

HP FICON Installation and Startup Service

HP Services

Technical data



The HP FICON Installation and Startup Service is a custom Statement of Work (SOW) service. This service will allow you to tailor the deployment of your fibre switches and HP StorageWorks XP disk array to address the specific needs of your mainframe environment.

This service offers implementation services for the Cisco or Brocade FICON functionality in a switched point-to-point or cascaded configuration. The service includes hardware installation, software installation, switch configuration, testing, and documentation. To address the needs of your business, this customized service may also include a documented design plan, which may encompass project management, design activities, tailored implementation, testing, and an orientation session.

With the assistance of your designated IT storage administrator, an HP service specialist will engage in a discovery process designed to help HP understand your business and storage application needs. This collaboration provides the groundwork to plan, design, and employ the required FICON configuration. The HP service specialist will then apply the customer-approved configuration and perform a suite of installation verification tests, as described in Table 1.

Service benefits

- Installation and startup by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Installation of the HP FICON equipment, both hardware and software, according to the product specifications
- A customized installation plan to support your unique configuration requirements

Service features highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

Service features

Table 1. Service features

Features	Delivery specifications
Service planning	An HP service specialist (in the case of an implementation service, the service specialist will be replaced with a project manager) will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, 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.
Service planning continued	The HP service specialist will perform the following activities: <ul style="list-style-type: none">• Communication with the Customer, including addressing queries by the Customer regarding service delivery• Creation of a pre-delivery questionnaire for the Customer to complete that will identify the existing mainframe environment and will provide the needed configuration information for the installation and implementation• Verification, using a pre-delivery checklist, that all service prerequisites have been met• Creation of a written installation plan, which will serve as the project plan for this service
Service deployment	Service deployment includes the following: <ul style="list-style-type: none">• Presentation of the service delivery agenda• Confirmation of appropriate operating-system patch levels on a selected number of hosts identified in the installation plan• Brief consultation to provide guidance to the Customer in defining the storage configuration objectives based upon application performance and availability needs• Installation of HP certified FICON hardware according to the product specifications• Installation of the mainframe licenses (FICON enablement, CUP activation, Secure Fabric, VSAN, extended Fabric)• Setting of the switch ID(s) and domain ID• Definition of the CUP ports• Limited integration into the mainframe environment• Creation of configuration documentation For switched point-to-point environments, this service is designed for installation and configuration of a single fibre switch. For cascaded environments, this service is designed for installation and configuration of 2 cascaded fibre switches, definition and setup of the ISL ports, and establishment of the fabric binding.
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer's existing computing operating-system platform(s) must be supported by and be compatible with the HP StorageWorks fibre switches being installed.

- The Customer must provide a suitable physical operating environment for the array product, including implementation of any environmental recommendations made by HP.
- The Customer must install any recommended host-based patching or software upgrades, including device drivers.
- The Customer's existing SAN environment must be supported, as defined in the HP SAN Design Guide.
- The Customer is required to be properly licensed for the needed fibre switch software.

Service limitations

Unless expressly agreed in the Statement of Work, activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware covered by a third-party maintenance contract
- Mainframe host HCD (hardware configuration definition); this is the Customer's responsibility
- Reconfiguration of existing environments, such as removal or movement of fibre switches, array disk drives, and adapter cards; conversion and reformatting of existing storage; or installation of extensive Fibre Channel cabling (reconfiguration is limited only to the ports required for the XP array and mainframe connections)
- Implementation of high-availability and other complex configurations, such as host clustering
- Implementation of host-based logical volumes and associated file-system structures
- Installation of operating-system patches and any associated device drivers
- Migration of existing data to the new SAN configuration
- Configuration of any optional software products, such as Continuous Access and Business Copy; additional services will be required for implementation of software solutions deemed complex by HP
- Planning, design, implementation, or assessment of the Customer's new or pre-existing SAN or fabric architecture
- Services that, in the opinion of the HP service specialist, are required due to unauthorized attempts by non-HP certified personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to the execution of the Statement of Work
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- 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 HP 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 HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable

- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with the HP service specialist
- Ensure the availability of all hardware, firmware, and software that the HP service specialist will need in order to deliver this service
- Ensure participation of the Customer's IT storage administrator, database administrator, and selected other staff in discussions of the Customer organization's business and operational objectives, plus any special requirements
- Supply a previously designed virtual disk map, if available

General provisions/Other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the pricing in the Statement of Work that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

The service is only available during local HP business hours. Any service delivery outside these hours will be subject to additional charges.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

www.hp.com/hps/support

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A Statement of Work is required prior to the commencement of this service. HP Technology Services are governed by the HP Single Order Terms for Support or Customer's purchase agreement with HP.

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