Application Transformation Solutions
HP Service Virtualization QuickStart Service

HP Service Virtualization QuickStart Service provides you with hands-on mentoring and implementation of HP Service Virtualization in your specific environment. The HP-certified consultant will be on site to accelerate and support the adoption and usage of the tool by reducing the learning curve and assist in piloting a real use case scenario involving a service virtualization solution.

Hands-on mentoring and guidance over a two-week period will provide your testing team with the necessary knowledge and experience to create, deploy, configure, and exercise virtual services.

Installation of the HP Service Virtualization software by a trained HP Software Professional Services specialist is included in this Service.

Service implementation
The HP Service Virtualization QuickStart Service provides for the implementation of the HP Service Virtualization software in a supportable configuration. This Service may be applied only to new HP Service Virtualization installations, and is not applicable for product upgrades and/or expansions to existing installations. Installation is conducted in accordance with the product manufacturer’s specifications and your specific requirements provided in the pre-installation questionnaire.

Service planning and deployment
An HP Software Professional Services specialist will schedule the delivery of the Service at a time mutually agreed upon between HP and the customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any Services provided outside of HP standard business hours will be subject to additional charges.

The HP Software Professional Services specialist will perform the following activities:

- Kickoff/Assessment meeting
  - Verify that installation prerequisites have been met
  - Validate the proposed HP Service Virtualization solution configuration
  - Discuss current development, testing approaches and test data management of composite applications as it pertains to software components/services that are potential candidates for virtualization
  - Review development and/or test environment topologies in connection with the HP Service Virtualization solution framework
  - Investigate the technologies in use, and the software and customer systems that will consume the virtualized services.

- Implementation
  - Design and install the HP Service Virtualization solution at one customer site in a supported configuration.
  - Integrate with other supported HP products such as HP Service Test, HP LoadRunner and HP Performance Center.
  - Create, configure, and deploy a virtual service, using a customer’s use case, based on current service definition in compliance with product-supported technologies.
  - Configure customer or consuming application to leverage virtual service operation
  - Run up to two (2) functional test cases and one (1) performance test scenario, if applicable, exercising the newly created virtual service

- Setup, configuration, and verification of the installation
  - Set up a maximum of four (4) designers (client machines) and one (1) server instance, in a supported configuration for a single-site solution
  - Install necessary patches to allow integration of HP Service Virtualization with other supported HP products if applicable
  - Configure HP Service Virtualization agents and security certificates where applicable
  - Create, deploy, and exercise pre-defined virtual services, leveraging demo applications and use cases

Where applicable, integration validation of supported HP products will be verified by being able to control virtual service state from within their user interface.

- Document the deployed HP Service Virtualization environment

Installation verification
After the HP Service Virtualization software is installed and operational, HP will perform appropriate installation verification tests to confirm product functionality and adherence to HP installation quality standards, including:

- Create an HP Service Virtualization project
- Create and deploy a virtual service based on real service definition (demo service)
• Enhance virtual service with up to two (2) data models and two (2) performance models
• Populate data models with up to five (5) data rules to govern request/response entities
• Demonstrate virtual service state leveraging Learn, Simulate, and Standby features
• Demonstrate a successful deployment and integration by the following tasks:
  – Modify the application under test (AUT) to consume the newly created virtual service
  – Vary service data parameters to validate service rules/activities behavior
  – Update data models through the Learn feature
  – Validate Standby and Simulate behavior
  – Validate integration with HP LoadRunner / Performance Center or Service Test by running tools accessing the virtual service

Customer mentoring session
Upon completion of the installation and verification, the HP Software Professional Services specialist will conduct a mentoring session for up to four (4) participants on the installed HP Service Virtualization product, not to exceed sixteen (16) hours in duration. While not intended as a substitute for formal product training, this session will familiarize participants with how to use the implemented solution by:
• Understanding the architecture of a virtual service solution based on its technology
• Learning how to use the Service Virtualization Designer component
• Creating projects and topologies
• Creating and deploying a virtual service based on real service definition
• Learning how to control the state of a virtual service: Learn, Standby, and Simulate
• Creating and managing data and performance models
• Learning about data model rules and activities
• Configuring a consuming application to leverage the virtualized service
• Integrating HP Service Virtualization with LoadRunner / Performance Center and/or HP Service Test if applicable
• Running a sample functional/performance test to observe data and performance model accuracy

Customer requirements
To ensure a successful service implementation, the customer shall:
• Meet the HP Service Virtualization hardware and software requirements as per the product user guide
• Meet the network and security requirements to install and configure the HP Service Virtualization product as per the product user guide

• Select an application that will take part in the pilot use case
• Ensure network connectivity and required access for the selected application
• Identify the AUT business process involving the service to be virtualized
• Have the necessary documentation, test cases, test data, and any references relevant to service definition
• In the case of WEB services, a valid and standardized service definition file (WSDL) or XSD schema with proper security certificates if applicable (refer to supported technologies in the product user guide)
• Have necessary access and rights to any supported HP tools for integration with HP Service Virtualization if applicable

Service eligibility
The customer must provide the following for delivery of this Service:
• A valid license for the HP Service Virtualization product
• The customer’s SAID number as required to create cases with HP Support
• Access to system administrator(s), application administrator(s), developers, and network engineers to support installation and configuration of HP Service Virtualization if and where needed
• For any onsite Services delivery, all requisite logistical accommodations to the HP Software Professional Services specialist including but not limited to adequate physical work location, access to the customer’s network, internet access, telephone access, and access to the customer’s offices where the work will be performed
• For any onsite or remote Services delivery, any requisite access to the customer’s network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative user names and passwords

In addition, the customer will be responsible for all applicable data backup.

