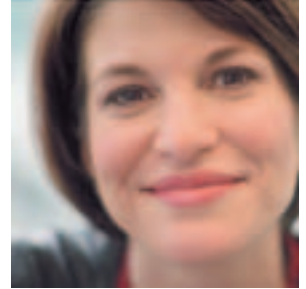
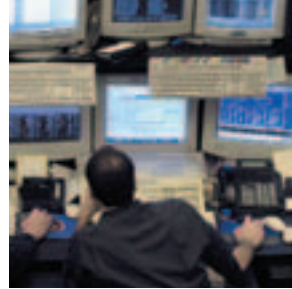


mySAP Business Suite

Application operation services



If you are seeking an alternative to in-house planning, staffing, and operation of your SAP environment, HP Services offers a solid solution. Our proven delivery methodology combines predefined SAP services with flexible parameters to address your unique business needs.

HP Services can help you make the most of your SAP investments through efficient and affordable consolidations, upgrades, and expansions. We focus on maximizing the performance, availability, flexibility, and security of the mySAP Business Suite.

Management services for the mySAP Business Suite

HP Services cover the entire set of applications within the mySAP Business Suite, including:

- Enterprise resource planning (ERP)
- Supply chain management (SCM)
- Supplier relationship management
- Customer relationship management (CRM)
- Procurement
- Business data warehousing
- Human resources management
- Financial management
- Product lifecycle management
- Marketplaces (private and public exchanges)
- Enterprise portals

Service description

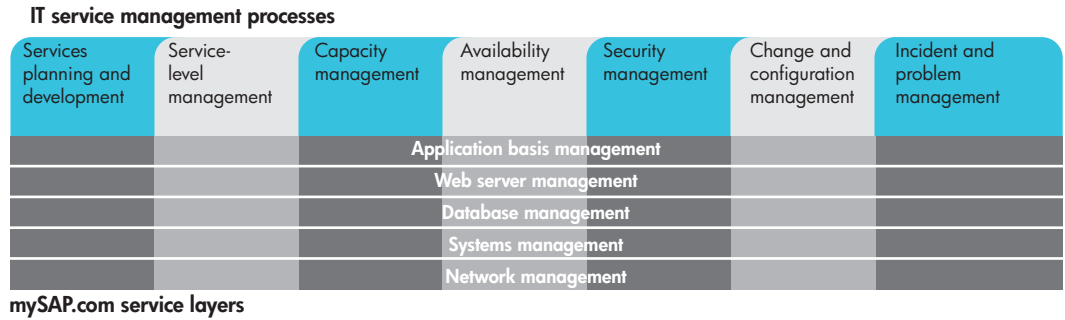
HP addresses the entire architectural stack of the mySAP Business Suite from the computing platform to database and basis management. We scale our services across multivendor infrastructures and customize them to meet your unique requirements. Specialized operational needs, such as preventive system analysis (SAP Early Watch Service), high availability support at your required service level, as well as hardware and software support, can be easily included in a single relationship with HP Services.

HP can provide these services at your data center, using remote application and system management techniques, or at one of many HP operations service centers worldwide. Our industry-leading methodology, ongoing quality assurance, and tradition of customer satisfaction ensure that outsourcing management of your SAP environment will deliver results you can rely on.

At your option, HP can also host the Web front-end of your mySAP Business Suite platform. This service component encompasses robust provisioning, complex Web management skills, and highly available, secure multivendor servers.

Service features

HP Services offerings for the mySAP Business Suite are categorized into two major groups.



Service offerings

HP Managed Services are part of a complete portfolio of IT services for the mySAP Business Suite—which includes consulting, mission-critical support, education, and financing.

HP provides four unique 24 x 7 offerings, each of which can be the foundation of a solution customized to your needs.

Basic Service—provides 98 percent availability up to the SAP application basis layer, including the network, system, database, and Web server. It provides 98 percent SAP application basis availability for an individual server running the UNIX®, Windows NT®, Windows® 2000, or Linux operating systems.

Standard Service—provides 99 percent availability up to the SAP application basis layer, including the network, system, database, and Web server. It provides 99 percent SAP application basis availability for environments running the UNIX, Windows NT, Windows 2000, or Linux operating systems.

