

# Resource Services

Contractual Services, part of HP Care



## Service benefits

Resource Services are designed to assist you in:

- Meeting your project budget and schedule goals with HP trained and experienced project professionals
- Fulfilling your infrastructure project needs with the help of technical resources from HP
- Reducing your project risks, thanks to HP professionals, who are experienced in HP and partner products and technologies

## Service features

- Service and resource planning
- Service delivery:
  - Project management resources
  - Hardware technical resources
  - Software technical resources

Resource Services is your source for project management, software and hardware technical specialists and IT service management (ITSM) to assist you in meeting your project or technical goals. There are multiple resources available that can be combined to meet the unique needs of your organisation:

- HP project management resources provide administrative assistance, disciplined project methodology and a single point of contact for your IT project needs.
- HP hardware technical resources provide customised proactive hardware support, such as assisting with your hardware moves, configuration or upgrade plans, to meet the specific needs of your organisation and provide complementary assistance on the installed system.
- HP software technical resources provide customised proactive assistance and support for HP-supported software installation, configuration and upgrades.
- HP technical consultants provide short-term consulting or services related to customer environment, hardware, system infrastructure software and virtualised environment, including technical performance and capacity assessment.

All of these services are delivered by highly skilled and trained HP professionals.

## Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Service and resource planning</b>	<p>An HP service specialist will conduct a remote planning and assessment meeting to review the Customer's resources needs. A customised plan will be written in the form of a Statement of Work (SOW), the scope of which will be jointly developed with the Customer and will specify the details of the services such as:</p> <ul style="list-style-type: none"><li>• The planned activities by resource type</li><li>• The capacity of each resource type in terms of time</li><li>• A list of technical services and/or installation and deployment services activities in scope</li><li>• The service delivery dates</li><li>• The associated charges for the Resource Services</li></ul> <p>A mutually agreed-upon and executed SOW is required for the provision of these services.</p>

**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Project management resources</b>	<p>HP project management resources include project managers and project specialists. A project manager provides planning, monitoring and control, as well as overall management of project activities. The HP project manager typically acts as the single point of contact for the Customer and has overall responsibility for the project, with duties that may include developing the project or program plan, budget, structure and schedule; managing communication; determining staffing requirements; managing change; and controlling and managing the work of team members and third-party vendors.</p> <p>The HP project specialist is responsible for administration and project support. The project specialist will typically perform administrative and financial support tasks and project coordination; additional duties may include performing analyses, researching alternate solutions and developing proposals.</p>
<b>Hardware technical resources</b>	<p>An HP field engineer or customer engineer provides customised proactive hardware services to meet the Customer's unique needs. Typical activities include assisting the Customer with hardware installation, de-installation, moves, upgrades and configuration assistance and facilitating the overall deployment of HP-supported products.</p>
<b>Software technical resources</b>	<p>An HP software technical professional or software specialist provides customised proactive software services based upon the Customer's unique needs. Typical activities include supporting the Customer's special projects with software installation or configuration or providing upgrade assistance.</p>

## Service eligibility

To be eligible to purchase HP software technical resource, hardware technical resource and/or technical consultant services, the Customer must:

- Hold a currently valid warranty or support contract on the system for which the resource is purchased for any activity involving a change to the configuration
- Purchase the resource services for a minimum period of one (1) day; service delivery will be performed during HP local business hours unless stated otherwise in the SOW
- Sign off on the SOW prior to the start of the service

## Customer responsibilities

The Customer will fulfill all obligations, if any, detailed in the mutually agreed upon and executed SOW.

## General provisions/Other exclusions

- Any work not specifically detailed in the SOW is excluded from this service.
- Software technical and hardware technical resources are not available for HP consumer products.
- Travel charges may apply; please consult your local HP office.
- Any work occurring outside of local standard business hours is subject to additional charges and must be agreed-upon in the SOW.

## Ordering information

This service is available either on a per-event basis or may be eligible for purchase under an existing HP service contract. As previously stated, these services require the development and execution of a mutually agreed SOW that defines the scope of these services and can be ordered with the applicable part number(s) detailed in the SOW.

- For technical services:
  - Resource Per Event Service (H7L44AC)
  - Resource Contractual Service (H7L54AC)
- For installation and deployment services (IDS):
  - Installation Per-event Custom Service (HA176AC)
  - Installation Contractual Custom Service (HB068AC)

Contact your HP representative for additional details on how to order these services.

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