

Interested in Service Desk 4.5 Support during 2010?

As you may know, the announced End of Support date for Service Desk 4.5 is December 31, 2009. Many customers are already realizing the benefits of Service Manager as a result of requesting the no additional charge license migration.

With December 31 approaching, HP would like to offer an option to extend support to those customers who could benefit from additional time in their transition to Service Manager. Please find additional details and a request form for the Service Manager license migration [here](#).

For every customer who would benefit from additional time to plan and initiate the migration to Service Manager, HP offers the opportunity to receive support for Severity Level One issues during 2010. In addition, the End of Sale date has been extended to December 31, 2009 so that additional Service Desk licenses may be purchased for the remainder of this calendar year.

December 31, 2009	End of Sale
December 31, 2009	Current Product Support ends
January 1, 2010 to December 31, 2010	Option to extend Severity Level 1 support
December 31, 2012	Self Help Support ends

All Service Desk 4.5 customers have the option to renew their Service Agreement with an end date of up to and including December 31, 2010. Customers with active Service Agreements will continue to receive full support throughout 2009. During 2010, support will be adjusted to provide resolutions for Severity Level One* issues only while all other aspects of support will remain the same, e.g. access to the SSO site, ability to call Customer Support, access to the knowledge database, patch downloads, etc.

In order to facilitate a transition to Service Manager, HP has developed the following program:

- A migration specialist team available to reduce the cost of migration through the elimination of common tasks.
- HP Professional Services and certified partners that can help you with your migration.
- Extensive migration tools that ease migration efforts.
- Several on-line HP Education courses to train your administrators and end-users on Service Manager 7.0.
- A beneficial license entitlement for all customers with an active Service Agreement for Service Desk 4.5.
- Service Desk 4.5 level support prices for the migrated Service Manager licenses with a potential nominal annual increase.

HP and its business partners look forward to working with you and supporting your efforts to move to Service Manager throughout 2009 and 2010.

* Severity Level One: HP product is unusable, resulting in total disruption of work or other critical business impact. No workaround is available. In 2010, Severity Level One issue resolutions will be provided via "hot fixes".