



hp services

network storage

technical data

hp data replication solution services—continuous access EVA

service overview

HP Data Replication Solution Services provides implementation and verification of the Continuous Access (CA) feature of the EVA storage array. The service is offered at three service levels, ranging from basic installation to more comprehensive implementation that can be tailored to meet the specific needs of your storage environment.

service benefits

- Basic installation and configuration
- Installation in accordance with product specifications and your business's configuration requirements
- Design and implementation delivered by a HP service specialist and based upon HP recommended configurations and industry best practices
- Custom solution implementation as detailed below or in the applicable SOW to support your unique configuration requirements
- Reduced implementation time for a faster return on IT
- Orientation regarding the implemented solution
- Delivery of the service at a mutually scheduled time
- Availability of a HP service specialist to answer questions during the onsite delivery of the service.
- A project manager to coordinate the implementation of the service (Levels 2 and 3 only)
- Documentation of the deployed Continuous Access configuration in your environment
- For Level 3, availability of advanced customization beyond the standard service through the SOW (statement of work) process

service highlights

Three levels of Data Replication Solution Services—Continuous Access EVA are offered to meet diverse Customer needs. The following table highlights what is included at each level of service.

level 1

- Design for a basic configuration of a sample copy-set
- Provide planning, scheduling, and installation services
- Perform product configuration
- Test functional operation in a non-production environment with a sample copy-set
- Perform formal IVT (installation verification test) with Customer system administrator on sample copy-set
- Perform Customer orientation
- Document the configuration

level 2

- Perform project management
- Complete application assessment to establish design parameters to meet Customer needs
- Design to match the needs determined by the assessment
- Draft detailed implementation plan to deploy the Continuous Access (CA) system as designed
- Provide planning, scheduling, and implementation services
- Perform product configuration and copy set configuration using designated volumes (Data Migration Services to the EVA array available at additional cost)
- Test functional operation in a non-production environment with sample copy-set
- Perform formal IVT (installation verification test) with Customer system administrator on sample copy-set
- Verify operation of replication, split, failover, and resync capabilities on Customer data volumes in its current environment, with the overall volume not to exceed 500GB (or 1/2 TB) with one mutually agreed application; the Customer is responsible for full integration and testing of application and databases associated with the replication environment
- Perform Customer orientation
- Document the configuration

level 3

- Project management
- Complete application assessment to establish design parameters to meet extended specific Customer needs as listed in the SOW (statement of work)
- Design to match the needs determined by the SOW
- Draft detailed implementation plan to deploy the CA system as specified in the SOW.
- Provide planning, scheduling, and implementation services
- Perform product configuration and copy set configuration using designated volumes and provide the deliverables listed in the SOW, including such requirement as failover and failback scripting; replication design and configuration can include the integration of supported application and database environments
- Test functional operation in a non-production environment with sample copy-set
- Perform formal IVT (installation verification test) with Customer system administrator on sample copy-set
- Verify operation of replication, split, failover, and resync capabilities on Customer data volumes in its current environment with one or more applications as specified in the SOW
- Perform Customer orientation as specified in the SOW
- Document the configuration

specifications

table 1. service features

feature	delivery specifications
Service planning	<p>An HP service specialist or project manager will schedule the delivery of the service at a time mutually agreed upon between 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.</p> <p>Data Replication Solution Service Level 1 is designed to assist the Customer in getting the product up and running quickly and to provide a demonstration of the product's key features.</p> <p>Data Replication Solution Service Level 2 provides the necessary effort to design, implement, and test the Continuous Access configuration using designated volumes and to verify operation of one application with the resultant copy sets.</p> <p>Data Replication Solution Service Level 3 is a tailored service based on a statement of work (SOW) created by HP that addresses unique Customer requirements not included in Levels 1 and 2.</p>
Service deployment	<p>Level 1 deployment activities include:</p> <ul style="list-style-type: none">• Reviewing the engagement with the Customer using the pre-delivery checklist• Reviewing the basic design with a sample copy-set; reviewing the configuration with the Customer to verify that the configuration is compatible with the Customer's environment• Updating EVA controllers if necessary in HP's judgment• Upgrading CommandView EVA if necessary in HP's judgment• Installing Continuous Access GUI on existing SAN Management Appliance (the CommandView Element Manager must already be installed)• Configuring Continuous Access EVA on both sites from one location• Configuring dependent switches, including any zoning requirements• Configuring alternate SAN Management Appliance (SMA) to pre-discover Continuous Access and allow an alternate control point• Configuring a notification scheme• Documenting the Customer environment. <p>Level 2 deployment activities include all those listed under Level 1, plus the following:</p> <ul style="list-style-type: none">• Performing the application assessment and design• Reviewing the design with the Customer to ensure its compatibility with the Customer's environment• Implementing the design• Verifying replication, split, failover, and resync capabilities on Customer volumes with one application

