

# HPE Complete Care Service—ITOps node examples

## HPE Contractual Support Services

### Service overview

This addendum to the HPE Complete Care Service—ITOps data sheet provides examples of different resource types for this service.

**Table 1.** Supported resource types

Supported resource types	Resource count ratio
<b>Physical resources</b>	
Physical server	1:1
Chassis	1:1
Hypervisor host	1:1
Container host	1:1
Network device	1:1
Storage device	1:1
Wireless LAN controllers	1:1
Windows PC	4:1
Wireless access points	4:1
VoIP Devices	4:1
<b>Virtual resources</b>	
Compute instance	1:1
<b>Cloud resources</b>	
Compute instance	1:1
Cloud relational database	1:1
All other types of cloud resources	4:1
<b>All cloud resources are measured based on monthly average usage. Average is calculated on a monthly basis.</b>	
<b>Container resources</b>	
Compute instance	4:1

Uptime resources (URLs and web services)	
URLs, web services, Ping devices	4:1
Miscellaneous	
Ping only	4:1
Inventory only	4:1
Inventory-only resource is any type of IT resource for which the customer is using OpsRamp strictly to discover and track the resource, in that: <ul style="list-style-type: none"> <li>– The resource is on-boarded into OpsRamp as an asset using OpsRamp’s discovery.</li> <li>– The resource’s attributes are tracked by OpsRamp and displayed in the UI, made available reports and APIs.</li> </ul>	
External event data ingestion	4:1
Events-only resource is any type of IT resource that a customer is “managing by proxy” in OpsRamp, in that: <ul style="list-style-type: none"> <li>– The resource is on-boarded into OpsRamp as an asset.</li> <li>– The resource is monitored by a third-party tool and is not monitored by OpsRamp native instrumentation (viz. Agent, Gateway, and/or Cloud-based monitors).</li> </ul> <p>The third-party tool sends alerts into OpsRamp.</p> <p>OpsRamp manages the lifecycle of these alerts, performing alert correlation, escalation and incident management.</p>	

**Note:** This list is subject to change without notice. Contact your HPE sales representative for more information.

## For more information

[Visit HPE Complete Care Service—ITOps](#) for more details on the brand name service and deliverables.

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