

HPE Primera/HPE Alletra 9000/HPE 3PAR Health Check Service

HPE Lifecycle Services

HPE 3PAR Health Check Service provides a scorecard assessment of system configuration, capacity, and supportability for a single HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system. The assessment results will help the Customer improve the utilization of its HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system and identify areas of potential concern before they impact availability or performance.

The assessment information is compared to HPE best practices and provides the Customer's organization with a summary report that includes recommendations to help improve the availability and ongoing management of its HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system. The HPE specialist will examine several parameters, including whether the host I/O is within the node limits, all hosts have at least two paths to the array, the data is appropriately balanced over the disks in the array, there is adequate free capacity, and other key configuration and performance indicators.

The health check service is delivered for a single HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system and does not include performance analysis, testing, or modeling. The service requires that remote monitoring be enabled on the storage system being assessed.

Service benefits

- Presents results in a meaningful, relevant format to help Customers improve their HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system
- Identifies potential issues before they can affect the Customer's business operations
- Facilitates improvements in storage system management by comparing the system's current state with recommended HPE best practices
- Is performed with no required downtime for the HPE Primera/HPE Alletra 9000/HPE 3PAR Storage System
- Allows Customer's IT resources to stay focused on core tasks and priorities

Service feature highlights

- Planning and preparation
- Data gathering
- Analysis and report generation
- Report presentation



Technical specifications

Table 1. Service features

Feature	Delivery specifications
Planning and preparation	The service specialist will: <ul style="list-style-type: none"> • Discuss the process and deliverables while scheduling and getting Customer approval • Verify, using a predelivery checklist, that all service prerequisites have been met
Data gathering	The service specialist gathers relevant information about the Customer’s storage system from the HPE data repository.
Analysis and report generation	The information is analyzed and key parameters of the HPE Primera/HPE Alletra 9000/HPE 3PAR system are compared to HPE best practices. HPE prepares a written assessment report for the Customer, which includes a scorecard assessment with configuration details and an executive summary with findings and recommendations.
Report presentation	HPE presents a report of findings, and recommendations are shared during an interactive question-and-answer session with key members of the Customer’s IT staff.

Service eligibility

The Customer must meet certain hardware and software prerequisites before the service kickstarts:

- The Customer’s HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system, SAN, and hosts must be fully operational, with no issues, in a configuration and environment that allows full data collection.
- HPE remote monitoring tools must be enabled to collect and transmit HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system support data to HPE.

Service limitations

At the discretion of Hewlett Packard Enterprise, service delivery will use a combination of remote and on-site delivery methods.

Follow-up activities to implement any recommendations are not included but may be obtained in a separate HPE Services engagement for an additional fee.

Unless specified in this document or in a separate statement of work, activities such as, but not limited to, the following are excluded from this service:

- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Performance testing, analysis, or modeling; the service is limited to a predetermined set of configuration parameters that are compared to HPE best practices
- Assessment of more than one HPE Primera/HPE Alletra 9000/HPE 3PAR Storage system; additional storage systems can be accommodated by ordering multiple instances of this service
- Evaluation of the Customer’s SAN environment; SAN assessment is available as a separate service
- Assessment of the Customer’s host and application environment; host and application assessments are available as separate services
- Installation or configuration of any hardware or software products
- Loading, management, migration, or manipulation of the Customer’s production data; the service is limited to analysis of the Customer’s HPE Primera/HPE Alletra 9000/HPE 3PAR Storage System configuration data
- Operational testing of applications or troubleshooting interconnectivity, network, compatibility, or other problems
- A site inspection, such as a comprehensive analysis of the Customer facility’s power, cooling and humidity, airborne contaminant, and vibration characteristics, or the structural capabilities of the data center’s raised floor; such inspections are available as separate services



Customer responsibilities

The Customer will:

- Contact an HPE Services specialist within 90 days of the date of purchase to schedule the service delivery
- Ensure that all service prerequisites as identified in the [Service eligibility](#) section have been met
- Complete and return the prerequisite HPE predelivery checklist to the service specialist, including array configuration information, as necessary
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the service delivery
- Adhere to licensing terms and conditions regarding the use of any HPE Services tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE
- Work with HPE to schedule a discussion of the assessment report within two weeks after HPE completes its analysis

General provisions / other exclusions

- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- HPE's ability to deliver this service depends on the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Any services provided outside of HPE standard business hours may be subject to additional charges.
- Portions of the service are delivered remotely or on-site at HPE's discretion.
- This service does not include any remedial or corrective activity, configuration changes, firmware or patch installation, or detailed performance or capacity recommendations.
- This service will be delivered as a single, contiguous event. Environments requiring multiple engagements or data gathering and analysis over longer periods of time are not included with this service.
- Travel charges may apply; consult your local office.

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

- Any services not clearly specified in this document
- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply



Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

Ordering information

To purchase the HPE Primera/HPE Alletra 9000/HPE 3PAR Health Check Service, contact an HPE sales representative or authorized HPE channel partner and reference the following product numbers:

- HM007A1 for configurable HPE Support service
- HM007AE for HPE Per Event service
- HM007AC for HPE Contractual service

This service is also available from the HPE Services Credits menu.

Learn more at

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)

