible to subscribe any technical services listed here;*
6. *Optional Services: Other services that requires additional fees.*



HP Mission Critical Service

Specifications

Table 1. Environment Support

Features	Description
1.1 <i>Assigned Customer Support Team</i>	<p>Briefing:</p> <p>HP assigns critical business account support team comprised of trained and certified IT specialists to provide proactive and reactive services for your IT environment, rendering support for your fulfillment of business goals. The team includes:</p> <ul style="list-style-type: none">• Critical business customer service representative• Critical business response center engineer• Critical business system engineer• Assigned contract administrator <p>Critical Service specialists are your support representatives, technical consultants and principal contacts, responsible for coordinating onsite support. Critical Service specialists work closely with your technical staff and IT management staff, providing guidance in the respect of the building and maintenance of high-availability environment. To achieve your business goals, Critical Service specialists will work with you to formulate and periodically check mutually agreed-upon Account support plan (ASP). Your Critical Service specialists will also arrange and provide technical services, conduct service review, transfer practical experience and knowledge, manage relevant projects, and participate in your internal meetings on system building and maintenance. As your HP product consultant, Critical Service specialist will help you exchange with relevant people at HP and coordinate expert resources if necessary.</p> <p>Critical business response center engineers and system engineers take charge of your specific technical support work, including failure diagnosis, software and hardware maintenance, system improvement and upgrade. Being familiar with your system architecture and configuration, the assigned engineer is able to resolve problems and potential troubles quickly.</p> <ul style="list-style-type: none">• <u>Account Service Plan (ASP):</u> Account support plan (ASP) defines the roles and responsibilities of HP and the customer. Critical Service specialists will work with you to formulate your annual Account support plan (ASP) through consultations, produce and maintain documents relevant to your system, so as to ensure that the support is aligned with your IT objectives.• <u>Operational Review (OR):</u> Operational Review (OR) is an exchange mechanism. With OR, HP account support team will work with your team to review past activities and work out future work plans. The meeting will be held on a quarterly basis, focusing on the implementation and change of Account support plan (ASP), and the status of ongoing support tasks. The meeting is designed to ensure that our support is in step with your work plans perfectly.• <u>System Operations Consulting:</u> HP service representatives will provide consulting service on the operations or building of your systems in light of the specific condition of your systems, corporate goals and work objectives of the IT department. Through technical consultation, they provide you with proposals or recommendations for improvement, helping you build and improve systems. In routine work, when you need consultancy on system operations or building, you may directly contact HP service representatives for discussion.• <u>Site Environment Survey:</u>



HP Mission Critical Service

Site environment is one of the key factors affecting the system stability. HP engineers will check the customer's site environment according to the requirement of equipment on environment and provide solution recommendations. HP computer products are designed to operate within specific power, temperature, airborne contaminant, and humidity ranges. Your engineer periodically monitors these environmental conditions at your site and advises you of necessary modifications.

- Installation Advisory Support:

If customers encounter difficulties during installation and updating of new products, HP will provide necessary consultative support. This service does not include onsite service. If onsite service is required, see the "software onsite service" of "Optional services" (Table 6).

Scope of Work:

- Designated Mission Critical Service Support Team
- MCASC/ASE:
 - The link between the customers and HP, engaged in providing technical service for ensuring system operation, and to work closely with the customers to uphold the high level of usability of the system
 - Responsible for answering customers queries on service level for the purchasing of computer systems
 - Responsible for coordinating the software and hardware onsite service and explaining the technical specifications
 - Responsible for the drafting and implementation of service support plan, and to help customers to determine the required products and services, including consultation and training services, and to participate in relevant internal meetings and other activities according to the agreed upon timings of both parties
 - Responsible for drafting of the relevant work procedures with the customers
 - Responsible for coordinating upgrading of problems
 - Responsible for preparing customer reports like service summary
 - Responsible for analysis of patches
- MCSE:
 - Responsible for providing customers with services like software and hardware installation and maintenance
 - Helping MCASC/ASE to draft the service support plan
 - Responsible for inspecting of customers systems periodically
 - Responsible for the implementation of "Service Note"
 - Responsible for the preventive maintenance of the systems
 - Responsible for monitoring and tracking of customers system changes, and to update the layout plan
- Designated MCRCE:
 - Responsible for providing remote support under the premise of understanding the computer software environment, and log down on telephone the periodic software service check to detect potential problems for the customers
 - To table a solution in the shortest possible time when emergencies occur, so as to reduce system malfunction to the greatest extent
 - Responsible for the information checking of the monitoring system for critical business electronic system (ISEE Advance Edition)
 - Responsible for contacting departments like WTEC
 - Responsible for background assistance and support for onsite engineers
 - Responsible for the analysis of Patch "Service Note"



