HPE 3PAR StoreServ Online Import Quick Start Service

HPE Packaged Consulting Services

HPE 3PAR StoreServ Online Import Quick Start Service is a consultative service that is designed to harness the power of your new storage array, fully leveraging HPE Technology Services (TS) Storage Consulting expertise and HPE best practices. This service is a fixed-scope, fixed-price engagement designed to help you accelerate the process of migration while reducing cost & time.

HPE 3PAR StoreServ Online Import is a native 3PAR feature. This is licensed software component of the 3PAR OS & a trial license is shipped with every new HPE 3PAR StoreServ system. The current list of supported source storage systems is provided in a support document which can be found at the following URL;

http://h20272.www2.hp.com/spock/

An HPE consultant will configure and integrate your new HPE 3PAR StoreServ system in preparation for data migration using HPE 3PAR StoreServ Online Import. The consultant will complete a fixed amount of data migration, 5 hosts & 10TB of data in total maximum to be migrated, from your existing storage array to your new HPE 3PAR StoreServ system using HPE 3PAR StoreServ Online Import & provide specialist knowledge transfer during throughout the engagement.

The quick start service methodology includes a discovery phase, which is followed by a configuration phase, migration phase with onsite HPE best practice configuration & planned data migrations. The service provides an SME onsite for execution of both configuration & migrations along with specialist knowledge transfer throughout the engagement.

Our consultant will initiate the services engagement with a discovery phase, supported by documentation that will detail required pre-requisites so you can verify that your existing storage system meets the support requirements for HPE 3PAR StoreServ Online Import. During this phase, we will help you identify any gaps that you need to address in order for you to meet the pre-requisites before commencing a migration.

After verifying you meet the required pre-requisites, HPE will configure HPE 3PAR StoreServ Online Import in line with HPE best practices. Once the configuration is complete, HPE will plan the migrations with you & your teams, outlining the steps involved in order to execute the data migration. During the configuration & migration phase you will be able to leverage the HPE specialist r knowledge transfer.

Finally, HPE will complete the engagement with addressing post migration activities as described below. If you wish to proceed with additional migration activities or engage HPE TS Storage Consulting for a wider migration project, you will need to purchase additional services available at an additional charge. This service can be leveraged to help migrate your data to 3PAR array with several online and offline options, which is intended to allow your business to continue running with minimal disruption.

Service benefits

- Provides and implements HPE best practice configuration

- Provides an HPE 3PAR specialist onsite for the duration of the configuration and migration execution

- Designed to help minimize risk through use of HPE methodologies and experienced HPE storage professionals

- Leverages HPE 3PAR StoreServ trial licensing provided with every new 3PAR StoreServ system

- Can help you determines a migration strategy that can be rolled out for further migrations

- Provides specialist knowledge transfer

Service feature highlights

The HPE 3PAR StoreServ Online Import Quick Start Service includes four phases:

- Discovery phase

- Configuration phase

- Migration phase

- Post migration phase

Table 1. Service features

Feature	Delivery specifications
Discovery phase	- During the discovery phase service planning occurs in collaboration with the Customer remotely. As part of the service planning process, HPE will: - Collect the information (via a phone call with the Customer) needed to identify and assess the existing storage environment pre-requisites for these services. The source storage system make, model and operating system must be supported according to the latest HPE 3PAR StoreServ Online Import Compatibility Matrix - Provide all support documentation to the Customer for verification of firmware specific support with HPE 3PAR StoreServ Online Import - Review and assess information provided by the Customer prior to the onsite visit, if applicable. - Provide details of any gaps in relation to the support of existing hosts, storage systems and HPE 3PAR StoreServ Online Import - Discuss in detail the Customer responsibilities and any actions required by Customer to meet service prerequisites - Discuss out-of-scope activities, where applicable
Configuration phase	- During this phase, HPE consultants use HPE configuration best practices to setup the existing storage system and new HPE 3PAR StoreServ system for Online Import: - HPE 3PAR StoreServ system has Fiber Channel ports configured and dedicated for use with Online Import, known as 'Peer Ports' - SAN Zoning will be setup along with the customer from the source storage system to the new HPE 3PAR StoreServ system. - Configuration of any management tools required for the integration between HPE 3PAR StoreServ Online Import and source storage system. E.g. Command View EVA, SMI-S provider, Online Import Utility. - Provide specialist level knowledge transfer to the customer along with any supporting documentation during all the phases of the service delivery. This knowledge transfer is intended to be done throughout all the service delivery with the customer providing resources during the process as a way to learn it.
Migration phase	- Migration phase includes planning the migration of the pre-defined source system to the new HPE 3PAR StoreServ system and execution of these migrations using HPE 3PAR StoreServ Online Import. HPE will: - Review the (one) existing source storage system identified as in scope for HPE 3PAR StoreServ Online Import migration.

