

HP MISSION CRITICAL SUPPORT

NonStop

Mattias Schuster
Account Support Manager



Agenda

- Your IT challenges
- HP proactive portfolio
- Examples deliverables

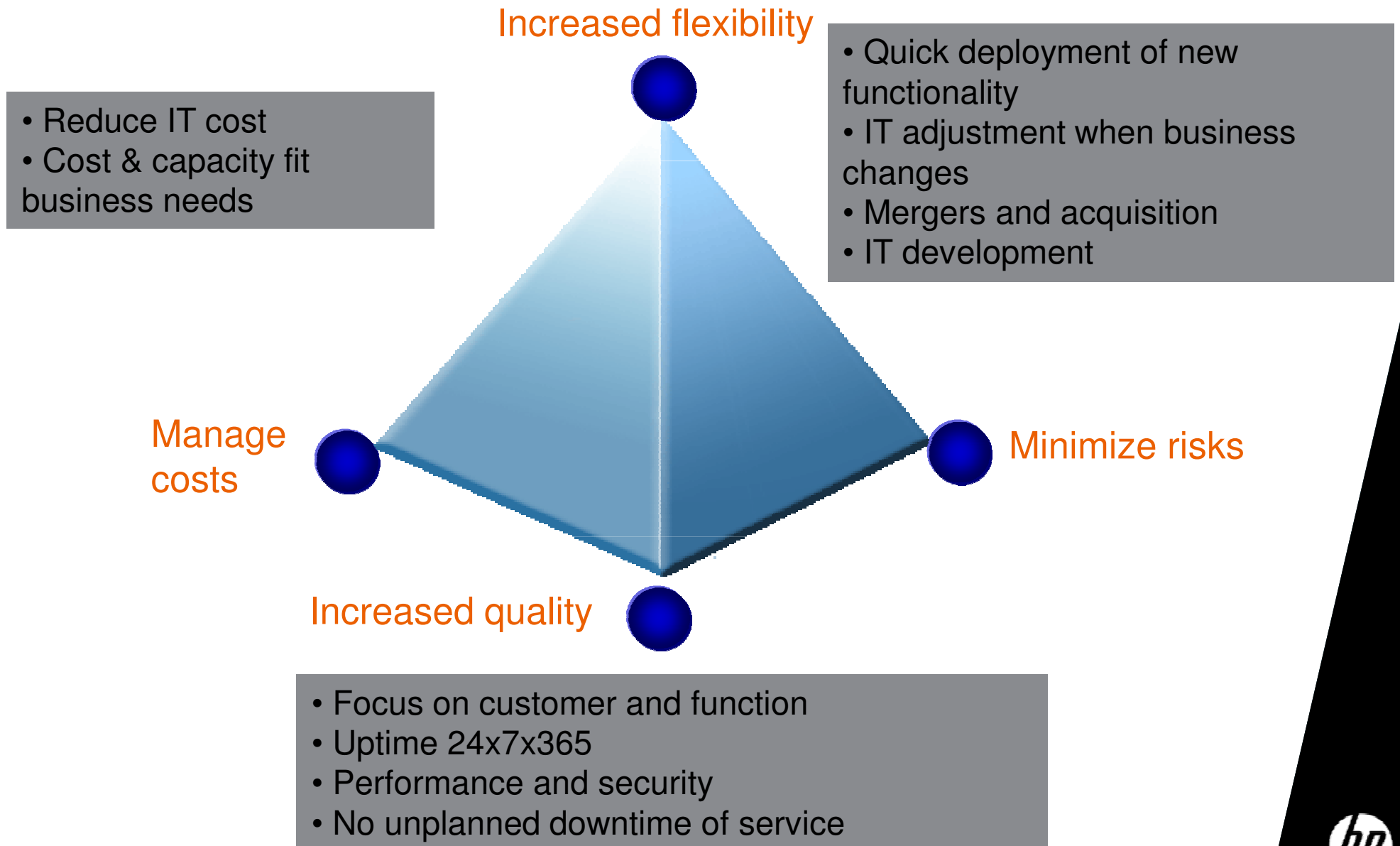


Agenda

- Your challenges
- HP proactive portfolio
- Examples deliverables



Your IT challenges?