HP Mission Critical Service

- 24*7 shift engineer: Responsible for servicing hardware default during non-office hours
- Full-time Contract administrator: Responsible for the drafting of customers contract and answering of queries

1.2

Annual System Maintenance Process Building and Maintenance

Briefing:

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



HP Mission Critical Service

1.3

Annual Availability Health Check - AHC *High*

Briefing:

The IT department faces numerous fast-changing and complex challenges in operations. Factors like people, process, technology and environment constitute the challenges faced by the entire IT environment or single system. At the same time, they are also issues to be resolved by relevant solutions. With its abundant experience in countless enterprise IT environments, HP believes the periodic evaluation is critical to ensure the normal operation of business. We understand your goal and provide the availability service level needed by the enterprise. At the same time, we can also help you identify risks in business operation by leveraging our abundant expertise.

HP availability evaluation is a modular service, providing numerous options to help you resolve various kinds of technical and management problems, including strategic business and IT alignment, performance of operating process, system and software configuration and environment stability.

In order to provide you with our availability evaluation service, we need to understand your business needs and the representation in your IT service level agreement (SLA) goals at first. Such evaluation may help you identify major defects and provide the advice so as to align the major components of your business operation, including process, people, and technical infrastructure and support partners.

The evaluation service metrics are derived from the ample experience accumulated by HP in providing support for and designing enterprise-level critical business solutions, as well as the best practices of the industry and vendors, including Office of Government Commerce (OGC) IT infrastructure Library (ITIL) and HP IT Service Management (ITSM) Reference Model. The onsite evaluation is carried out by critical business consultants with HP service department. The evaluation standard takes into account various aspects in the delivery of IT Services, and it carefully examines the people, process and technology in the design of complete service delivery. To optimize process, this offer will break the overall IT infrastructure into a module consisting of 7 parts:

- ◆ IT Service Management (ITSM):
 - ✓ IT Service Management (ITSM) architecture and business adjustment
 - ✓ Service delivery
 - ✓ Service support
- ◆ Client and printer
- ◆ Network
- ◆ Application and database
- ◆ System software
- ◆ Server and storage device
- ◆ Physical environment

Each component of the module is also divided into a number of separate topics, each of which will be evaluated by means of predefined best practice standards.

It is recommended this service be implemented once a year so as to get the overall picture of IT systems.

Scope of Work:

- Prepare and layout the plan
- Field meeting and visit with customers
- Field evaluation
- Submission of written report
- Analysis
- State out the recommended and observed problems
- Completion and submission of report
- Persuasion of customers to take up the Service Improvement Plan (SIP)



HP Mission Critical Service

1.4
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

1.5
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.

1.6
Annual Hardware Recovery Process Rehearsal **Briefing:**
To improve problem-solving efficiency and optimize testing process, HP organizes rehearsal of hardware recovery process for customers so as to get them acquainted with the process and improve collaboration between HP and customers, thereby ensuring the quick fix of failures when they occur.

Scope of Work:

- User calls the response center 800, and uses the corresponding pin code to log in to report problems (Specifying that it is a rehearsal as agreed upon). If HP response center could not be dial through, user is requested to call the ASE, who is required to contact the response center;
- RCE will work hand in hand with the user personnel, connect the modem for remote diagnosis, and to dial and get through the user faulty machine;
- RCE will inform the 24*7 CE of the make up spare parts required;
- RCE will contact the response center Mission Critical support expert;
- 24*7 CE will proceed to the user location, and will inform the depot shift of the user location;
- CE arrives at the customer location;
- Depot will send the required spare parts to the customer location.