	• Determine the 5 hosts that will be migrated to HPE 3PAR StoreServ, verify that the total amount of source data does not exceed 10TB • Plan the migration with the customer as online or minimally disruptive. Discuss rollback plan if required • Apply HPE design best practices regarding thin provisioning, thin persistence, deduplication and destination CPG in line with customer requirements. • Migrate data and transfer systems from the source array to 3PAR using HPE 3PAR StoreServ Online Import • Provide specialist level knowledge transfer through Customer's participation in the migration process to learn basic features and functionality of HPE 3PAR StoreServ Online Import. • Post migration verification of systems and applications should be performed by the customer • An HPE service delivery specialist will run the appropriate migration verification tests required for this service.
Post migration phase	• The post migration phase is the final phase to be completed after the completion of the configuration and migration phases. During this phase, HPE will: • Remove any tools or configuration not required by the customer after the engagement has ended • Remove any zoning configuration used for the engagement if they are no longer required • Reconfigure the 'Peer Ports' as standard host ports if required and documented in the agreed migration plan • Discuss any potential further storage and data migration activities where the Customer may require assistance from HPE Technology Consulting Services

Service limitations

This service is to be fulfilled at a single Customer location on a single 3PAR StoreServ system.

This service is delivered by no more than one HPE consultant onsite.

Delivery of these services will not exceed five consecutive days including travel time to and from the customer site.

This service includes a maximum of one trip of up to 8 hours (including travel time) to the Customer location (includes configuration, migration and cleanup/close) after initial discovery is completed via teleconference and email communication with the Customer.

This service feature does not include installation and startup of the new HPE 3PAR StoreServ system. These services are available for an additional charge and can be purchased separately from HPE.

Services will be delivered during standard local HPE business days and hours, excluding HPE holidays.

HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.

Contact an HPE service specialist within 120 days of date of purchase to schedule the delivery of the service.

Services such as, but not limited to, the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data

- Any restoration/recovery of compromised data

- Application integration or integration of third-party products or peripherals not included in the system

- Any services not clearly specified in this document

- Support for network-related problems

- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

- This service will deliver up to 5 hosts with a maximum of 10TB data to be migrated in total

- This service will not migrate 'complex' configurations such as clusters, Oracle RAC, file servers

- This service does not redesign existing storage configurations & will be based on a like for like volume configuration

Service eligibility

- To be eligible to purchase this service, the Customer must have an HPE 3PAR StoreServ system with the required HPE 3PAR StoreServ Online Import license active for the duration of the engagement.

The Customer must meet all service prerequisites as identified in the Discovery phase prior to any service delivery.

- The Customer's existing storage system must be running a firmware version supported by HPE 3PAR StoreServ Online Import (this detail is provided during the discovery phase).

- The Customer's existing computing operating system platform(s) must be supported by the array being installed.

- The Customer must install any recommended host patching or software upgrades, including device drivers and firmware.

- The Customer must provide a suitable physical infrastructure for the HPE 3PAR StoreServ system to enable physical connectivity as required, including implementation of any recommendations made by HPE as a result of the site inspection.

- When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HPE service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.

Customer responsibilities

To maximize the effectiveness of our consulting service, the Customer will:

- Allow HPE full and unrestricted access to all locations where the service is to be performed

- Ensure that all the information provided to HPE for this service has been fully detailed and is accurate

- Allow HPE personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Provide all information necessary for HPE to deliver timely and professional remote service

- Ensure that all service prerequisites as identified in the Discovery process have been met

- Provide HPE technology service consultants with all the architectural diagrams that were previously designed for storage

- Be responsible for registering to use HPE's electronic facility in order to obtain software product information and to download HPE software patches

- Be responsible for all data backup and restore operations

- Provide any third-party products required, e.g. MPIO software

- Install customer-installable firmware updates and patches prior to service delivery

- Use all software products in accordance with current HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HPE as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HPE's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to www.hp.com/go/mediahandling.

General provisions/Other exclusions

- Services required due to causes external to the HPE-maintained hardware or software are excluded from this service.

- Any services provided outside of HPE standard business hours may be subject to additional charges.

- Please check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

- HPE reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

Ordering information

To obtain further information or to order HPE 3PAR StoreServ Online Import Quick Start Service, contact a local HPE sales representative.

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For more information

For more information on Hewlett Packard Enterprise Consulting services, contact any of our worldwide sales offices or visit the following website:

https://www.hpe.com/us/en/services/consulting.html

Additional information URL

https://www.hpe.com/us/en/storage.html