What do you want from HP

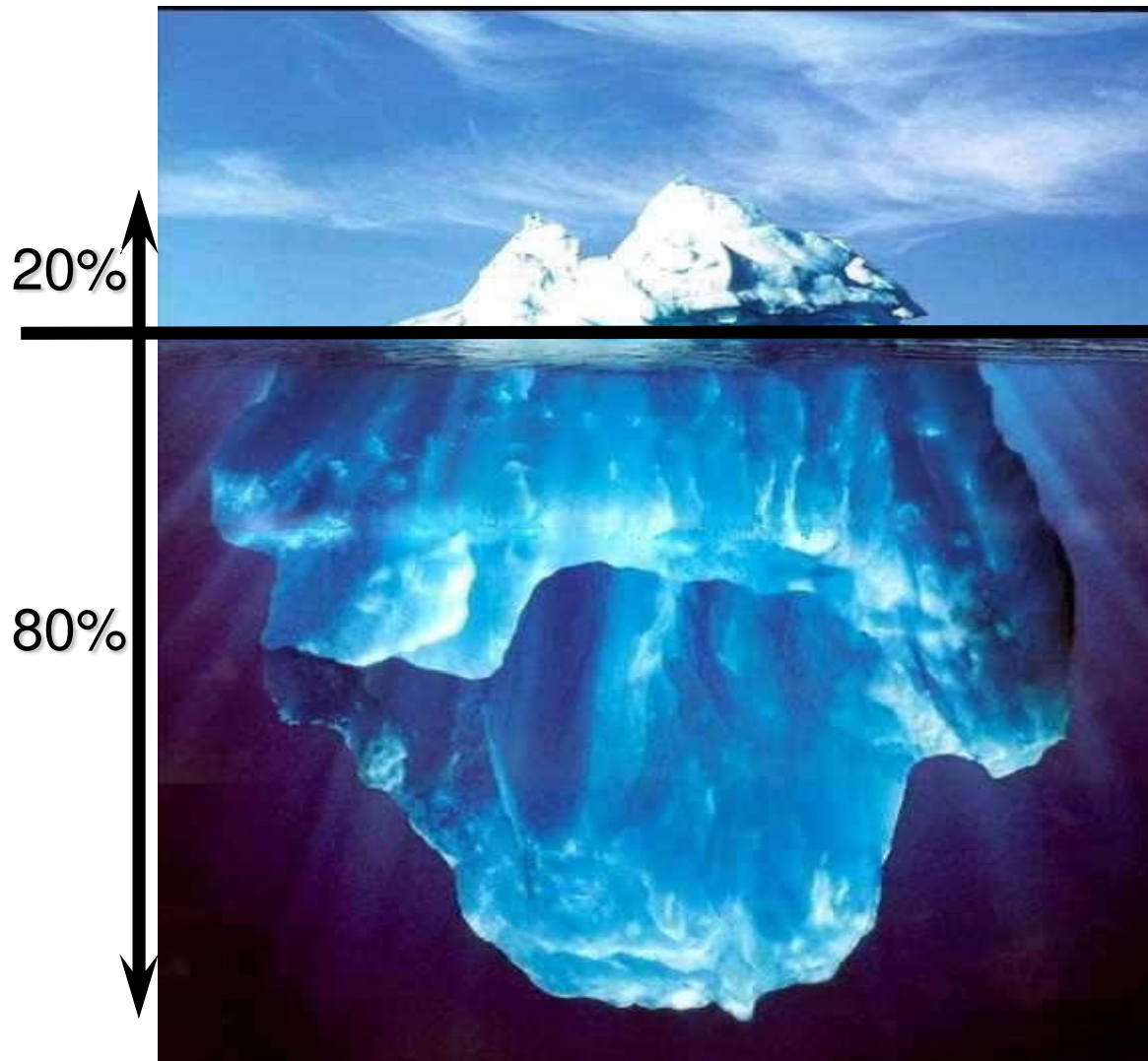
Why HP Mission Critical Services?



- ... HP to act proactively, good ideas, suggest improvements...
- ... HP to act as strategic partner and knows our business...
- ... that we have a SPOC **single point of contact** to turn when in trouble and for different questions...
- ... that we are a supplier with a support organisation that can help us with performance, change management and other technical needs – not just HW repair