High Availability Service—provides 99.5 percent availability up to the SAP application basis layer, when operating in the following specific environment configuration: mySAP.com application basis (version ≥ 4.x), Web server, database (Oracle® version ≥ 8.x), system (HP-UX version ≥ 11.x or Windows NT version ≥ 4.0), and network.

Mission Critical Service—provides 99.9 percent availability, up to the SAP application basis layer, when operating in the following specific mission-critical (MC) certified software and hardware environment configuration: SAP R/3 (version ≥ 4.x), database (Oracle version ≥ 8.x), system (version ≥ HP-UX 11.x), and network. The service recovery process uses the highest priority and fastest access to MC-certified engineers. A dedicated MC consultant proactively performs capacity management and health check activities. In addition, HP Services commits to meeting negotiated availability and call response service-level objectives (SLOs).

Features

HP Services offerings for mySAP Business Suite are categorized into two major groups.

One group of services relates to the various service layers of the SAP architectural stack. The second category of services relates to the IT processes common to all layers of the stack. These processes align with the HP IT Service Management (ITSM) Reference Model—a unique HP intellectual property based on industry-standard concepts and designed to guide the development and delivery of all new services offered by HP. The ITSM model ensures an integrated, proven solution that is both stable and flexible.

Table 1
Service features

mySAP Business Suite service layer

Feature availability per service offering

Service component	Feature description	Feature availability per service offering			
		Basic	Standard	High Availability	Mission Critical
SAP application basis management	• SAP application basis administration	Yes	Yes	Yes	Yes
	• Client copies to support installation/upgrades ¹	Yes	Yes	Yes	Yes
	• Transport management system administration	Yes ¹	Yes	Yes	Yes
	• Preventive software maintenance	Yes ¹	Yes	Yes	Yes
	• Patch administration ¹	Yes	Yes	Yes	Yes
	• Application batch scheduling	No	Opt	Opt	Opt
	• Operation of data archiving solution	Opt	Opt	No	No
Web server management²	• Web server configuration and support	Opt	Opt	Opt	No
	• Hardened/secured front-end system	Yes	Yes	Yes	No
	• Specialized reporting available for Web traffic	Opt	Opt	Opt	No
Database management	• Database administration	Yes	Yes	Yes	Yes
	• Database updates ¹	Yes	Yes	Yes	Yes
	• Preventive software maintenance	Yes ¹	Yes	Yes	Yes
	• Patch administration ¹	Yes	Yes	Yes	Yes
	• Database export and import ¹	Yes	Yes	Yes	Yes
	• Database replications, reorganizations, and migrations ¹	Yes	Yes	Yes	Yes
Systems management	• Multiplatform and multivendor support	Yes	Yes	Yes	Yes
	• Backup management, including file restores	Yes	Yes	Yes	Yes
	• Tape handling at an HP Services data center	Yes	Yes	Yes	Yes
	• Tape handling at a data center other than HP Services	Opt	Opt	Opt	Opt
	• Basic output management (print queue, operating system spooler)	Yes	Yes	Yes	Yes
	• Complex output management	No	Opt	Opt	Opt
	• System maintenance planning and scheduling	Yes	Yes	Yes	Yes
	• Preventive software maintenance	Yes ¹	Yes	Yes	Yes
	• Patch administration	Yes ¹	Yes	Yes	Yes
	• SMTP and FTP services	Opt	Opt	Opt	No
	• Load balancing across multiple servers within a single data center	No	Opt	Opt	No
	• Management of development, integration, and test systems ^{1,3}	Yes	Yes	Yes	Yes
	Network management	• LAN management up to the point of contact	Yes	Yes	Yes
• Network provider management ²		Opt	Opt	Opt	No
• Firewall management ²		Opt	Opt	Opt	No
• Bandwidth management		Opt	Opt	Opt	No
• Domain name services management		No	Opt	Opt	Opt

Table 1
Service features
(continued)

