VMware Capacity Planner Assessment Service

HP Services

Technical data

VMware Capacity Planner Assessment Service offers you a detailed view of your current server environment and recommends changes that can help maximize it through consolidation and virtualization. VMware Capacity Planner Assessment Service can help you maximize your current infrastructure, plan for future changes, and enable you to control costs and enhance performance. It includes:

- Inventories of the server population
- Identification of servers below minimum specification that should be retired
- Identification of legacy servers from which consolidation should be performed
- Identification of target servers (from inventory or a catalogue) to which consolidation should be performed
- Recommendation of legacy servers to target server consolidation action, mapped by server name
- Forecasts of the resultant performance of the target servers after consolidation, by server name

This service is available in 3 packages: 50-server assessment, 200-server assessment, and 1000-server assessment.

Service benefits

- Provides comprehensive visibility into your existing inventory and the performance of your server assets
- Identifies target servers for consolidation
- Offers a roadmap for server consolidation opportunities
- Delivery of the service at a mutually scheduled time convenient to your organization

Service features highlights

- Assessment planning
• Deployment of Capacity Planner
• Configuration of Capacity Planner
• Assessment review and recommendations

Specifications
Table 1. Service features

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<th>Feature</th>
<th>Delivery specifications</th>
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| Assessment planning             | An HP service specialist will conduct a planning meeting to review the Customer’s environment, discuss pre-installation activities including the Customer-completed pre-installation checklist, and confirm with the Customer that the service prerequisites have been met. The assessment planning session will include discussion of:
  • The list of named servers to be monitored, or if discovery is to be undertaken
  • Whether the monitored server list will be automatically detected or imported
  • Which domain authentication credentials will be used for data collection
  • LAN topology; access to remote sites will be identified
  • Whether the target servers will run Microsoft® Windows®, VMware ESX, or a combination
  • Target machines to be used in any consolidation scenario
  HP will schedule the onsite 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. |
| Deployment of Capacity Planner  | Deployment will include installation of VMware Capacity Planner on a single server/site (any remote servers must be accessed from this server). |
| Configuration of Capacity Planner | Configuration will include the following:
  • Configuration of VMware Capacity Planner according to the Customer’s pre-installation checklist and assessment planning meeting
  • Initiation of the data collection process, which will continue for 30 days after initiation.
  • Validation of the performance data being collected and transferred to the VMware Web site |
| Assessment review and recommendations | • Offsite, HP will develop the consolidation analysis and create the report(s).
  • A meeting with the Customer will be scheduled for the final assessment review and recommendations. |

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:
• The Customer must allow the data collected by the Capacity Planner tool to be provided to VMware for processing

Service limitations

HP can only configure performance data collection for those servers that it has permission to access. If any servers are not visible as the result of security, password, firewall, and similar restrictions, then HP cannot be held responsible.
Customer responsibilities

The Customer will:

• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
• Ensure that all service prerequisites as identified in the ‘Service eligibility’ section have been met
• 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
• Provide an operational server required for the deployment of VMware Capacity Planner that includes Windows 2000/2003, with a minimum of 1 GHz processor, 512 MB RAM, 2 GB disk, and 100 Mb/s NIC
• Allow domain admin access rights to servers being collected
• Allow admin user rights on collector server
• Provide access on ports 80/443 to Internet from collector server
• Provide "line of sight" access to the servers (i.e., no firewalls prevent access)
• Provide admin password for servers in scope

For tracking and reporting purposes, the Customer must provide:

• Physical location of servers (city, building, room)
• Server environment (development, QA, or production)
• Department (owner of server/application)
• Function of server (e-mail, ERP, file & print, database, etc.)

The Customer will e-mail this information in an Excel spreadsheet to the HP service specialist.

General provisions/Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

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.

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
• Service deployment on hardware covered by a third-party maintenance contract
• 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
• Service required due to causes external to the HP maintained hardware or software
• Any services not clearly specified in this document

Ordering information

This service can be ordered using the following service part number(s):

50-Server VMware Capacity Planner Assessment Service: UF811E, HA802A1, HA802AE

200-Server VMware Capacity Planner Assessment Service: UF812E, HA803A1, HA802AE

1000-Server VMware Capacity Planner Assessment Service: UF813E, HA804A1, HA804AE

For more information

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

HP support services: www.hp.com/hps/support
HP Care Pack Services: www.hp.com/hps/carepack