Reason for downtime

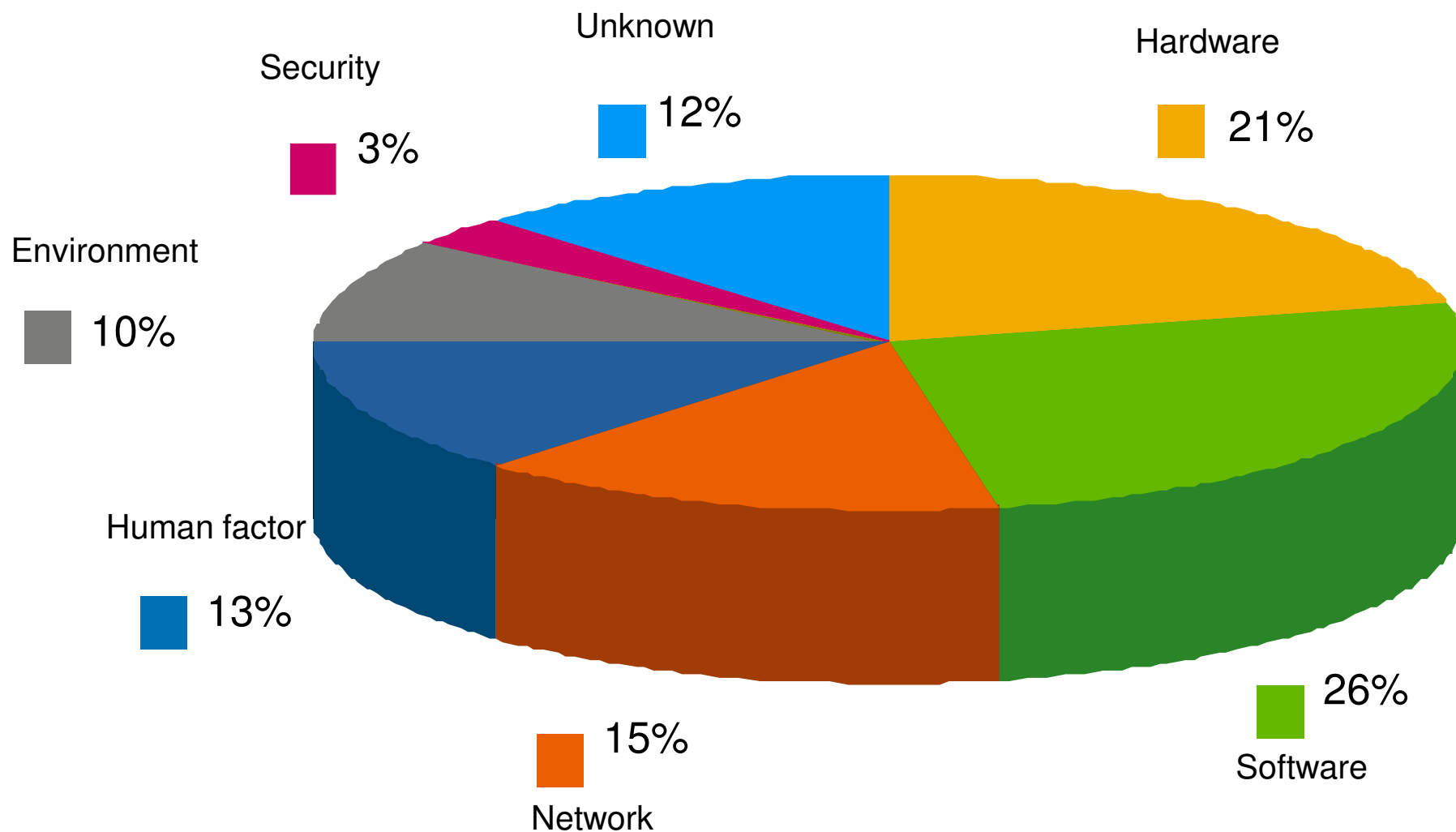


Technology:
Hardware errors

Processes and people:
Software and network,
Human error
Security breaches
Unknown reason

“80% of all unplanned downtime is due to processes and people”
-Source: Gartner

Reason for downtime



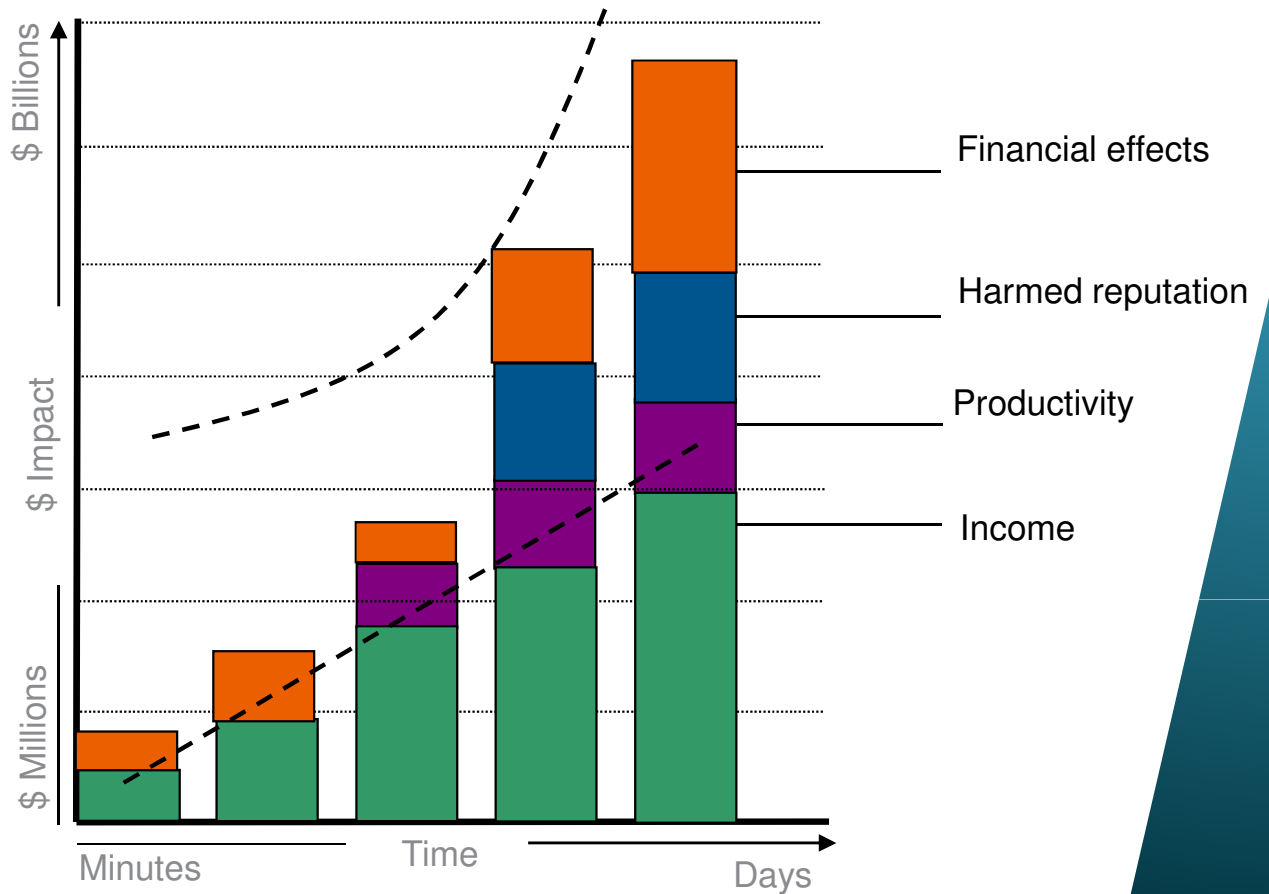
Effects of downtime

Income:
Lost business, cost
compensations, loss of future
income, investment losses

Productivity:
Number of employees x effect x
worktime = ?