**IT service management features
(across all service layers)**

		Feature availability per service offering			
		Basic	Standard	High Availability	Mission Critical
Service component	Feature description				
Service planning and deployment	<ul style="list-style-type: none"> Operational plan based on customer-selected service options Infrastructure procurement Infrastructure staging¹ Data center hosting at an HP Services facility Establishment of required connections (Internet) Service implementation and activation¹ 	Yes <i>Opt</i> Yes <i>Opt</i> No Yes	Yes <i>Opt</i> Yes <i>Opt</i> <i>Opt</i> Yes	Yes <i>Opt</i> Yes <i>Opt</i> <i>Opt</i> Yes	Yes <i>Opt</i> Yes <i>Opt</i> <i>Opt</i> Yes
Service-level management	<ul style="list-style-type: none"> Designated account service manager and support team Regular service and business reviews Regular service reports 	Yes Yes Yes	Yes Yes Yes	Yes Yes Yes	Yes Yes Yes
Capacity management	<ul style="list-style-type: none"> Capacity and performance trending analysis and recommendations Capacity plan creation and maintenance 	Yes No	Yes <i>Opt</i>	Yes <i>Opt</i>	Yes Yes
Availability management	<ul style="list-style-type: none"> Availability trending analysis and recommendations Availability plan creation and maintenance Contingency planning and rehearsals 	Yes No <i>Opt</i>	Yes <i>Opt</i> <i>Opt</i>	Yes <i>Opt</i> <i>Opt</i>	Yes Yes <i>Opt</i>
Security management	<ul style="list-style-type: none"> Secure and private network cell Access control to your mySAP.com data center Password administration (for HP Services-owned users) Security policy management Anti-virus scanning Managed intrusion detection and response Security patch management System vulnerability assessment¹ Security management for SAP, database, and operating system Security audits 	Yes Yes Yes Yes Yes <i>Opt</i> Yes Yes Yes Yes <i>Opt</i>	Yes Yes Yes Yes Yes <i>Opt</i> Yes Yes Yes Yes <i>Opt</i>	Yes Yes Yes Yes Yes <i>Opt</i> Yes Yes Yes Yes <i>Opt</i>	Yes Yes Yes Yes Yes No Yes Yes Yes Yes <i>Opt</i>
Change and configuration management	<ul style="list-style-type: none"> Change request evaluation to determine impact on environment Change management across entire application environment Change execution¹ Documentation of initial inventory configuration of mySAP.com environment and tracking of changes over time 	Yes ¹ Yes ¹ Yes Yes	Yes Yes Yes Yes	Yes Yes Yes Yes	Yes Yes Yes Yes
Incident and problem management	<ul style="list-style-type: none"> Proactive continuous event monitoring and notification across all service layers Single point of contact Prompt reactive support from service desk personnel specially trained in mySAP.com systems operation Quick incident resolution Root cause analysis and proactive problem fixes Escalation management Mission-critical service recovery 	Yes Yes Yes Yes Yes Yes No	Yes Yes Yes Yes Yes Yes No	Yes Yes Yes Yes Yes Yes No	Yes Yes Yes Yes Yes Yes Yes

Notes:

1. This standard feature is offered on a time-and-materials pricing basis only.
2. This optional feature is required for mySAP solutions with Web servers.
3. Specifications for this feature are closely aligned with the standard service offering.

Table 2
Detailed specifications

mySAP Business Suite service layers feature specifications

Detailed service feature specifications for each service offering are provided in Tables 2 and 3.

Service components	Service offerings			
	Basic (98%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
Operations service window	24 x 7, 5 x 16	24 x 7	24 x 7	24 x 7
Maintenance window	Predefined	Predefined	Negotiable	Negotiable
SAP application basis management				
SAP applications supported	SAP Core R/3 3.1i mySAP BW, KW mySAP Workplace mySAP CRM mySAP SCM mySAP SEM mySAP CFM mySAP Marketplace Others as negotiated	SAP Core R/3 ≥ 3.1i mySAP BW, KW mySAP Workplace mySAP CRM mySAP SCM mySAP SEM mySAP CFM mySAP Marketplace Others as negotiated	SAP Core R/3 ≥ 4.x mySAP BW mySAP Workplace mySAP SEM Others as negotiated	SAP Core R/3 ≥ 4.x Others as negotiated
Number of transports	N/A – T&M only	<5 per month	<5 per month	<5 per month
Web management				
Web environments supported	Microsoft® IIS ≥ 4.0 Netscape Enterprise Server Apache Perl, Java™, JVM, CGI, Index Server, HTTP, HTML, Chai Others as negotiated	Microsoft IIS ≥ 4.0 Netscape Enterprise Server Apache Perl, Java, JVM, CGI, Index Server, HTTP, HTML, Chai Others as negotiated	Microsoft IIS ≥ 4.0 Netscape Enterprise Server Apache Perl, Java, JVM, CGI, Index Server, HTTP, HTML, Chai Others as negotiated	None
Database management				
Database environments supported	Oracle ≥ 8.x, SAP DB, Informix, MS-SQL Others as negotiated	Oracle ≥ 8.x, SAP DB, Informix, MS-SQL Others as negotiated	Oracle ≥ 8.x, Others as negotiated	Oracle ≥ 8.x Others as negotiated

