



Web App Accelerator Service for Internet Explorer 11

HP Configuration and Deployment

Service benefits

The Web App Accelerator Service for IE11 is intended to help companies:

- Reduce disruption when moving to Windows 10 by eliminating the need to rewrite Web apps
- Remove complications associated with supporting multiple Java versions
- Mitigate risk by addressing any IE11 compatibility issues beforehand

Service feature highlights

- Service planning
- Web app audit
- Web app testing for IE11 compatibility and Java version dependencies
- Web app remediation—design and testing
- Roll-out planning and execution

Service overview

The release of Windows 10 represents a major ecosystem change for enterprises. It moves the delivery of software as a service to the desktop, and it integrates with a number of other Microsoft® solutions like system management, mobile device management, security, and licensing. It is the last Windows OS release requiring a dedicated migration effort. In the future, Windows will be kept current via regular cloud updates. Finally, Microsoft is ending support for all Internet Explorer versions earlier than version 11. These changes represent a number of challenges for companies. Both Windows® applications and Web apps need to be validated to run in the new environment, the impact on security and system management strategies needs to be assessed, and the implications for mobile devices need to be considered.

To provide assurance that Web apps will run successfully in Internet Explorer 11 (IE11), HP has developed the Web App Accelerator Service for IE11. This service collects information about the full list of Web apps in use, determines if they will run successfully in IE11, and then covers the design and implementation of any remediation needed for apps that fail. The service also examines any dependencies that individual Web apps may have with regard to specific versions of Java. This service will similarly design and implement any required remediation, so users no longer have to worry about managing particular Java versions for their apps. The service comprises:

- Planning session(s) to determine the best approach to audit Web apps and their owners
 - Provides complete discovery of your Web app landscape
- Initial testing to determine the Web apps that run successfully in IE11 and identify those that do not
 - Tests also for Java version dependencies
- Design and test remediation for those Web apps that need it
 - Covers both IE11 compatibility and Java version support
- Design the roll-out plan and execute it in phases

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will work with the Customer to plan all the necessary activities, including the identification of any prerequisites for the service, and define a delivery schedule for the service with the identified Customer stakeholders.
Web app audit	An HP service specialist will deploy the agreed-upon tools for discovering the installed Web apps and their primary users. This list will be provided to the Customer as the scope of the full service. Any Web apps that may need to be added after this scope is agreed upon may be subject to additional charges.
Web app testing	An HP service specialist will carry out the required testing to determine which apps will need remediation for IE11 compatibility and appropriate Java version support. The list of identified apps for remediation will be shared with the Customer prior to the remediation delivery.

Feature	Delivery specifications
Web app remediation	An HP service specialist will design the required browser configurations and related configuration files. The test plan for the remediated apps will be agreed upon by the Customer and carried out by HP. Successful completion of the relevant tests will be shared with the Customer prior to planning the roll-out.
Roll-out planning and execution	Based upon the Customer's priorities in terms of sites, user communities, or individual apps, HP will build the roll-out plan for implementation. The roll-out execution will be delivered remotely wherever possible to automate, and thus reduce, the time needed to complete this phase of the service. The roll-out plan can include any agreed-upon user training requirements that may be necessary to help ensure proper adoption of apps running in IE11.

Service limitations

Any services not clearly specified in this document are excluded from this service.

Customer responsibilities

The Customer will:

- 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 HP in facilitating delivery of the service
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for service delivery
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- Ensure the participation of key stakeholders in the various stages of service delivery
- Meet all prerequisites identified in the planning session prior to service delivery

General provisions/other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the Web App Accelerator Service for IE11 that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- This service will be delivered during local HP standard business days and hours excluding HP holidays. Services provided outside of HP standard business hours may be subject to additional charges.
- The service is delivered based on a custom Statement of Work (SOW) tailored to the needs of the Customer.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- The service will be provided using a combination of onsite and remote delivery techniques as agreed upon with the Customer in the planning stage.

Service responsibilities

The table that follows lists service activities and prerequisites as they relate to the Customer and HP's roles and responsibilities.

Table 2. Service responsibilities

Activity	HP	Customer
The Customer requests Web App Accelerator Services		X
The sales team collects the Customer's requirements	X	
The sales team informs the Customer that their requirements will be analyzed by a solution architect/expert	X	
A solution architect/expert is assigned to analyze the Customer's requirements	X	

Activity	HP	Customer
Align solution experts to describe the Customer requirements and answer HP's questions and define criteria for the Customer's acceptance		X
Propose a SOW that includes the Customer's acceptance criteria, timeline, and pricing and engagement terms and conditions, and provide purchase order (PO) details to the Customer	X	
Accept SOW timeline, pricing and engagement terms and conditions, and PO details		X
Submit PO for service setup according to terms and conditions stated in SOW and send the service order to HP		X
Begin service delivery setup only upon receipt of the Customer PO	X	
Inform the Customer and communicate project start/end date based upon timeline mentioned in the SOW	X	
Start service delivery (pre-deployment)	X	
Initiate regular communication with the Customer on the project's status	X	
Complete service delivery (pre-deployment)	X	
Schedule a validation review of the pre-deployment phase	X	X
Review and validate pre-deployment results		X
Accept HP's pre-deployment results		X
Inform HP about orders that will be placed for PC units to be deployed (and PC unit delivery if PC units are ordered from suppliers other than HP)		X
Start onsite deployment of units	X	
Initiate regular communication with the Customer on the PC deployment status	X	
Accept HP's onsite deployment results		X

Ordering information

All Web App Accelerator Services can be ordered as standalone services. There are two ways in which the Web App Accelerator Service can be ordered:

- As a product—the Customer will receive product numbers and an invoice for immediate payment. Service product numbers will be provided in the SOW.
- As a service contract—the Customer will be invoiced over the life of the contract. For staged delivery, invoices will be issued as services are delivered.

For more information

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