Reputation
Customers, competition,
suppliers, financial markets,
business partners

Financial effects:
Income, cash flow, credit
rating, stockprice, laws and
rules

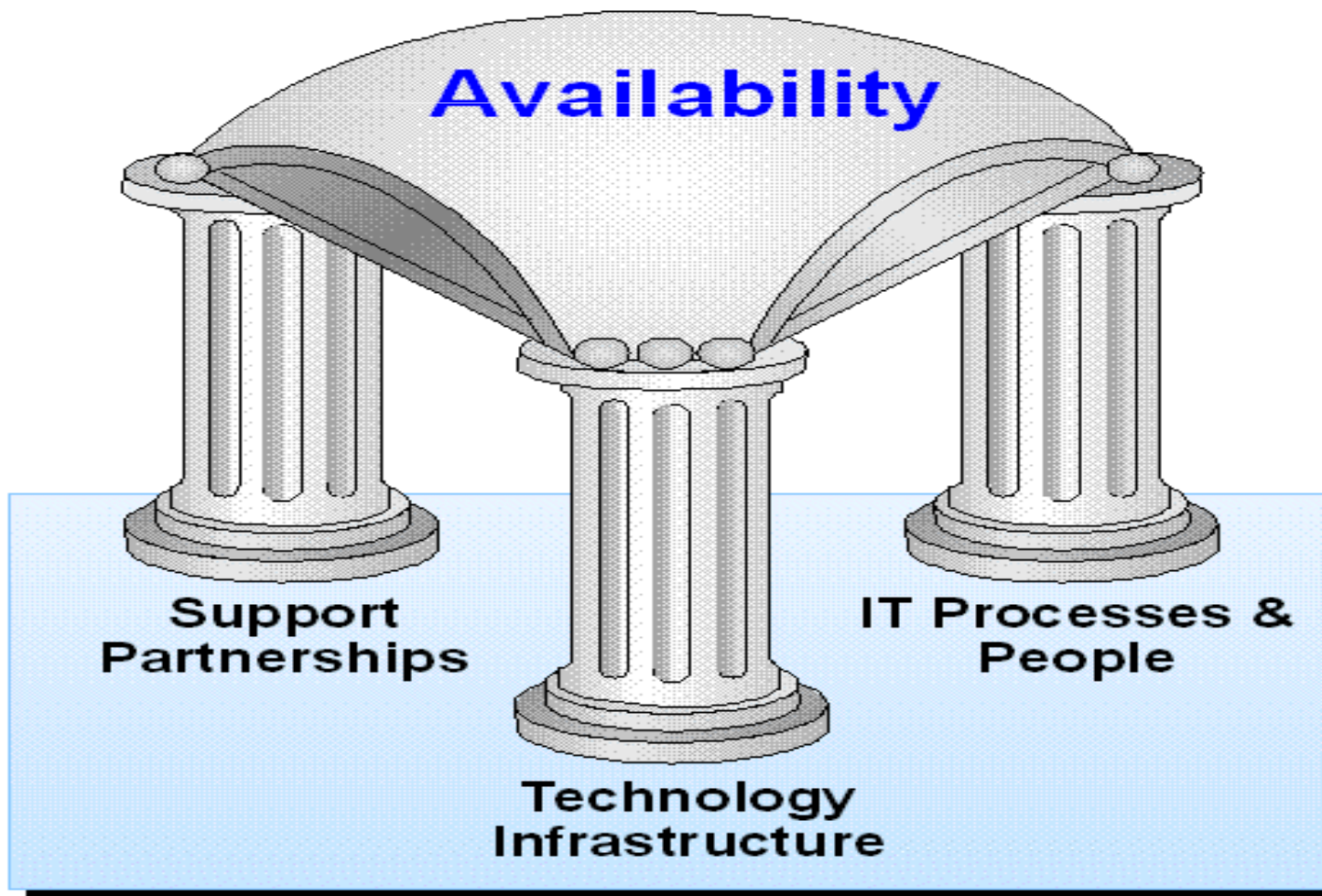


Agenda

- Your challenges
- HP proactive portfolio
- Examples deliverables

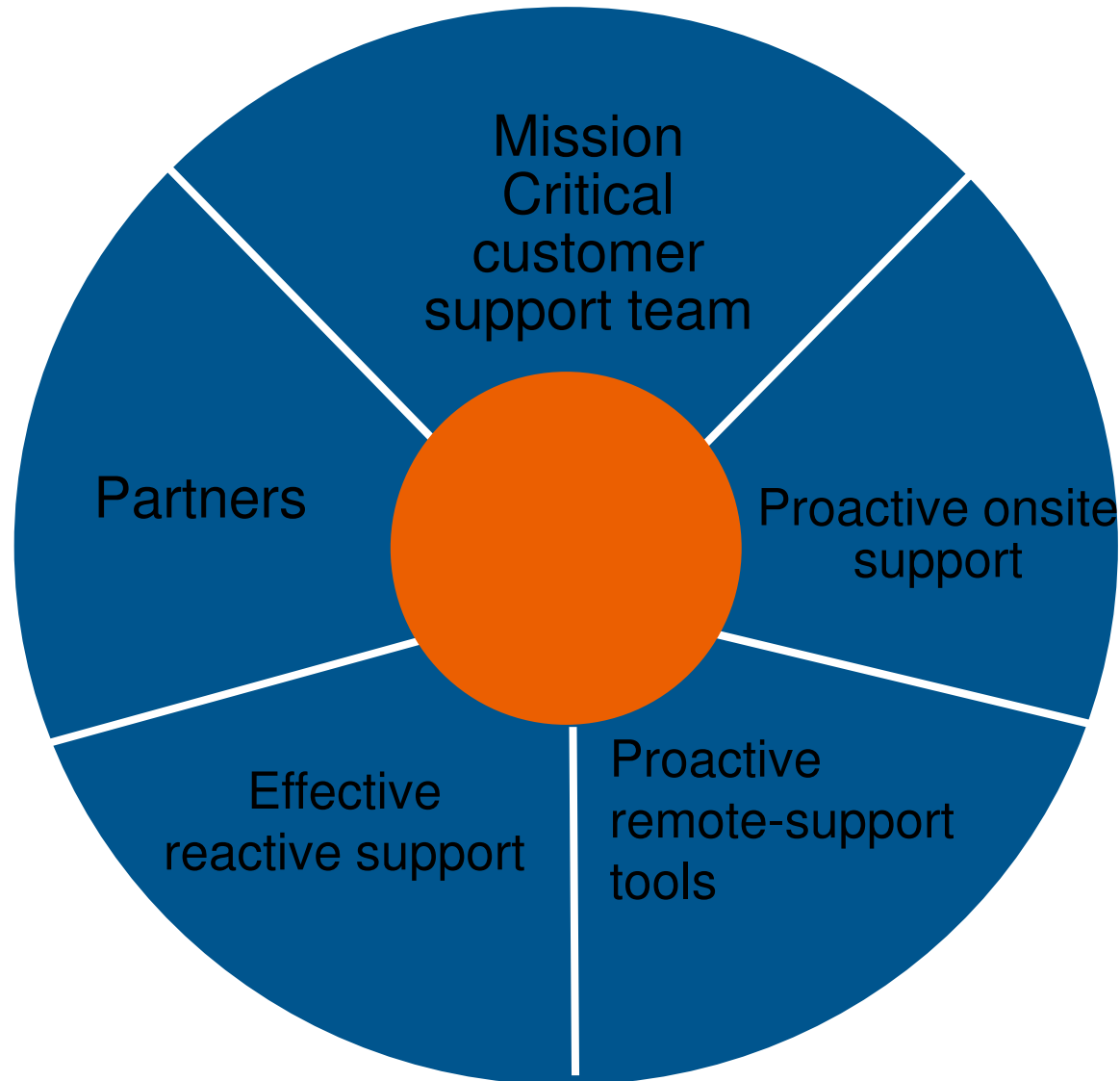


Investment in availability

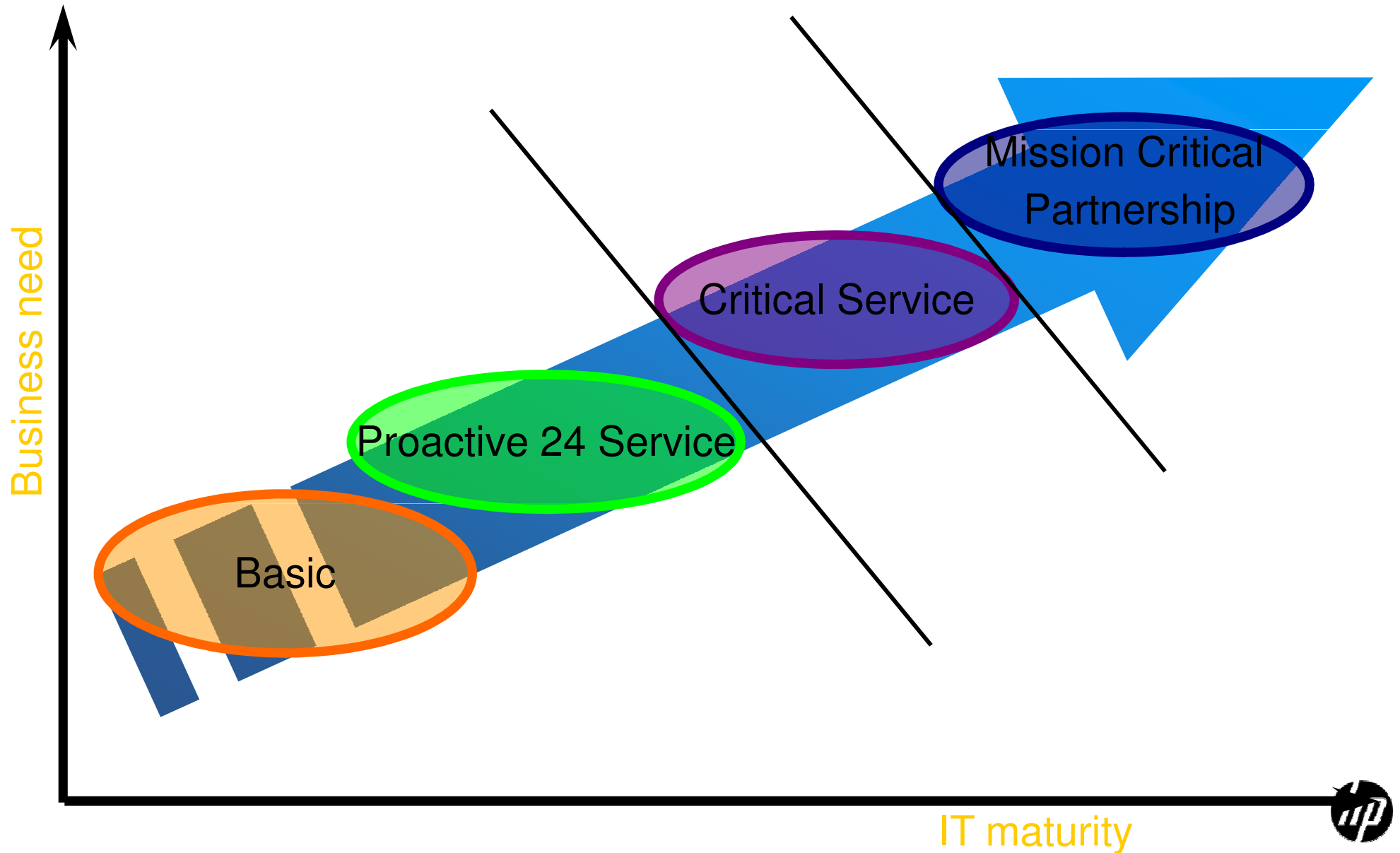


HP Mission Critical Services

Includes people, processes and technology



HP's proactive portfolio



HP Proactive 24

To manage and improve stability and availability

- Account Support Manager (SPOC)
- Delivery towards customer business need and IT goal
- Face to face meetings
- Planned and documented activities
- Supportplan
- Patch Management
- Case follow up
- System health check
- Integrated HW and SW Support
- 3 “technical days”
- PMR – proactive maintenance review



