HP System Healthcheck Services

HP Customer Support Per Event Services

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HP System Healthcheck Services are designed to identify your system's security, performance, configuration, and availability problems before they affect your critical operations.

HP System Healthcheck Services provide a technical assessment of your computing environment and are designed to identify the security, performance, configuration, and availability problems of your system before they might affect your critical operations. HP provides access to a software tool that collects and analyzes static and dynamic information, including operational procedures, configuration information, and system performance characteristics, gathered from your system. A service report of the resultant analysis and recommendations based on HP system management practices is provided. Advisory consultancy is also available to review the findings and recommendations when you purchase HP System Healthcheck Remote Service or HP System Healthcheck Onsite Service.

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Identify and prioritize system improvements to gain control of your technology assets and increase system utilization.

Service benefits

- Provides three service options, allowing you to choose the optimal service fit for your environment
- Uncovers performance, configuration, availability, and security problems of your system before they might affect your business operations
- Identifies and prioritizes system improvements to assist you in gaining control of your technology assets and increasing system utilization
- Improves your system management efficiency
- Complements your internal resources

Service feature highlights

HP System Healthcheck Services encompass the following offerings:

- **HP System Healthcheck Direct Service** analyzes the Customer's system security, performance, configuration, and availability data using HP system management practices. A service report is provided via automated online delivery.
- **HP System Healthcheck Remote Service** analyzes the Customer's system security, performance, configuration, and availability data using HP system management practices. A service report, including an executive summary, findings, and recommendations, is delivered electronically, and a brief review and consultation are conducted via telephone.
- **HP System Healthcheck Onsite Service** analyzes the Customer's system security, performance, configuration, and availability data using HP system management practices. A service report, including an executive summary, findings, and recommendations, is delivered to and reviewed with the Customer, as part of a day of onsite advisory consultation.

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms, or HP Global Agreement.

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Specifications
Table 1. Service features HP System Healthcheck Services

Service options	Delivery specifications
HP System Healthcheck Direct Service (HA278AE)	HP System Healthcheck Direct Service provides: • Access to the System Healthcheck tool for the Customer's use in collecting information on the Customer's designated system • Advisory support through e-mail communication, as needed, on download or use of the System Healthcheck tool • Analysis of system information using HP system management practices for the Customer's designated configuration • A System Healthcheck service report that highlights conditions requiring immediate resolution or further in-depth assessment, with recommendations for a suitable course of action This service is recommended for customers who are familiar with self-help tools and who have an interest in managing their own systems.
HP System Healthcheck Remote Service (HA277AE)	HP System Healthcheck Remote Service provides: • Access to the System Healthcheck tool for the Customer's use in collecting information on the Customer's designated system • Analysis of system information using HP system management practices for the Customer's designated configuration • A System Healthcheck service report that provides an executive summary, highlights conditions that require immediate resolution or further in-depth assessment, and includes recommendations for a suitable course of action • A brief telephone advisory consultation directly related to the analysis, findings, and recommendations based on the data collected and provided to HP This service is recommended for Customers who require a fast assessment of their system and a brief HP consultation on the resultant analysis and recommendations.
HP System Healthcheck Onsite Service (HA272AE)	HP System Healthcheck Onsite Service provides: • Access to the System Healthcheck tool for the Customer's use in collecting information on the Customer's designated system • Analysis of system information using HP system management practices for the Customer's designated configuration • A System Healthcheck service report that provides an executive summary, highlights conditions that require immediate resolution or further in-depth assessment, and includes recommendations for a suitable course of action • One day of onsite advisory consultation, including review of the findings and recommendations from the service report This service is recommended for customers who require a fast assessment of their system, HP consultation on the resultant analysis and recommendations, and additional consultation on system configuration, performance, or security concerns.

Customer responsibilities

The Customer must assume the following responsibilities in order for HP to deliver any of the HP System Healthcheck Services:

• Collect the system data and return it to HP following the instructions provided by HP

• Provide the HP-requested information of the Customer contact to whom HP should send the resulting analysis report

• Provide the name and telephone number of the Customer contact to receive the follow-up consultation, if included in the service option

Service limitations

• Services are conducted during HP local standard business hours, excluding HP holidays.

• System Healthcheck service is offered on a single-system basis.

• Follow-up activities to implement any recommendations are not included in these service offerings, but may be obtained in a separate HP Services engagement subject to additional charges.

Ordering information

To order any of the HP System Healthcheck Services, contact your local HP representative and reference the following product numbers:

• HP System Healthcheck Direct Service: HA278AE

• HP System Healthcheck Remote Service: HA277AE

• HP System Healthcheck Onsite Service: HA272AE

HP System Healthcheck Services

A technical assessment of your computing environment

For more information

HP offers an extensive portfolio of hardware, software, and networking services to meet your IT needs. For additional information, contact your local HP representative.

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps

To learn more, visit www.hp.com

5982-2721EN, 11/2003

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