specifications

table 1. service features (continued)

feature	delivery specifications
Installation verification tests (IVT)	<p>Level 3 deployment activities will include the following, based on the SOW created for the Customer during the pre-sales cycle, and will include all activities listed under levels 1 and 2:</p> <ul style="list-style-type: none">• Reviewing the engagement with the Customer, using the SOW• Performing the application assessment and design scoped in the SOW• Reviewing the design with the Customer to facilitate its compatibility with the Customer's environment and its consistency with the SOW objectives• Implementing the design as defined in the SOW• Verifying replication, split, failover, and resync capabilities on Customer data volumes in its current environment with applications, as specified in the SOW• Additional integration and testing deliverables as specified in the SOW <p>HP will run the appropriate installation verification tests required for the level of service provided:</p> <p>Level 1 testing activities include:</p> <ul style="list-style-type: none">• Hardware and firmware diagnostics• Tests to verify CA operational status, including replication, failover, and failback using sample copy sets, and switching from the primary to alternate SAN Management Appliances. This would include such tasks as:<ul style="list-style-type: none">– Normalization of a small sample copy set– Verified access to remote copy after a simulated failure– Assumption by an alternate SMA (SAN Management Appliance) after simulated failure– Demonstration of resync (mini-merge) after a line failure– Demonstration of resync after simulated failback– Tests to validate notification mechanisms <p>Level 2 will include all tests listed under Level 1 IVT, plus the following:</p> <ul style="list-style-type: none">• Validation of remote availability for one application <p>In lieu of an installation verification test, Level 3 service will include a formal acceptance test to validate those features and functions specified in the SOW.</p>
Customer orientation session	<p>The HP service specialist will provide an orientation session on the product and technology, which will include:</p> <ul style="list-style-type: none">• Familiarization with the verification of firmware and driver levels of the various components• Familiarization with the CA-UI application and a review of the basic features of the CommandView EVA application• Familiarization with the details of the installation report (or similar design document) provided to the Customer• Customer participation in the formal IVT
Project management (Levels 2 and 3 only)	<p>The project manager will work with the Customer to manage the integration, development, and delivery of the service during normal HP business hours. The project manager will provide the activities detailed below either remotely or onsite (at the discretion of HP). The project manager will:</p> <ul style="list-style-type: none">• Manage any HP resources required for the delivery of the service• Develop a project plan defining the scope of the services to be delivered• Identify the Customer's responsibilities and other requirements in order to facilitate the delivery of this service• Act as the liaison and single point of contact between HP and the Customer• Develop the project schedule and manage the project against defined timelines

service eligibility

The Customer must meet all of the following prerequisites for delivery of this service. The Customer is responsible for ensuring that it complies with the following eligibility requirements:

- SAN must be implemented and operational between locations.
- Inter-site gateways (IP or other) must be installed and configured. Gateway installation and configuration may be coordinated with delivery of this service; consultation from HP may be required in the definition of gateway parameters.
- Sufficient CA link bandwidth must be provided to support the expected sustained and maximum I/O rates.
- All supported hosts must be at supported OS revision and patch levels.

customer responsibilities

The Customer will:

- Contact an HP service delivery specialist within 90 days of purchasing this service to schedule its delivery
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP to facilitate the delivery of this service
- Ensure that all service prerequisites as identified above under Service eligibility are met.
- Ensure the availability of all hardware, firmware, and software that the HP service specialist will need in order to deliver this service
- Allow HP full and unrestricted access to all locations where the service is to be delivered.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Be responsible for the pulling and installation of all fiber cables

general provisions/other

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements are not met by the Customer.
- HP reserves the right to re-evaluate the charges for this service should the Customer not, within 90 days of purchasing this service, schedule and provide for its subsequent delivery.
- 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 may provide to HP.

limitations

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Installation and configuration of network gateways not provided by HP as part of this solution
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Performance testing and optimization of the Continuous Access EVA environment beyond the initial implementation
- Migration of Customer data from prior storage volumes; HP can provide Data Migration Services at an additional charge
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software
- Any services not clearly specified in this document
- Any documentation other than that mentioned in this data sheet

for more information

For more information on HP Data Replication Solution Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

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