HP Critical Service

- Account Support Manager (SPOC)
- Dedicated Support team
- Delivery towards customer business need and IT goal
- Face to face meetings
- Planned and documented activities
- Supportplan
- Patch Management and updates done by HP
- Case follow up
- System health check
- Integrated HW and SW Support
- 6 “technical days”, ex. Performance/availability review
- Remote access möjlighet
- ITIL Assessment
- 6 hour CTR, 24 x 7
- PMR – proactive maintenance review



Agenda

- Your challenges
- HP proactive portfolio
- Examples deliverables



Account Support Plan

- Document customer environment
- Actionlists
- Customer IT/Business goals

1. Contacts & links

HP account team

Name	Title	Telephone	e-mail/URL
	Account Support Manager		
	Proactive Services Manager		
	Service Manager		
	Response Center Advocate		
	Customer Engineer		
	Sales Account Manager		
	Solution Architect		
	Contract Admin		

<<customer>> team

Name	Title	Telephone	E-mail

Web-links

Name	URL
HP Corporate Website	www.hp.com
HP Education Center	www.hp.com/education
HP Nonstop e-Services portal	onepoint.nonstop.compaq.com/
HP Software Depot	www.software.hp.com
NonStop Integrity @ HP.com	http://h20223.www2.hp.com/NonStopComputing/cach/e/307963-0-0-225-121.html

Systems information

Sys.name	Sys.number	Business function	Location

Sys.name	Server mod	OS release	Memory	Number of Disks		
				72	146	300

6.2 Case history

This table lists major and critical Genesis cases.

Table 4

system name, #systemnumber	Description
Casenumbr	

system name, #systemnumber	Description
Casenumbr	

6.3 FCO history

Table describes HP proposed FCO's.

Table 5

FCO	Date	Description	Implemented

6.4 Support note/Hotstuff history

Tables describes HP proposed support notes and hotstuffs.

Table 6

Supp note	Date	Description	Implemented

Hotstuff	Date	Description	Implemented

6.5 Action list history

Table describes actions/achievements that does not fit any CSF.

Table 7

Date	Description



SPRA - Patch-analys

Currently Installed			Available SPR									
Product	Vers	SPR	Product	Vers	SPR	Softdoc	SID	Description	Install Impact	New Features	Defects Fixed	Notes
			Category 1 - Critical Problem All systems									
T7958	H01	AAZ	T7958	H01	ABA	T7958ABA	X7958ABA	PAM	3	0	1	
			Category 3 - Critical Problems - in specific cases									
T0287	H01	AAH	T0287	H01	AAJ	T0287AAJ	X0287AAJ	HALTED STATE SVCS	3	0	4	
T0288	H02	ACW	T0288	H02	ADA	T0288ADA	X0288ADA	STANDARD MILLICODE	1	0	2	
T0295	H01	AAN	T0295	H01	AAP	T0295AAP	X0295AAP	ENFORM PLUS	1	0	2	
T0367	H23	AHN	T0367	H23	AML	T0367AML	X0367AML	SQL/MX STUBS	2	0	1	
T0372	H01	ABC	T0372	H01	ABE	T0372ABE	X0372ABE	NATIVE SOCKET LIB	1	0	3	
T0524	H01	AAM	T0524	H01	AAP	T0524AAP	X0524AAP	ITS GATEWAY	7	0	2	
T0682	H02	ACC	T0682	H02	ACI	T0682ACI	X0682ACI	OSM Service Connection Suite	3	0	3	
T0694	H01	AAW	T0694	H01	ABA	T0694ABA	X0694ABA	CIPMON	2	2	10	
T0745	H01	AAA	T0745	H01	AAC	T0745AAC	X0745AAC	Snapshot R/W Routines	7	0	1	
T1085	H01	AAX	T1085	H01	AAZ	T1085AAZ	X1085AAZ	SYSTEM CONFIG MGR	3	0	1	
T1265	H01	ACG	T1265	H01	ACU	T1265ACU	X1265ACU	TCP/IPV6 SUBSYSTEM	3	0	9	
T1266	H01	ABO	T1266	H01	ABQ	T1266ABQ	X1266ABQ	TCP/IPV6 MANAGER PROCESS	3	0	1	
T1268	H01	AAO	T1268	H01	AAR	T1268AAR	X1268AAR	TCP/IPV6 SCF PRODUCT MODULE	3	0	1	
T2076	H01	AIT	T2076	H01	AIY	T2076AIY	X2076AIY	NS TMF UTILITIES	2	1	1	
T2781	H01	AIT	T2781	H01	AIY	T2781AIY	X2781AIY	NONSTOP(TM) TMF AUDITREAD2	2	1	1	
T2830	H01	AAD	T2830	H01	AAG	T2830AAG	X2830AAG	C++ Common Headers	7	0	2	
T2833	H01	AAB	T2833	H01	AAC	T2833AAC	X2833AAC	C++ V3 RTL DLL	1	0	2	
T6523	H02	ABT	T6523	H02	ABV	T6523ABV	X6523ABV	TFDS	7	0	1	
T6553	H01	ACW	T6553	H01	ACX	T6553ACX	X6553ACX	FUP	3	0	2	
T6958	H01	ACX	T6958	H01	ACY	T6958ACY	X6958ACY	LABELLED TAPE	4	0	2	

