



PC Image Design and Build Service for Windows 10

HP Configuration and Deployment Services

Service benefits

- The ability to stay focused on your core activities rather than engaging in time-consuming work to prepare your systems for deployment
- A new image that is tailored to your needs with the help of HP

Service feature highlights

- Service planning
- Deployment project plan
- Application prioritisation
- Application remediation
- Infrastructure/System changes
- Build of OS images
- Proof of concept

Service overview

The release of Windows 10 represents a major ecosystem change for enterprises. It represents a move to the delivery of software as a service at the desktop, and it integrates with a number of other Microsoft® solutions in the areas of system management, mobile device management, security and licensing. These changes represent a number of challenges for companies. HP provides a range of services to address each important phase of the migration process dealing with the infrastructure, systems and applications.

To help companies improve the value from their adoption of this new ecosystem, HP has developed the PC Image Design and Build Service for Windows 10. This service builds upon the work covered in the assessment and strategy phase, as well as application transformation services from HP, and can be completed with the remote or onsite OS migration service to load the new image on your existing PCs. You can even have the new image loaded on your new PCs in our factory.

The main service elements can include:

- A detailed software image design that details the operating system image configurations and any provisioning packages together with their associated settings
- A proof of concept (POC) to validate the identified processes, configuration settings and application compatibility prior to production deployment
- All project and project completion documentation

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist or authorised service provider will work with the Customer to plan all the necessary activities, including the identification of any prerequisites for the service, and agree upon the delivery schedule for the service with the identified Customer stakeholders, 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 may be subject to additional charges.
Deployment project plan	The HP service specialist or authorised service provider will build a plan that outlines the project tasks, dependencies and resource utilisation.
Application prioritisation	The HP service specialist or authorised service provider will utilise the application list generated during the assessment phase, and will agree upon the sequence for remediation and testing.
Application remediation	HP Application Transformation Services are a prerequisite to the PC Image Design and Build Service to help ensure that the applications inside the new image are working with the new OS.
Infrastructure/System changes	The HP service specialist or authorised service provider will use the audit data from the assessment phase to identify any infrastructure upgrades and system updates needed to allow the migration to proceed. The Customer will be responsible for completing any such upgrades or updates.

Feature	Delivery specifications
Build of OS image(s)	The HP service specialist or authorised service provider will design the required software image (or images) as well as any provisioning packages and their configuration settings.
Proof of concept	The HP service specialist or authorised service provider will complete a POC covering the agreed number of users and applications to verify that the solution and the deployment processes work as planned. Upon successful completion of the POC, the Customer will sign off to authorise the transition to the production deployment phase.

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
- Permit the necessary remote access to allow the 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 agreed-upon key stakeholders in the critical stages of the service delivery, such as the POC
- Meet any prerequisites identified in planning sessions prior to delivery of the service

General provisions/Other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the PC Image Design and Build Service for Windows 10 that may result from work required to address service prerequisites or other requirements not met by the Customer.
- This service will be delivered during local HP standard business days and hours excluding HP holidays.
- The service is delivered based on a custom Statement of Work tailored to the needs of the Customer.
- HP’s ability to deliver this service is dependent upon the Customer’s full and timely co-operation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- The service will be delivered using a combination of on-site and remote delivery techniques as agreed upon with the Customer in the planning stage

Service responsibilities

Table 2 lists service activities and prerequisites as they relate to the roles and responsibilities of HP and the Customer.

Table 2. Service responsibilities

Activity	HP	Customer
The Customer requests the PC Image Design and Build Service		X
The sales team collects the Customer’s requirements	X	
The sales team informs the Customer that their requirements will be analysed by a solution architect/ service expert	X	
A solution architect/service expert is assigned to analyse the Customer’s requirements and organise the planning meetings	X	

Activity	HP	Customer
Assign solution experts to describe the Customer requirements, answer HP's questions and define criteria for the Customer's acceptance		X
One or more planning meetings with key stakeholders are held to reach agreement on the service scope, priorities and timelines	X	X
Based on Customer agreement, software tools are deployed to collect required information	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 to HP for service setup according to terms and conditions stated in the 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 the PC Image Design and Build Service	X	
Initiate regular communication with the Customer on the project status	X	
Schedule a validation review of service delivery setup	X	X
Review, test and validate the image		X
Complete service delivery	X	
Accept the HP solution		X

Ordering information

All PC Image Design and Build Services can be ordered as standalone services. The minimum volume requirement is 2,000 PCs. The PC Image Design and Build Service can be ordered in two ways:

- 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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