

HP Software Update Installation Service

HP Customer Support Contractual Services



Expedited installation of the latest updates to HP operating systems and applications from HP and selected third parties.



The Software Update Installation Service provides you with the services of HP resources to supplement your in-house capability for the installation of software updates, as they are made available.

This service is offered on a per-system basis for updates to HP operating-system software, associated HP-applications software and selected HP-supported third-party software products on your existing HP server systems.

An HP service-delivery specialist will work with you to customise an installation plan and to coordinate and manage the installation of software updates for your server systems.

This service can be tailored to your company's needs and may be delivered during standard business hours or during off-shift hours to minimise business disruption.

Service benefits

- Your systems are installed with the latest software updates in the minimum amount of time
- Expedited installation of software updates with adequate planning
- Flexible delivery schedule that meets your specific business needs
- Fixed monthly cost

Service-feature highlights

- Allows your IT resources to stay focused on their core tasks and priorities
- Pre-installation review of your system prior to a software-update installation being performed
- Assistance planning for the installation of major operating-system revisions
- Installation of software updates, low end
- Installation of software updates, high end

Specifications

Table 1. Service features

Feature	Delivery specifications
Installation of software updates, low end	For server systems classified as 4-way or smaller, or in the workgroup tier, a service-delivery specialist will perform the activities outlined in a Statement of Work, to be mutually agreed upon by HP and the customer. This service includes a pre-installation review of the customer's environment; the development of a software-update installation plan tailored to the customer's business needs that includes an assessment of the impact of installing new revisions of software; the actual installation of the software update(s) and related software patches included with the software updates that are released during the customer's service-contract period and delivered, at the discretion of HP, either at the customer's site or remotely from an HP site; and a report detailing the revisions of software that were updated. Planning for the installation of major new operating-system revision and basic orientation for the customer's system manager and end users may be included. Any services delivered outside of HP standard business hours may be subject to additional charges.
Installation of software updates, high end	For server systems classified as larger than 4-way, or in the departmental or enterprise tiers, a service-delivery specialist will perform the activities outlined in the Statement of Work, to be mutually agreed upon by HP and the customer. This service includes a pre-installation review of the customer's environment; the development of a software-update installation plan tailored to the customer's business needs that includes an assessment of the impact of installing new revisions of software; the actual installation of the software update(s) and related software patches included with the software updates that are released during the customer's service-contract period and delivered, at the discretion of HP, either at the customer's site or remotely from an HP site; and a report detailing the revisions of software that were updated. Planning for the installation of major new operating-system revision and basic orientation for the customer's system manager and end users may be included. Any services delivered outside of HP standard business hours may be subject to additional charges.

An HP service-delivery specialist will work with you to coordinate and manage the installation of software updates for your server systems.

Service eligibility

To be eligible to purchase this service, the customer must have a service contract with HP that includes HP Software Technical Support service.

Statement of Work

The activities to be performed as part of this service will vary based upon the customer's specific needs. A Software Update Installation Service Statement of Work may be jointly developed with the customer and will specifically itemise the activities to be performed under this service. The Statement of Work must be signed and dated by both HP and the customer before delivery of the service commences. In case of any conflict between the terms described in the Statement of Work and those listed on this data sheet, the Statement of Work shall take precedence.

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Licence to use new revisions of software products or the delivery of updated software products to be installed
- Installation of software updates for products not included in the Statement of Work
- Installation of software updates for products not covered by an HP service contract, unless specifically included in the Statement of Work
- Any services not clearly specified in the Statement of Work

Customer responsibilities

The customer will:

- Ensure they are properly licensed to use the software products in accordance with current HP software licensing terms corresponding to the customer's underlying software licence, or in accordance with the current licensing terms of the third-party manufacturer
- Provide the service-delivery specialist with any access codes or new licence keys required to install the software updates
- Be responsible for all data backups prior to and after the installation of the software updates
- Assign a designated person who, on behalf of the customer, will grant approvals, provide information and otherwise be available to consult with HP as required
- Allow HP personnel access to all locations necessary to perform a software-update installation at the customer's site
- Provide a modem connection to support remote access, if applicable
- Have the software-update distribution media available for scheduled installations
- Configure the system and software after the completion of the software-update installation to meet the specific needs of the customer's environment

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Both the service and delivery schedule can be tailored to your company's unique needs.

General provisions/other exclusions

- The ability of HP 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 may provide to HP.
- Any work not specifically detailed in the Statement of Work and agreed upon will be performed at prevailing HP rates, including services provided outside the specified hours of coverage.
- Customisation of software products and databases, or migrations and upgrades to other products or operating-system platforms are not included in this service.
- Some products included in the Statement of Work may be discontinued during the customer's service-contract period; therefore, new revisions of these products will not be available for installation.



For more information

For more information on the HP Software Update Installation Service, contact any of our worldwide sales offices or visit our website at:

www.hp.com/hps/support

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