SPR Analyse

```
http://spra.usa....cs/T7958ABA.txt x +

SOFTWARE RELEASE DOCUMENT

Product Name:      PAM
SPR ID:            T7958H01^ABA
DATE:              18MAR2010

Copyright Notice:  HP RESTRICTED

Copyright 2010 Hewlett-Packard Development Company, L.P.
Protected as an unpublished work.

The computer program listings, specifications and documentation
herein are the property of Compaq Computer Corporation and
successor entities such as Hewlett-Packard Development Company,
L.P., or a third party supplier and shall not be reproduced,
copied, disclosed, or used in whole or in part for any reason
without the prior express written permission of Hewlett-Packard
Development Company, L.P.

Summary:

PAM process no longer causes processor halt with %50210 halt code.

[H01^AAZ]

PAM no longer causes processor halt with %50210 halt code.

[H01]

This is the initial product version of PAM for the
Itanium-based HP NonStop Server. It is functionally equivalent to the
G06 (AAW) version of T7958.

Superseded SPRs:

T7958H01^AAZ

Requisite SPRs:

NONE

Required Hardware:

HP Integrity NonStop servers

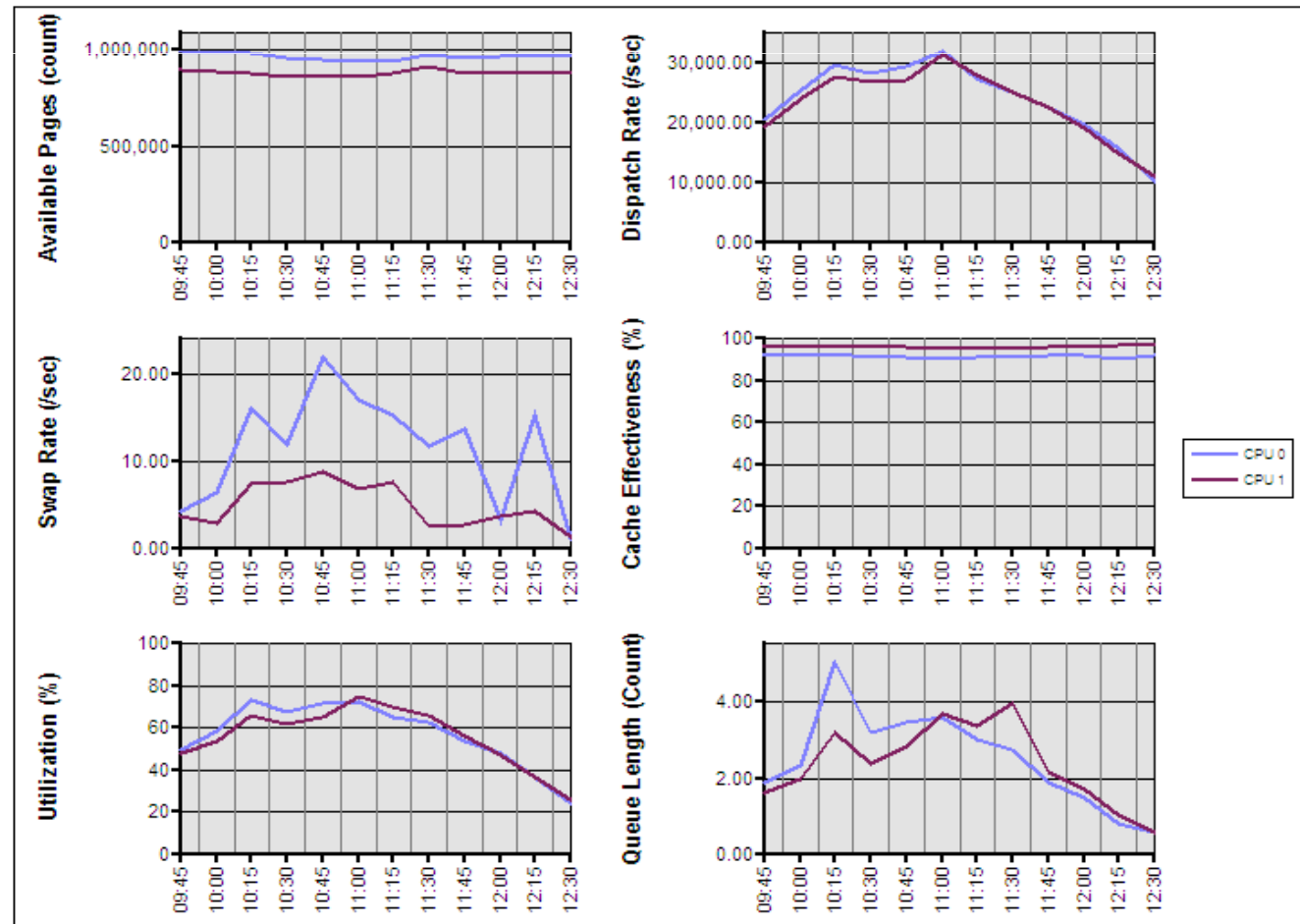
NonStop S7000
```