Table 2
Detailed specifications
(continued)

mySAP Business Suite service layers feature specifications

Detailed service feature specifications for each service offering are provided in Tables 2 and 3.

Service components	Service offerings			
	Basic (98%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
System management				
Operating systems supported	HP-UX $\geq 11.x$, ≥ 10.2 ; Windows NT ≥ 4.0 ; Windows 2000; Linux (Red Hat, SuSE); Sun Solaris; Tru64 UNIX Others as negotiated	HP-UX $\geq 11.x$, ≥ 10.2 ; Windows NT ≥ 4.0 ; Windows 2000; Linux (Red Hat, SuSE); Sun Solaris; Tru64 UNIX Others as negotiated	HP-UX $\geq 11.x$ Others as negotiated	HP-UX $\geq 11.x$ Others as negotiated
Hardware supported	HP, Sun Others as negotiated	HP, Sun Others as negotiated	HP Others as negotiated	HP (approved configurations) Others as negotiated
Number of customer-requested patches	N/A – T&M only	1 per year	1 per year	1 per year
Backup type and frequency	<ul style="list-style-type: none"> DB offline/online consolidation once per week DB online once per day DB archive logs File system incremental backup once per day File system full backup once per week 	<ul style="list-style-type: none"> DB offline/online consolidation once per week DB online once per day DB archive logs File system incremental backup once per day File system full backup once per week 	<ul style="list-style-type: none"> DB offline/online consolidation once per week DB online once per day DB archive logs File system incremental backup once per day File system full backup once per week 	<ul style="list-style-type: none"> DB offline/online consolidation once per week DB online once per day DB archive logs File system incremental backup once per day File system full backup once per week
Number of file restore requests	N/A – T&M only	<5 per month	<5 per month	<5 per month
Network management				
Network environment supported	Single LAN, interfaces, router Others as negotiated	Load balancing, single LAN, interfaces, router Others as negotiated	Load balancing, redundant LAN, interfaces, router Others as negotiated	Redundant LAN, interfaces, router Others as negotiated

Table 3
Detailed specifications

IT service management processes feature specifications

Detailed service feature specifications for each service offering are provided in Tables 2 and 3.

Service components	Service offerings			
	Basic (98%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
Service-level management				
Account review frequency	Once per month	Once per month	Once per month	Once per month
Reporting frequency	Once per month	Once per month	Once per month	Once per month
Reports provided	Availability Response times Incidents Problems Changes Backup Capacity (OS, DB, SAP)	Availability Response times Incidents Problems Changes Backup Capacity (OS, DB, SAP)	Availability Response times Incidents Problems Changes Backup Capacity (OS, DB, SAP)	Availability Response times Incidents Problems Changes Backup Capacity (OS, DB, SAP)
Optional reports for solutions with Web servers	URL availability URL response time	URL availability URL response time	URL availability URL response time	N/A
Service-level objectives	1. Application basis availability: $\geq 98\%$ 2. Call response time: Priority 1 (15 minutes) Priority 2 (1 hour) Priority 3 (4 hours) Priority 4 (next day)	1. Application basis availability: $\geq 99\%$ 2. Call response time: Priority 1 (15 minutes) Priority 2 (1 hour) Priority 3 (4 hours) Priority 4 (next day)	1. Application basis availability: $\geq 99.5\%$ 2. Call response time: Priority 1 (15 minutes) Priority 2 (1 hour) Priority 3 (4 hours) Priority 4 (next day)	1. Application basis availability: $\geq 99.9\%$ 2. Call response time: Priority 0 (immediate) Priority 1 (15 minutes) Priority 2 (1 hour) Priority 3 (4 hours) Priority 4 (next day)
Capacity management				
Performance trending metrics	CPU, disk I/O	CPU, disk I/O, average dialog response time	CPU, disk I/O, average dialog response time	CPU, disk I/O, average dialog response time
Capacity trending metrics	CPU, disk I/O, memory, disk space, table space	CPU, disk I/O, memory, disk space, table space	CPU, disk I/O, memory, disk space, table space	CPU, disk I/O, memory, disk space, table space
Capacity planning frequency	N/A	Optional, negotiable if ordered	Optional, negotiable if ordered	2 per year

