

# HP OpenView Software Enhancement Service

Data sheet



With changing markets and changing business models, your organization needs to stay nimble to maintain and improve its competitive edge. Making sure that your IT solutions remain flexible is a key component of such a strategy. The HP OpenView Software Enhancement Service helps give you this essential flexibility.

# The HP OpenView Software Enhancement Service enables you to make the required decisions based on what is important for your IT solutions.

## Key features and benefits

- Gain greater and faster return on investment from your project implementation by having the solution meet your requirements.
- Improve supportability by having HP engineer your requirements into the standard product.
- Save money by having HP OpenView experts implement your software enhancements.
- Receive product functionality by directly accessing product development resources.

## Meet business needs

The HP OpenView Software Enhancement Service enables you to make the required decisions based on what is important for your IT solutions. When your business has an immediate or short-term change request that needs to be fulfilled, you can now use the HP OpenView Software Enhancement Service to engage HP specialists to fulfill your requirements.

Where new functionality is released during normal major releases of the HP OpenView solutions cycles (on average every 12-16 months), you are now empowered to shorten that period by applying the HP OpenView Software Enhancement Service.

For more details, visit:  
[www.hp.com/managementsoftware/swenh\\_service](http://www.hp.com/managementsoftware/swenh_service)

## Customer responsibilities

To ensure fast progress, a dedicated and mandated resource (or resources) from your organization should be available to attend conference calls or facilitate onsite visits to specify the requirements as well as have the authority to agree to and approve the functionality design.

In addition, HP anticipates that you will provide a detailed description of the external specifications of the requirement(s) by using HP-provided external specification templates. The use of these templates helps streamline the requirements analysis process.

## For more information

### Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit:  
[www.managementsoftware.hp.com/service](http://www.managementsoftware.hp.com/service).

To access technical interactive support, visit Software Support Online at:  
[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services).

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit:  
[www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection).

### Comprehensive training

HP provides a comprehensive curriculum of HP OpenView and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 25 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP OpenView software, positions HP to deliver the optimum training experience. For more information about these educational courses, visit: [www.hp.com/learn](http://www.hp.com/learn).

### The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit:  
[www.hp.com/go/hpfinancialservices](http://www.hp.com/go/hpfinancialservices).

## Ordering information

For information on ordering the HP OpenView Software Enhancement Service, contact your HP OpenView sales representative.

## Service features

Feature	Delivery specification
Software technical resources	An HP software technical resource (also referred to as a software technical professional or software specialist) performs the software development activities that meet your unique needs. Typical activities include the implementation of enhancements of a standard HP software product.
Project management resources	HP project management resources are available optionally to provide in-depth planning and management of projects for developing your HP OpenView software enhancements.
Availability	The HP OpenView Software Enhancement Service currently is available for HP OpenView Service Desk. Other HP OpenView products will be covered by this service in the near future.

## Service process

Process	Delivery specification
Requirement analysis	HP will provide an external specification template that requires your complete detailing of the requirements to be built. HP recommends you work together with your channel partner or HP consultant to detail the requirements and shorten development cycles and cost. Verification cycles with the HP OpenView labs will be required from time to time to clarify the external specification and come to a sign-off on the design of the requested functionality, which will be documented in the statement of work.
Quotation and purchase	Based on the statement of work, a first quotation to provide a high-level estimation will be provided to you after positive confirmation and your agreement to conduct the high-level investigation. Purchasing of the service will be required to pursue the investigation. The preliminary investigation costs for the high-level estimation will be deducted from the final development cost after conclusion of this process.
Product functionality enhancements	Based on the requested functionality and your detailed requirements, HP will provide a quotation for the development of your software enhancements, a delivery time frame and a general support scheme.
Scheduled delivery	Service responsibilities and delivery specifications will be scheduled and formally agreed upon and documented in a statement of work.

## Contact information

To find an HP OpenView sales office or reseller near you, visit: [www.openview.hp.com/buy](http://www.openview.hp.com/buy).

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