



SOE Services Portfolio Image Build Service



Refer to SOE Services Portfolio Overview for information about the SOE Services Portfolio.

Service overview

The SOE Image Build service introduces your company to an advanced level of system automation that can be leveraged not just for your next deployment, but also for ongoing platform management. The service encompasses the creation and management of SOE images for desktops, notebooks, tablet PCs, thin clients and servers which is presented as a single, hardware agnostic SOE image for each Windows operating system that can be managed throughout the product lifecycle.

The core components of this service are requirements gathering, image design and build of an automated SOE image. The resultant SOE image is tailored to your business needs and includes operating system customisations, security configuration, core application installation and hardware certification.

Service benefits

This service offering will allow you to:

- Automatically build Windows devices with a repeatable and standardised SOE image.
- Reduce the need for complex skills required to manage your IT environment.
- Increase efficiencies by moving to a single managed SOE image.
- Decrease the time required to build a new or rebuild an existing system.
- Consistently and automatically integrate Windows devices into your IT business environment for centralised management.

Service feature highlights

An experienced HP SOE consultant will work with your organisation and will:

- Conduct workshops to collect business and technical requirements.
- Design an automated staging solution to build your Windows devices with the agreed configurations and settings.
- Integrate your SOE image with your enterprise IT environment, including directory services and security policies.
- Certify your selected hardware models within the SOE image to function reliably in your IT environment.

Customer profile

This service is suitable if your business wants to:

- Install new Windows devices with a customised operating system configuration through an automated process.
- Reduce the effort required to build and configure new Windows devices.
- Quickly build and configure Windows devices to a known state, using a repeatable process.
- Reduce the number of SOE images to be updated and maintained.
- Lower the cost of maintaining your current build process.

Specifications of service

Features	Delivery specifications
Service overview	<p>This service is offered by experienced HP SOE consultants. They will:</p> <ul style="list-style-type: none">• Conduct requirements gathering workshops to help you articulate your business and technical requirements and determine a standard operating environment architecture. The output is an agreed requirements document.• Create and document a solution design, based on the requirements document, from which the client SOE will be built.• Build the SOE solution according to the design. This includes the application of corporate standards, integration with IT infrastructure and sociability testing.• Integrate modules into the SOE image. A HP SOE image is a modular solution. Modules can be integrated into the image to enable additional functionality. Examples of modules include:<ul style="list-style-type: none">• Core Applications: Packaged core applications are layered into the SOE image. Refer to the Client Application Management service description for information about HP's application packaging and management service.• Hardware Certification: The hardware certification process provides testing and certification of hardware and relevant software configurations to ensure compatibility with your SOE image. Hardware can be from different vendors as required.• Custom Modules: HP can design, build and integrate additional modules as required.• Perform integration testing of client hardware and platform software for system compatibility and application sociability.• A pilot test is conducted by a selection of end users to test the solution in your business environment. This ensures the solution meets business requirements.
Service deliverables	<ul style="list-style-type: none">• Requirements gathering workshops will be conducted and a requirements document created.• The SOE Image Build service will deliver solution design documents.• A single, modular, hardware and vendor agnostic SOE image incorporating a custom configured operating system, core applications and utilities for multiple hardware models and management tools will be designed and built. This SOE image will then be ready for deployment to multiple Windows devices.

Service limitations

The SOE Image Build services does not include:

- Deployment of the resultant SOE image to Windows devices.
- Packaging of applications to be included in the SOE image.
- Design or implementation of a client management or image deployment toolset.

Customer responsibility

To ensure the engagement is successful, HP requires you to:

- Have commitment from key stakeholders to participate in questionnaires, workshops and interviews.
- Provide operating system installation source, license keys and other configuration components as necessary.

Pricing

Pricing for the SOE Image Build service varies depending upon complexity and the optional components included. The price will be finalised once the scope and deliverables are confirmed.

Related services

The SOE Image Build Service is typically executed and managed as a project using HP Project Management Services. An optimum managed solution will also include other services from the SOE Services Portfolio. Refer to the following service descriptions for more information:

- SOE Services Portfolio Overview
- SOE Design and Consulting
- Client Management Toolset
- Client Application Management
- Managed Deployment

Looking to lower cost and have a streamlined process to support your IT requirements? Contact your Account Team or HP Services today and realise a better managed IT environment immediately.

Web: www.hp.com.au/services/soe