HP Mission Critical Service

- 1.7**
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.
- 1.8**
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.
- 1.9**
Remote Electronic System Support - ISEE Advanced Edition **Briefing:**
HP critical business electronic system monitoring system (ISEE Advanced Edition) facilitates tracking system changes, and provides the customers with alarm for system problems by tracking configuration changes and log pre-warning, trying to identify and solve problems before the system operation disrupts. HP's unique technology may provide failure pre-warning to the maximum, so as to improve the availability of the IT environment and your IT system monitoring.
- 1.10**
VIP Numbers Take Precedence in Accessing Critical Business Response Center **Briefing:**
HP provides Critical Service (CS) customers with a dedicated phone support center. Using VIP number, customers do not have to wait after getting through to the response center. Critical business response center engineers will promptly respond to your calls, and quickly diagnose and handle problems, thereby shortening system restoration time and improving system availability.

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

Features	Description
2.1 <i>Mission Critical Team 24*7 Response</i>	<p>Briefing: HP provides specialized helpdesk center for CS customers, who need not wait after accessing the response center with a VIP number, where the engineers of the response center will answer your call immediately, and provide speedy diagnosis and resolve problems so as to reduce system malfunction recovery time and to increase system usability.</p> <p>Time:</p> <ul style="list-style-type: none"> • Service Timing: 24 hours/day, 7days/week (24*7) • Response Timing of Response Center: 15 minutes within receiving and solving of problem
2.2 <i>6 Hours Call to Repair- 6H CTR</i>	<p>Briefing: HP commits six-hour call-to-repair for hardware problems (recovery of operating system and other software is not covered by call to repair commitment). 6-hour hardware call-to-repair commitment is available for the sites located within 80 km of a primary HP support office. For site beyond 80 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.</p>



HP Mission Critical Service

-
- 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**
Recovery Priority **Briefing:**
HP pursues the policy of priority recovery for Critical Service customers for hardware problems, including dedicated response center, quick response for escalation, and priority in spare part use. That allows you to contact immediately the best HP technical specialists, thereby obtaining support of labor and spare parts to restore system operation as soon as possible.
- 2.5**
*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.
- 2.6**
*Local Dedicated
Spare Parts
Stocking* **Briefing:**
HP sets up local dedicated spare parts stocking for Critical Service customers.
- 2.7**
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.
- 2.8**
*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.
- 2.9**
*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.
- 2.10**
*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 S001SP - HP SINGLE ORDER TERMS FOR SUPPORT.
-

Notes: The "HP Response Center and Telephone Servicing Promise" schedule shall be the standard for the above-mentioned "Timing"



HP Mission Critical Service

Table3. Proactive Services for Server

Features	Description
3.1 <i>Remote Electronic System Support - ISEE Advanced Edition</i> <i>Unit: Server</i> <i>Frequency: 1*Configuration; 24*7 Monitoring</i>	Briefing: HP critical business electronic system monitoring system (ISEE Advanced Edition) facilitates tracking system changes, and provides the customers with alarm for system problems by tracking configuration changes and log pre-warning, trying to identify and solve problems before the system operation disrupts. HP' s unique technology may provide failure pre-warning to the maximum, so as to improve the availability of the IT environment and your IT system monitoring. Scope of Work: <ul style="list-style-type: none">• Flow of installation and configuration:<ul style="list-style-type: none">■ System survey■ Customer environmental preparation■ Software installation■ ISEE work environment configuration■ System testing■ Maintenance training• Daily monitoring and control tasks:<ul style="list-style-type: none">■ 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 <i>Quarterly Patch and Firmware Analysis</i> <i>Unit: Server</i> <i>Frequency: 1 Time/Quarter</i>	Briefing: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• Enhanced Patch Analysis and Upgrade:<ul style="list-style-type: none">■ 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:<ul style="list-style-type: none">■ Updating of firmware for server and storage device■ Updating of hardware version



HP Mission Critical Service

3.3

Monthly System Health Check

Unit: Server
Frequency:
1 Time/Month

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

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



HP Mission Critical Service

3.5

Quarterly System Performance Analysis: System and Oracle Database
Unit: Server
Frequency: 1 Time/Quarter

Briefing:

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.

