



HP
OpenView
Operational
Services

HP OpenView
Radia
Operational
Service

HP Radia experts provide customers with skills and knowledge to make the most of their HP OpenView Radia solution.

Service description

HP offers targeted, focused and competitively priced services to customers who want to improve and maximise the benefits of their HP OpenView Radia solution. This service provides a series of short engagements with experienced HP engineers who will work with your team to target areas of improvement.

HP engineers are experienced in the following areas of Change and Configuration Management:

- Software Application Management
- Inventory Management
- License Tracking and Usage Management
- Patch Management
- OS Management

For each of these areas the following services are available::

Available Services	Description
Configuration & Best Practices Review	<p>Understanding your current environment, its strengths, its pain points and its goals is essential in building your optimal performance plan. This service is a recommended starting point whereby HP Radia experts perform an overall assesement of your current environment.</p> <p>Review of your existing Radia solution:</p> <ul style="list-style-type: none"> • Does your implementation meet your original business objectives? • Have your original needs and objectives changed since Radia was first implemented? For example, your desktops are under control, but you may now need to manage Laptops and remote users. • Are you operating efficiently? • Do you have all the latest versions of Radia software?

	<ul style="list-style-type: none"> • Are you ready for a Disaster/Recovery (DR) situation? <p>Deliverable:</p> <ul style="list-style-type: none"> • A Report, providing an overview of your implementation, its effectiveness and highlighting a prioritised list of recommended improvement areas based on Best Practices.
<p>Advanced Application Packaging practices</p>	<p>Review your existing Application Packaging practices and provide advanced Packaging mknowledge transfer and techniques. This services provides increased efficiency and effectiveness in packaging Applications for management vis Radia.</p> <ul style="list-style-type: none"> • Do you have applications that are difficult to package for your operational requirements? • Do you want your staff to be more efficient packaging applications? • Do you need help resolving application deployment issues? • Do you want assistance packagings? <p>Deliverable:</p> <ul style="list-style-type: none"> • Best Practices recommendations for packaging processes, advanced packaging technique skilld transfer, assistance packaging applications.
<p>Upgrade</p>	<p>Upgrade to the current version of a selected Radia product. HP Radia experts will guide you through:</p> <ul style="list-style-type: none"> • What is the impact of upgrading? • What do I need to consider? For example, bandwidth, remote users, infrastructure. • What are the main new features? • Which new features are relevant to your implementation? • What are the benefits? • What are the risks of upgrading? <p>Deliverables:</p> <ul style="list-style-type: none"> • The current version of the selected Radia product installed and working in your test environment • A Report summarising the steps necessary to upgrade your live environment to the new version
<p>Performance and Tuning</p>	<p>Can you improve your existing service delivery by fine tuning?Have you outgrown your original design?</p> <p>Have your goals been extended?</p> <p>The Radia Performance and Tuning service can help address these questions. Delivered by experienced HP Radia experts, the service</p>

	<p>combines industry best practices with your Radia environment needs and assess whether you are optimizing your Radia investment.</p> <p>Deliverables:</p> <ul style="list-style-type: none"> • A tuned system • A Report summarising the changes made and any recommendation for future actions
<p>Additional Radia Products integration</p>	<p>With a well running Radia implementation, you're already providing excellent service delivery in the area of Software Application Management. Now you can capitalise on your success, by increasing the business value of your implementation, with the addition of one or more of the following Radia products:</p> <ul style="list-style-type: none"> • Radia Patch Manager. Are you vulnerable to the latest Worm? Can you ensure your machines are patched? Radia Patch Manager eliminates known software vulnerabilities quickly and reliably by automating the patch management process. • Radia Usage Manager. Do you have enough licenses for applications such as MS Office? Do you have too many licenses for other applications, such as MS Project? Are you using all of your licenses? Radia Usage Manager gives IT administrators a clear view into the real-world usage patterns of every application in the enterprise • Radia OS Manager. Are you migrating operating system, for example to Windows XP? Radia OS Manager automates the lifecycle for change and configuration management of operating systems on servers, desktops and laptops. <p>Deliverables:</p> <ul style="list-style-type: none"> • The current version of the selected Radia product installed and working in your test environment • A Report summarising the steps necessary to upgrade your live environment to include the new version
<p>Operational Skills Transfer</p>	<p>Are you doing things the best way? Can your service delivery be improved? Sometimes, education isn't enough and there's the need to seek expert guidance. One-on-one, on-the-job skills transfer is an excellent way to accelerate the development of your own staff, totally focused on the unique characteristics of your implementation.</p> <p>Deliverable:</p> <ul style="list-style-type: none"> • Intensive skills transfer
<p>Extended Services</p>	<p>Do you need help reconfiguring your implementation, defining some TSP pages, or performing any other ad-hoc tasks?</p> <p>Deliverable:</p> <ul style="list-style-type: none"> • Focused, expert consultancy

Service benefit

By using this service, HP OpenView Radia customers will benefit from:

- Direct access to HP experts, saving you time and research
- Reduced implementation times
- Improve operational configuration
- Increases in IT environment effectiveness and efficiency levels
- Increased return on their Radia investment
- Intensive transfer of knowledge and best practices, focused on the unique characteristics of your implementation and environment

Key steps

Your Technical Account Manager will be able to review with you which of these options are most applicable to your current implementation.