Table 3
Detailed specifications
(continued)

IT service management processes feature specifications

Detailed service feature specifications for each service offering are provided in Tables 2 and 3.

Service components	Service offerings			
	Basic (98.0%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
Availability management				
Availability planning frequency	N/A	Optional, negotiable if ordered	Optional, negotiable if ordered	1 per quarter
Security management				
Number of password changes (admin only)	1 per year	1 per year	1 per year	1 per year
Security patch management	12 per year	12 per year	12 per year	12 per year
Operating systems supported for virus protection	Windows NT or Windows 2000 environments	Windows NT or Windows 2000 environments	Windows NT or Windows 2000 environments	N/A
Incident and problem management				
Number of named callers	10	10	10	10
Language	English	English	English	English
Number of calls	20 per month	20 per month	20 per month	20 per month
Root cause identification	≥ 95% of "service down" incidents	≥ 95% of "service down" incidents	100% of "service down" incidents	100% of "service down" incidents
Knowledge base review frequency	Not available	Not available	Once per month	Once per month
Database scan frequency for vendor-known problems	Not available	Not available	Once per quarter	Once per month
Incident review frequency to identify potential problems	Not available	Not available	2 per month	Once per week
Change and configuration management				
Number of changes	N/A – T&M only	Routine 10 per month Normal, Emergency N/A – T&M only	Routine 10 per month Normal, Emergency N/A – T&M only	Routine 10 per month Normal, Emergency N/A – T&M only
Change lead time	Predefined	Predefined	Predefined	Predefined

Ordering information

Please contact your local HP Services sales representative, who will work with an HP Services solution specialist to tailor a service offering that best meets your specific requirements.

Please note that each service offering requires other services as a prerequisite. Refer to Table 4 for more information.

Table 4

Service prerequisites

Service prerequisites	Service offerings			
	Basic (98%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
HP service prerequisites				
Business Continuity Support (BCS)	Not required	Not required	Optional	Required
Critical Systems Support (CSS)	Not required	Required	Required	Already provided in the offering
Standard support	Required	N/A	N/A	N/A
Required patch sessions	2 per year	4 per year	6 per year	8 per year
Required call-to-repair specification	6-hour call to repair	6-hour call to repair	6-hour call to repair	4-hour call to restoration
Operational assessment/ health check	Not required	Not required	Optional	Initially 1 per year
Third-party service prerequisites				
mySAP-required third-party application support	Standard support	Standard support	Standard support	N/A
Microsoft and Windows NT hardware support	CSS for Windows support	CSS for Windows support	CSS for Windows support	N/A
Other prerequisites				
Mission-Critical-certified delivery center requirement	Not required (any SAP delivery center) Single data center	Not required (any SAP delivery center) Single data center	Required Single data center	Required Dual data center

Table 5

You may wish to consider the following complementary services

Recommended complementary services

Complementary service	Service offerings			
	Basic (98%)	Standard (99%)	High Availability (99.5%)	Mission Critical (99.9%)
Business Recovery Services (BRS)	Core level (24–72 hours) recommended	Critical level (8–24 hours) recommended	Critical level (8–24 hours) recommended; upgradable to Immediate level (2–8 hours)	Critical level (8–24 hours) recommended
Early Watch Service	Periodic analysis of the operating system, database, and entire mySAP.com system to ensure optimal performance and reliability. Analysis frequency is customizable. Data collection includes current system status, commonly used transactions and response times, and workload distribution across the application servers.			

For more information

For more information about how HP Services can help you manage the mySAP Business Suite, visit us at:

www.hp.com/hps/apps/ap_enterprise.html

To learn more, visit
www.hp.com/hps/apps/ap_enterprise.html

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