



HP Tech
Installation
and Startup

HP OpenView
Radia
Implementation
Service

HP service management experts provide customers with skills and knowledge for the successful implementation of HP OpenView Radia products.

Service description

HP is committed to total customer satisfaction by offering a wide range of software specialized services. HP's Services team has in-depth knowledge and real-world expertise in implementing software change and configuration management solutions in multi-platform, multi-system enterprise IT environments. Our commitment to customer satisfaction is achieved by ensuring knowledge transfer and guaranteeing customer self-sufficiency within reasonable engagement duration. HP Tech Installation and Startup services offer complete turn-key implementation and operational software startup services.

In order to ensure the highest quality implementation of your HP OpenView Radia infrastructure and a smooth transition into live operations, a formal project to carry out the implementation is essential. This will ensure the best return on your investment and the full buy-in from the various project stakeholders.

HP OpenView Radia Implementation Service includes both technical and structured methodology assistance to implement an HP OpenView Radia based solution and secures a successful implementation that meets the business goals and objectives, such as reduced costs, improved service or technology change for business enablement. The HP OpenView Radia Implementation Service quality and reliability are due to the use of skill resources (both technical and project management), suitable and appropriate knowledge transfer, based on accepted industry best-practice (Prince2, RUP, ITIL).

Service benefit

When deploying your HP OpenView Radia based solution with HP OpenView Radia Implementation Service you benefit from:

- A solution scope and project assessment in agreement with your requirements and expectations
- An effective implementation of your business goals and day-to-day IT activities
- An efficient deployment project managed in intelligence with your solution defined scope
- On-site transfer of knowledge and best practices concerning HP OpenView Radia based solution
- Direct access to HP experts, saving you time and research

The deployment of the HP OpenView Radia solution is optimized when coupled with HP OpenView Radia technical classes available via HP Education to secure customer's staff long term knowledge.

Key service deliverables

The implementation method used by HP OpenView Radia Implementation Service is organized into a number of phases, depending upon the size of the project and client preferences. The largest implementations will nearly always have four phases, and may introduce iterations into a phase where the phase is split into two or more iterations. Alternatively, in a smaller implementation there may only be one or two phases. Here are described an overview of the four phases, but should your requirements determine that fewer phases are needed, your HP Software Services project manager will advise you on how the phases should best be combined.

The four phases are shown in below. The phases are named as follows:

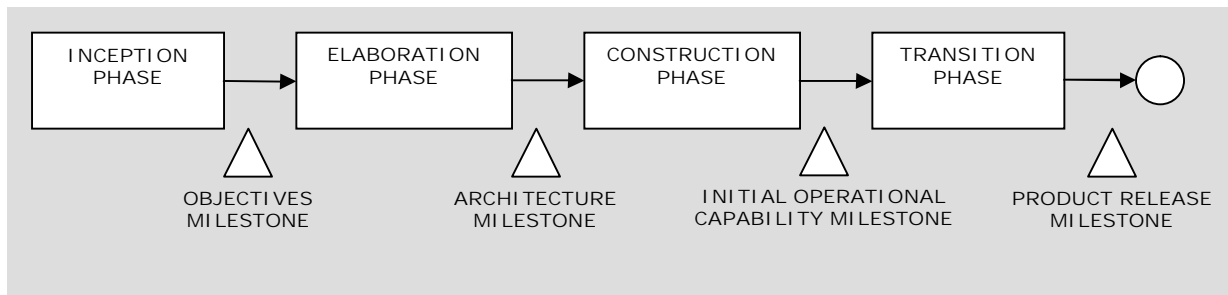
Inception - where the project start-up activities take place.

Elaboration - where the Design and Architecture activities take place

Construction - where the solution is implemented

Transition - where the solution is rolled out into the live environment

The milestones at the end of each phase are named Objectives, Architecture, Initial Operational Capability and Product release.



Phase 1 - Inception phase

The overall goal of the inception phase is to ensure that all of the project stakeholders have a common understanding of the projects' goals and objectives and its implications on them and their organisation.

Objectives

- To define the overall scope of the project, what is intended to be included, and what is not
- To provide a first pass assessment of the risks to the project
- To estimate the overall project schedule and cost and provide detailed estimates for the elaboration phase
- To identify training and knowledge transfer requirements
- To baseline the project acceptance criteria

Deliverables

- Project Definition Document, including the initial risk assessment
- Overall project plan giving dates for the start and end of the phases and of the major milestones.
- Training plan
- Acceptance test plan (outline)
- Detailed plan for the elaboration phase

The milestone at the end of the inception phase is called the objectives milestone. The review at the end of the inception phase should check the following:

- Ø Do the project goals and objectives, timescales and costs support the business case, and are they understood by the project stakeholders?
- Ø Is there agreement on scope, cost and schedule estimates?
- Ø Are the actual and planned expenditure figures for the inception phase in agreement?

Phase 2 - Elaboration phase

The overall goal of the elaboration phase is to put in place a solid architectural foundation on which the following phases can build. This architecture will be based on the initial ideas covered during the inception phase and will be developed during workshops with your HP Software Services project manager and systems engineers. At the end of the elaboration phase you will have a stable architecture, ready to be implemented.

