



Assessment and Strategy Service for Windows 10

HP Discover and Design Services

Service benefits

The Assessment and Strategy Service for Windows 10 helps you:

- Understand your readiness for moving to Windows 10
- Evaluate hardware compatibility and determine renewal options
- Understand the best way to migrate your PC fleet
- Consolidate your application licencing to eliminate unused licences
- Determine how to achieve full Windows 10 application compatibility
- Evaluate your application compatibility for all applications
- Gain control with identity and access management

Service feature highlights

- Service planning
- Full application audit
- Application testing for Windows 10 compatibility
- Hardware compatibility assessment
- Report on findings and recommendations for the complete migration

Service overview

The release of Windows 10 represents a major ecosystem change for enterprises today. It means moving to the delivery of software as a service at the desktop. It also integrates with a number of other Microsoft solutions in the areas of system management, mobile device management, security and licencing. Windows 10 is the last release of the Microsoft Windows operating system that requires a dedicated migration effort. Moving forward, Windows can be kept current via regular updates delivered from the cloud. At the same time, Microsoft has ended support for all Internet Explorer versions prior to version 11. These changes present a number of challenges for companies: Both Windows and Web applications should be tested to ensure consistent performance in the new environment; the impact on security and system management strategies must be assessed; and implications on mobile devices should be considered.

To maximize value as you transition to this new ecosystem, HP has developed the Assessment and Strategy Service for Windows 10. This service automates the collection of details about your current environment, to validate readiness of your organization to move to Windows 10. This information will produce a detailed assessment report that covers information about your current environment and offers a recommended strategy for adopting Windows 10 with less operational disruption. Key service elements include:

- One or more planning meetings with key stakeholders – prior to service delivery – to agree upon the service scope, priorities and timelines.
- Deployment of software tools – prior to service delivery – intended to help collect and consolidate required device, application, user and location information.
- An automated assessment is conducted which collects information on:
 - *Hardware* - details on all aspects of the hardware, for example: memory, hard disc space, TPM version, UEFI or secure boot functions, age, location, associated user, device type, attached peripherals, patch management currency, and Models/Manufacture.
 - *Application information* - is collected on each PC and analyzed, identifying applications which are compatible, compatible with an upgrade, incompatible, and internally developed applications. In addition, during the assessment analysis of software usage is conducted to provide potential cost savings identification, and application end of life is identified; providing information about installed applications which are no longer supported.
- An output report with assessment results as well as suggestions from HP or its authorized service provider on the next steps for your Windows 10 migration, including application transformation requirements, image design requirements, suggestions on either migrating existing PCs or purchasing new PCs, and the corresponding process for either migrating the existing PCs or loading your new image on new PCs.
- A service duration that lasts roughly four to twelve weeks depending on the complexity of your environment. Variables include the nature of the audit, the number of locations or countries of operation, and the number of customer groups within your organization.

Specifications

Feature	Delivery specifications
Service planning	HP service specialists or authorized service providers will work with the Customer to plan all necessary activities, including identifying any prerequisites for the service and the delivery schedule for the service, which shall occur during local HP standard business hours excluding HP holidays, unless otherwise agreed upon by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Application discovery	HP service specialists or authorized service providers will deploy the agreed-upon tools for the assessment analysis. These tools will run on two or three servers with read access only, an agent will be deployed to the end-user for web application discovery only and is optional. The resulting list will be provided to the customer along with the analysis and recommendations.
Hardware compatibility testing	HP service specialists or authorized service providers will audit the hardware devices within the environment for Windows 10 migration readiness. A complete list of all hardware information will be provided to the customer in the final report.
Dashboard analysis	For the duration of the assessment the customer will be provided access to graphical real-time data of analysis and findings within their environment.
Report and recommendations	HP service specialists or authorized service providers will prepare a report on findings of the assessment work and recommendations for the strategy to deploy either a full or phased migration to Windows 10. The report will be delivered electronically and presented to the key Customer stakeholders.

Table 1. Service features

Service limitations

Any services not clearly specified in this document are excluded from this service. In particular, the service does not include any application remediation that may be required to achieve Windows 10 compatibility.

Customer responsibilities

The Customer will:

- Assign a designated expert from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information and otherwise be available to assist HP or its authorized service provider in facilitating delivery of the service.
- Permit the necessary remote access to allow discovery tools to be used to collect the required hardware and application information or otherwise ensure that the information is made available to HP service specialists or authorized service providers.
- Allow HP or its authorized service provider 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 or its authorized service provider identify or resolve problems, as requested by HP or the authorized service provider.
- Ensure the participation of agreed-upon key stakeholders in the key stages of service delivery.
- Meet any prerequisites identified in planning sessions prior to service delivery.

Confidentiality and personal information:

Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personal identifiable information stored on a system or device of yours, such access will likely be incidental and you will remain the data controller of personal identifiable information at all times. Any personal identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information.

General provisions and other exclusions

- Customer may cancel orders for this service prior to appointment booking delivery at no charge.
- Services must be received/executed in the country of ordering.
- HP may (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer this Service Agreement to another HP entity at any time subject to written notice.
- HP or its authorized service provider reserves the right to charge, on a time and materials basis, for any additional work over and above the Assessment and Strategy Service for Windows 10 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.
- This service is delivered based on a custom Statement of Work (SOW) tailored to the needs of each customer.
- HP or its authorized service provider's ability to deliver this service depends on 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 or the authorized service provider.
- 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

Activities	HP or authorized service provider	Customer
Request the Assessment and Strategy Service for Windows 10		X
Collect Customer requirements	X	
Inform the Customer that requirements will be analyzed by a solution architect or service expert	X	
Assign a solution architect/service expert to analyzed the Customer's requirements and organize planning meetings	X	
Assign internal experts who will communicate with HP regarding Customer requirements, answer HP's questions, and help define the Customer's acceptance criteria		X
Organize one or more planning meetings with key stakeholders to ensure that scope, priorities, and timelines are being met	X	X

Activities	HP or authorized service provider	Customer
Deploy software tools, based on the Customer agreement, to collect required information	X	
Propose a SOW that includes the Customer's acceptance criteria, timeline, pricing, and engagement terms and conditions, and provides purchase order (PO) details to the Customer	X	
Accept the SOW timeline, pricing, and engagement terms and conditions, as well as PO details		X
Submit PO to HP or authorized service provider for service set-up according to terms and conditions stated in the SOW		X
Begin service delivery set-up only upon receipt of the Customer PO	X	
Inform the Customer and communicate project start and end dates based upon timeline mentioned in the SOW	X	
Start the output report creation	X	
Initiate regular communication with the Customer on project status	X	
Complete service delivery	X	
Schedule a conference call to present the report	X	X
Share electronic version and present the final report	X	

Ordering information

Customers interested in the Assessment and Strategy Service for Windows 10 can order this as a contract, invoiced over the life of the contract, or for a single payment. Please contact your HP sales representative in ordering information.

For more information
hp.com/go/configureanddeploy

Sign up for updates
hp.com/go/getupdated



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