Available Services	Delivery Overview
Configuration and Best Practices Review	Architecture Development QA / Pre-production Production Other Environments Model and Policy Configuration management Types Window of Opportunity Timings Synchronization RDSCS TREE IMPORT/EXPORT RADDDBUTIL Audits Monitoring Upgrades & Maintenance Reporting Processes Recommended changes
Radia Advanced Packaging Techniques	Packaging Process Review Review advanced Packaging techniques MSI Native Radia Knowledge Transfer Assistance packaging applications Summary & Recommendations

Upgrade	<p>Infrastructure Changes</p> <ul style="list-style-type: none"> Development QA / Pre-production Production Client <p>Model and Policy Changes</p> <p>Database update/migration</p> <p>Process changes</p> <p>Testing</p> <p>Production rollout planning</p> <ul style="list-style-type: none"> Infrastructure Client Testing
Performance and Tuning	<p>Architecture review</p> <ul style="list-style-type: none"> Production <p>Model and Policy review</p> <p>Connection Strategy review</p> <p>Performance analysis</p> <ul style="list-style-type: none"> Radia infrastructure H/W analysis Radia infrastructure component analysis Radia client analysis <p>Radia Version audit</p> <p>Upgrades & Maintenance</p> <p>Process review</p> <p>Recommended changes</p>
Additional Radia Products integration	<p>Requirements</p> <ul style="list-style-type: none"> Architecture Clients Change Management Accounts and Access Network changes <p>Model and Policy Changes</p> <p>Process changes</p> <p>Configuration and Testing</p> <p>Production rollout planning</p> <ul style="list-style-type: none"> Infrastructure Client Testing
Operational Skills Transfer	<p>Products Covered</p> <ul style="list-style-type: none"> Radia Products Level/Depth Experience/skill level <p>Identified Further Training Requirements</p> <p>Course Availability</p> <p>Summary & Recommendations</p>
Extended Services	<p>Objectives</p> <ul style="list-style-type: none"> Radia Component changes Functionality

	Architecture Clients Model and Policy Changes Process changes Testing Production rollout Infrastructure Client Testing
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Expert availability

HP technical experts are in high demand so we recommend a minimum of 20 days notice in order to schedule your engineer.

Ordering & pricing information

Each of these services can be ordered using HP OpenView Operational Services package:

- HBO67A1 5HR Radia Config and Best Practices Review \$12,000
Including 5 days on-site travel and expenses.
- HBO67A1 5HT Radia Advance Packaging Techniques \$12,000
Including 5 days on-site travel and expenses.
- HBO67A1 5HU Radia Upgrade \$24,000
Including 10 days on-site travel and expenses.
- HBO67A1 5HV Radia Performance and Tuning \$12,000
Including 5 days on-site travel and expenses.
- HBO67A1 5HW Operational Skills Transfer \$12,000
Including 5 days on-site travel and expenses.
- HBO67A1 5HX Addl Radia Product Integration \$24,000
Including 10 days on-site travel and expenses.
- HBO67A1 5HY Radia Extended Service \$2,000
This is a daily rate for additional or ad-hoc days.
Note that this does not include travel and expenses, which will be charged at cost.

Service Limitations

- § Supported platforms include the following operating systems: HP-UX, Sun Solaris, AIX, Microsoft Windows NT and/or 2000, Windows 2003 Server and Macintosh. 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. HP experts will provide the selected HP OpenView Radia patches during the service engagement.

- § The HP OpenView Radia server and workstations must be connected to the network and can reliably communicate with the initial set of target devices.
- § All tasks described as provided by the customer in the 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/WAN.
- § 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 administrator access to the computer systems to be reviewed during this engagement.
- § An engagement start date will be established upon receipt of your purchase order.

Recommended prerequisites

This service is intended to compliment the formal education classes available from HP at <http://www.hp.com/learn/openview>

For more information about HP Software Services, please visit: <http://www.openview.hp.com/services>

For more information about HP Management Software, please visit: <http://www.hp.com/managementsoftware>

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