Service limitations
This Service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this Service, but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this Service:
• Integration or configuration of HP Service Virtualization outside of the manufacturer’s supported platforms or products
• Upgrades or troubleshooting of pre-existing product installs

Customer responsibility
• Contact an HP Software Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the Service.
• Coordinate Service deployment on third-party-maintained hardware/software, if applicable, with HP.
- Assign a designated person from the customer’s staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Service.
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the HP Software Professional Services specialist to deliver this Service.
- Retain and provide to HP upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- The customer shall provide reasonable access and working space at the site as HP may reasonably request. The customer will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP’s network at industry-standard speeds. HP shall observe the customer work rules and security and safety policies while performing HP Services at the site of which HP is informed of in writing in advance and that are not inconsistent with HP’s own business practices.

### Duration

Delivery of this Service will not exceed a total of ten (10) days in duration of consecutive delivery.

These days will be delivered as follows:
- Up to eight days of onsite Consulting
- Up to two days of offsite/remote Project Management

This Service includes up to two (2) onsite visits by the HP Software Professional Services specialist.

### Terms

This offering consists of a consulting and training effort and is governed by the HP Customer Terms. All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of a conflict between this Data Sheet and the Terms, this Data Sheet shall take precedence. For purposes of this data sheet, “Services” shall mean “Professional Services” as defined in Exhibit A of this Data Sheet. Pricing for the QuickStart offering may vary by country.

This datasheet is the Statement of Work for the Services described herein.

### Payment and validity

This offering will be pre-billed. The customer agrees to pay invoiced amounts within 30 days of the invoice date. The customer must schedule delivery of the offering to be completed within a period of one year from purchase. The customer may not schedule delivery beyond the one-year period. At the end of the one-year period, HP’s full obligation to deliver the offering is considered fulfilled and the customer’s right to receive the Service will expire.

### Cancellation

To avoid a Cancellation Fee as defined herein, the customer shall notify HP in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the QuickStart offering fee (“Cancellation Fee”). Customers who cancel with ten (10) or more business days in advance of scheduled delivery may reschedule only if delivery will be complete within one year from the purchase date of the QuickStart.

### Change in scope

Changes in scope are not allowed for this QuickStart. Additional or different Services requested by the customer can be accommodated at additional cost through a Statement of Work.

### Intellectual property

HP may provide HP tools, templates, and other pre-existing intellectual property of HP during the course of providing Services (“HP Pre-existing IP”). HP Pre-existing IP does not include, nor is considered a part of, either the deliverables or HP Software products. HP retains all intellectual property ownership rights in such HP Pre-existing IP, as set forth in the terms governing this document. All HP Pre-existing IP is HP Confidential Information. For purposes of this Data Sheet, HP Pre-existing IP will be: (a) HP Service Pre-Installation Checklist; (b) HP Service Virtualization Pilot Use Case Data Sheet. HP Pre-existing IP may be governed by additional license terms that are embedded in the HP Pre-existing IP.

### For more information

For more information, contact your HP representative or email HP Software Professional Services in your region:
- AMS: amsalmpsoswat@hp.com
- EMEA: hpsw-pso-emea-alm-mcs@hp.com
- APJ: hpswpsoapjalmswat@hp.com

HP is the global leader in IT performance software. We are committed to helping customers optimize the business outcome of IT.

hp.com/go/almservices
SKU HM340A1
Exhibit A

The following additional terms are hereby incorporated into this datasheet:

1. Services. Services means consulting, integration, or technical services performed by HP under this Datasheet. Services excludes hardware maintenance and repair, software maintenance, education services, or other standard support services provided by HP; software as a service; managed print services; and outsourcing services.

2. Dependencies. Customer will comply with the general obligations specified in these Terms, and this Datasheet, in a timely manner. Customer acknowledges that HP’s ability to deliver the Professional Services is dependent upon Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data Customer provides to HP.


4. Hiring of Employees. Customer agrees not to solicit, or make offers of employment to, or enter into consultant relationships with, any HP employee involved, directly or indirectly, in the performance of Professional Services hereunder for one (1) year after the date such employee ceases to perform Professional Services under these Terms. Customer shall not be prevented from hiring any such employee who responds to a general hiring program conducted in the ordinary course of business and not specifically directed to such HP employees.

5. Force Majeure. Neither party will be deemed to be in default hereunder, or will be liable to the other, for failure to perform any of its non-monetary obligations under these Terms for any period and to the extent that such failure results from any circumstance beyond that party’s reasonable control, and which it could not have prevented by reasonable precautions or reasonable efforts provided that the exercise of such reasonable precautions or reasonable efforts will not require the incurrence of any additional cost or expense.

6. Background Checks. HP conducts background checks in accordance with HP’s policies and procedures.

7. Authorization to Install Software. During the provision of Professional Services, HP may be required to install copies of third-party or HP Branded Software and be required to accept license terms accompanying such Software (“Shrink-Wrap Terms”) on behalf of Customer. Shrink-Wrap Terms may be in electronic format, embedded in the Software, or contained within the Software documentation. Customer hereby acknowledges that it is Customer’s responsibility to review Shrink-Wrap Terms at the time of installation, and hereby authorizes HP to accept all Shrink-Wrap Terms on its behalf.

Get connected
hp.com/go/getconnected

Current HP driver, support, and security alerts
delivered directly to your desktop

Share with colleagues

© Copyright 2012 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.

4AA4-1747ENW, Created May 2012