Objectives

- Define and baseline the architecture
- Establish a detailed plan for the construction phase
- Ensure the operational processes, and designs for the infrastructure and environment are elaborated

Deliverables

- Infrastructure Design document
- Model and Policy Design document
- Reporting Design document
- Process Design
- 3rd Party Integration Design
- A revised risk assessment
- Detailed plan for construction phase
- Completed acceptance test plan

The milestone at the end of the elaboration phase is called the architecture milestone. The review at the end of the elaboration phase should check the following:

- Ø Is the architecture stable?
- Ø Have the major technical risks been addressed?
- Ø Is the Construction phase plan sufficiently detailed and accurate?
- Ø Do stakeholders agree the vision can be achieved given the plan?
- Ø The actual and planned expenditure figures for the elaboration phase in agreement

Phase 3 - Construction phase

The Construction phase builds a complete HP OpenView Radia infrastructure, ready for the initial transition iteration or pilot release. As such it encompasses infrastructure build and implementation, any acceptance testing activity and the establishment of test and packaging environments.

Objectives

- Implement the HP OpenView Radia infrastructure and complete any test cases
- Acceptance test execution
- To begin the introduction to HP Software Services technical support

Deliverables

- Product integrated on the target platforms within the test environment
- Infrastructure implemented and tested within the test environment
- Detailed plan for transition phase, including completed transition plan

The milestone at the end of the Construction phase is called the initial operational capability milestone. The review at the end of the Construction phase should check the following:

- Ø Is the release stable & mature enough to be released to the users? This will be based on an assessment of the results from the acceptance testing activities.
- Ø Are all of the stakeholders ready for the transition to production?
- Ø Are the actual and planned expenditures for the construction phase in agreement?

Phase 4 - Transition phase

The purpose of the transition phase is to roll out the Radia infrastructure to the end user community. This will usually take the form of a number of transition iterations, e.g. a pilot iteration followed by a number of regional transition iterations. The number and scope of the transition iterations will be dependent on the structure of your organisation.

Objectives

- To build the live Radia infrastructure
- To roll the Radia client out to the end user community
- To ensure that your operational and support staff are able to manage the Radia infrastructure themselves
- To ensure the stakeholders agree that the implementation meets their vision
- To ensure that the benefits outlined in the business case are being realized
- To carry out any user acceptance testing, if required
- To carry out any performance tuning, if required

Deliverables

- Transition report(s)
- Project completion report

The milestone at the end of the transition phase is called the product release milestone. The review at the end of the transition phase should check the following:

- Ø Are the benefits outlined in the business case being realized?
- Ø Are the actual and planned expenditures for the transition phase in agreement?

HP expert profile

This service will be led by an HP technical expert or a team of experts with a background in the following skill sets:

- HP OpenView Radia experience
- Windows/UNIX administration
- Network Management knowledge
- Cross product knowledge - ex: HP OpenView Radia Infrastructure and HP OpenView Radia Management Applications.

Limitations linked to deployment service

In order to provide a fixed price for this implementation service, there are certain limitations and assumptions that apply to the HP OpenView Radia products installation.

- supported platforms include the following operating systems: HP-UX, Sun Solaris, and Microsoft Windows-NT and/or Windows 2000. The specific operating system version supported by HP OpenView Radia products and versions must be checked at the time of purchase of this service.
- The version of HP OpenView Radia to be installed is the most current general availability release. Current versions of the report packs and data pipes will be utilized. HP experts will provide all current HP OpenView Radia patches at installation
- The customer is responsible for ensuring that designated target workstations for HP OpenView Radia server software installation are in a stable and consistent working condition.
- The customer is responsible for ensuring that the designated target workstations for HP OpenView Radia server software installation meets the hardware requirements
- The customer is responsible for ensuring designated target workstations for HP OpenView Radia server software installation have the latest supported operating system and patches installed per our HP OpenView Radia Installation Guide documentation.
- The customer is responsible for ensuring sufficient space on the disk(s) to install the database executables, control files, master database, and temporary directories.
- The customer is responsible for ensuring sufficient space to install the HP OpenView Radia database and supporting objects (tempdb and the transaction log). Since it is optimal to install these objects on different drives, all identified target disks need to be planned in advance.
- If the HP OpenView Radia database is to be placed on a raw partition, then the target disk drive should NOT be configured by the customer unless under the direction of the HP expert.
- The HP OpenView Radia server and workstations must be connected to the network and can reliably communicate with the initial set of target devices.

- In the case of multiple purchases of this service for multiple servers, all servers will be located in the same location or will be installable from one location. The installation tasks will be performed on-site. Preparation assistance and post-install assistance will be performed off-site.
- All tasks described as provided by the customer in this statement of work will be completed prior to the HP expert arriving to start the project.
- This service assumes that the network is TCP/IP over 10/100 Ethernet LAN.
- HP experts will be performed services during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.
- HP experts may require system manager access to the computer systems to be reviewed during this engagement.
- An engagement start date will be established upon receipt of your purchase order.

Additional Information

For more information about HP OpenView Radia products, please visit: www.hp.com/managementsoftware

For more information about HP OpenView Radia formal classes, visit HP Education web site:
<http://education.hp.com/carepack/default.htm>.

For more information about HP Software Services, please visit: www.hp.com/managementsoftware/services

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