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



HP Mission Critical Service

<p>3.6 Data Backup Plan Design and Assessment <i>Unit: Server</i> <i>Frequency:</i> <i>1 Time Design;2 Times</i> <i>Assessment/Year</i></p>	<p>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.</p> <p>The design and support of data backup and recovery plan are applicable to backup systems comprising HP products.</p> <p>Scope of Work:</p> <ul style="list-style-type: none"> • Solution Design • Process Evaluation
---	--

Table4. Proactive Services for Storage

Features	Description
<p>4.1 Remote Electronic System Support - ISEE Advanced Edition <i>Unit: Storage</i> <i>Frequency:</i> <i>1*Configuration; 24*7 Monitoring</i></p>	<p>Briefing: HP critical business electronic system monitoring system (ISEE Advanced Edition) facilitates tracking system changes, and provides the customers with alarm for system problems by tracking configuration changes and log pre-warning, trying to identify and solve problems before the system operation disrupts. HP's unique technology may provide failure pre-warning to the maximum, so as to improve the availability of the IT environment and your IT system monitoring.</p> <p>Scope of Work:</p> <ul style="list-style-type: none"> • Flow of installation and configuration: <ul style="list-style-type: none"> ■ System survey ■ Customer environmental preparation ■ Software installation ■ ISEE work environment configuration ■ System testing ■ Maintenance training • Daily monitoring and control tasks: <ul style="list-style-type: none"> ■ 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
<p>4.2 Quarterly Firmware Analysis <i>Unit: Storage</i> <i>Frequency:</i> <i>1 Time/Quarter</i></p>	<p>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.</p> <p>Scope of Work:</p> <ul style="list-style-type: none"> • Updating of Firmware for storage device • Updating of hardware version



HP Mission Critical Service

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
-



HP Mission Critical Service

4.4
Annual Availability Storage Assessment – HASA
Unit: Storage
Frequency: 1 Times/Year

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

4.5
Half Year Storage Configuration Check
Unit: Storage
Frequency: 2 Times/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



HP Mission Critical Service

Table5. Technical Services

Based on the environmental menu item, separate purchasing is possible

Features	Description
5.1 <i>Preventive Maintenance - PM</i> <i>Unit: Server/Storage</i>	<p>Briefing:</p> <p>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.</p> <p>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.</p> <p>For non-HP selected equipment, customers may select preventive maintenance if they deem it necessary.</p> <p>Scope of Work:</p> <ul style="list-style-type: none">• 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 <i>System Health Check (SHC)</i> <i>Unit: Server</i>	<p>Briefing:</p> <p>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.</p> <p>HP engineer will also compare results several times to help you keep system up and running.</p> <p>Scope of Work:</p> <ul style="list-style-type: none">• HP9000/HP-UX system:<ul style="list-style-type: none">■ System recoverability test■ System reliability test■ System consistency test■ System document and backup policy check■ System hardware test■ Recommendation report• Alpha/Tru64 system:<ul style="list-style-type: none">■ 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



HP Mission Critical Service

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
-



HP Mission Critical Service

5.4

System Performance Analysis

Unit: Server

Briefing:

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.

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
-



HP Mission Critical Service

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



HP Mission Critical Service

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



HP Mission Critical Service

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 Onsite 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 Defective Material Retention	Briefing: There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk. This service option, available only for eligible products, waives of HP’ s right to maintain possession of a failed disk drive component on which the Customer’ s sensitive data is stored.



HP Mission Critical Service

6.3
Software Service *Onsite* **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.

6.4
iPAQ System *Display* **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 rearrange and reduce 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.



HP Mission Critical Service

6.5
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

Zone	Distance from HP Support Office (KM)	Hardware Repair Time (Hour)	Comments
Zone 1	0-40	6 hours	
Zone 2	41-80	6 hours	
Zone 3	81-160	8 hours	
Zone 4	161-240	N/A	
Zone 5	241-320	N/A	
Zone 6	321-480	N/A	
Outside Zone 1	481-750	N/A	
Outside Zone 2	751-1,500	N/A	
Outside Zone 3	Beyond 1,500	N/A	



HP Mission Critical Service

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:

- 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



HP Mission Critical Service

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 Critical Service (CS) product No. is **HA112AC**.

For More Information

For more information on HP Critical 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>

©

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

HP Support Services are governed by S001SP - HP SINGLE ORDER TERMS FOR SUPPORT.



5981-8514EN Rev. GISV1.5, 3/2006