System Health Check

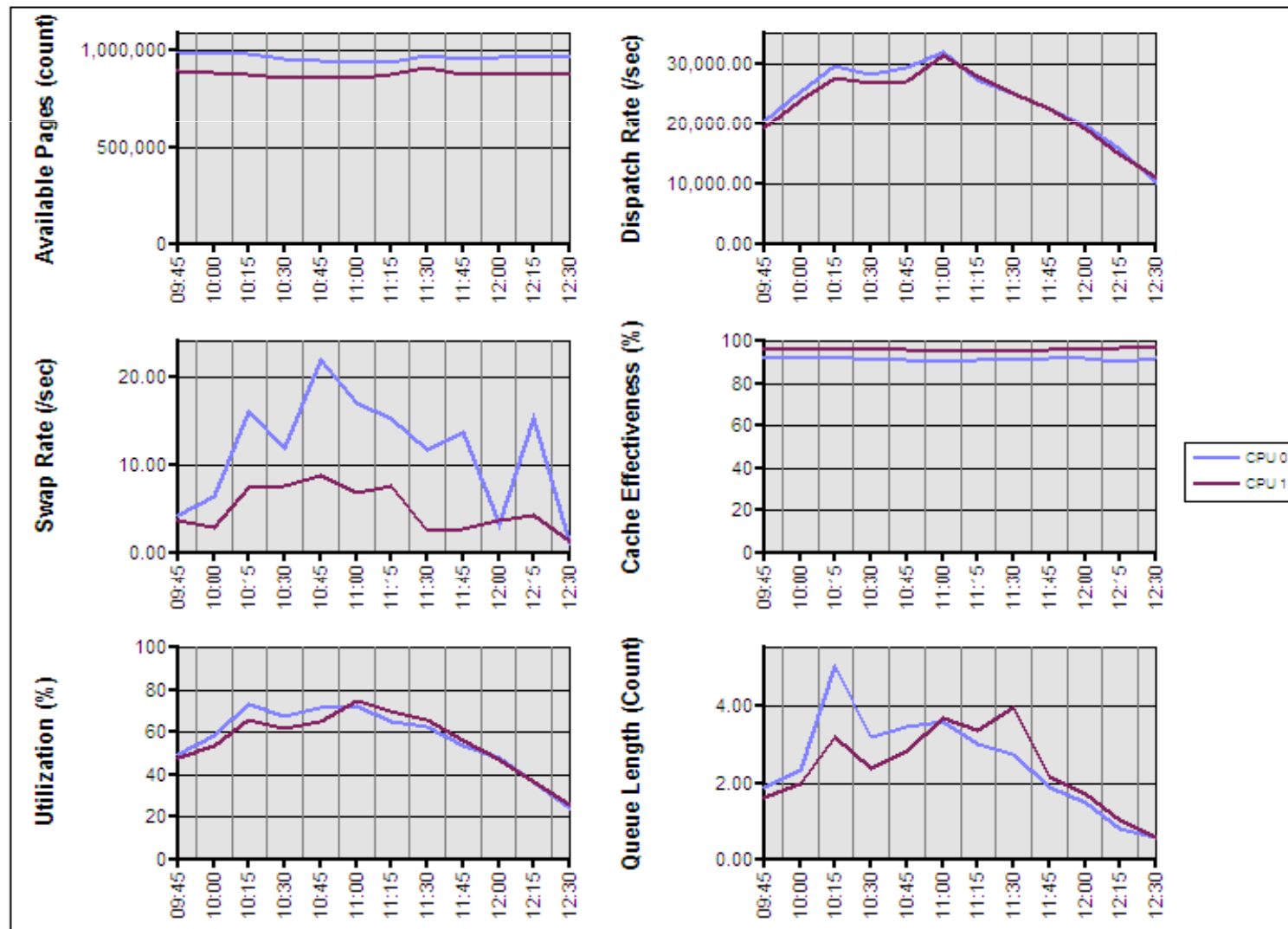
- CPU analyse
- Disk statistics
- Cache statistics
- Low-pin util
- Swap activities

Processor Status



System Health Check

Processor Status



Remote Performance Services

- **Quick View**
 - Analyses & grading of your system performance.
- **Quick Tuner**
 - Part of a regular system checkup, this service includes Quick View plus an automated analysis of your system performance metrics, reviews and recommendations by an HP NonStop performance analyst.
- **Deep Performance Analyses**
 - A comprehensive performance analyses service offering from HP NonStop Technical Services. DPA is often used to detect the cause of certain issues which may have been identified during a routine system performance review (e.g. Quick Tuner analyses).
- **EventPro**
 - Brings into view operational issues which may otherwise go undetected. The daily flood of system messages contains other important information that can be masked behind the actual text of each message.
- **Quick Network Monitor**
 - Includes both an overall and a detailed review of your NonStop LAN and TCP/IP activities in a format that promotes communication among Enterprise Network, Application and NonStop support teams. It reviews your NonStop Server LAN communication traffic for selected periods to calculate and produce a complete set of analyses.



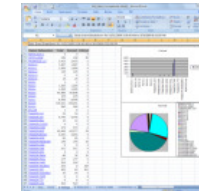
NTS Remote Performance Services



—Brochure



—Report example



Summary:

- Why choose HP Mission Critical support?

- Controlled IT environment with highest availability possible
- Control over changes in IT environment
- Single Point of Contact
- Supplier familiar with Your organisation and business
- Delivery in in accordance with ITIL best practices



Summary:

- Why choose HP Mission Critical support?

- Continuously control of risks in your IT environment, quick response and action when problem occur
- Make Your IT investments valuable for Your business
- Helps your IT organisation deliver qualitative services for Your business



QUESTIONS

MATTE@HP.COM



THANK YOU

