HP Per-Event Performance and Availability Services

Increasing the productivity, performance, and value of your IT systems
If your business is like most today, the pressure is on—to get greater value from IT investments, do more with less, and increase productivity. At the same time, you’re expected to build and maintain an enterprise that can handle rapidly increasing data volume, new applications, and future capacity demands. How do you make sure that your business is supported by systems that are up and running 24x7, performing at expected levels, and ready to handle growth?

At HP, we believe that if you get the infrastructure right, everything you want to do is possible. We begin by building what we call an Adaptive Enterprise—where business and IT are synchronized to capitalize on change. Such an enterprise has a clear roadmap for meeting both short-term and long-term goals—while mitigating risk, cutting costs, and staying agile. HP Services can help you take your focus from simply deploying and maintaining IT to achieving desired levels of performance, enabling business processes, and managing change.
Performance and availability services

HP Per-Event Performance and Availability Services have one key goal in mind—to help you gain the level of productivity you need from your IT systems. These services assist you in measuring, assessing, and driving IT performance and availability. In addition, they enable you to anticipate future requirements, determine and assess impact needs, and project IT expenditures.

Experienced HP performance and availability specialists analyze your current situation, recommend specific changes, and help implement those changes. Our specialists are trained and certified in industry best practices and methodologies (including IT Infrastructure Library [ITIL] and IT Service Management [ITSM]) and use state-of-the-art tools to analyze and monitor IT environments. You can choose from a full range of services, all with a focus on helping you:

• Build, maintain, and grow an environment that consistently delivers the highest levels of performance and availability
• Stay ahead of your competition
• Focus on your core competencies

Expert assistance—whenever you need it

We know that when you need assistance in identifying and dealing with performance and availability issues, you want to get answers fast. HP Per-Event Performance and Availability Services are sold on a standalone, “per-event” basis, so you can obtain just the service you need for a specific task or project—whenever you need it. Services also can be ordered to address a one-time need, as part of a new HP product purchase, or as an addition to an ongoing support agreement.
About HP Performance Services

HP Per-Event Performance Services are designed to help you anticipate, identify, monitor, and improve performance across your entire IT environment. We provide a broad portfolio of Performance Services, most of which fall into the following key categories:

**Performance tuning and optimization**—Assistance with tuning your environment for enhanced performance. Our performance specialists work with you to perform data gathering, analysis, and implementation planning. These services include comprehensive diagnostic tools to help anticipate and spot potential disruptions.

**Audits**—Assessments of your system, designed to help identify performance problems before they can affect your IT operations. HP analyzes key subsystems, identifies bottlenecks, and makes recommendations to improve system performance. The audit can help you improve system balancing, resource utilization, and overall performance.

**Analysis**—In-depth examination of current utilization levels for your HP systems, coupled with advanced technical knowledge to help you tune the systems for enhanced performance. These services and the expertise of HP performance specialists give you the knowledge required to make more effective IT management decisions, assess tuning needs, and plan for growth.

**Capacity planning**—A method that helps you estimate your requirements for processors and disks based on growth projections so that you can accurately forecast capital expenditures. Capacity planning includes several steps that help you identify your future capacity objectives, build a capacity model for your application, and produce a capacity plan. When the process is complete, your staff will be familiar with effective measures and techniques for projecting future hardware requirements.

About HP Availability Services

HP Per-Event Availability Services are designed to help your business achieve required availability levels, maintain operational readiness, meet service-level objectives, and reduce risk across your entire IT environment. You can choose from a wide variety of Availability Services, depending on your specific business needs. These services complement leading HP Mission Critical Services. Key service areas include:

**Checkups**—Half-day workshops, facilitated by HP Services, which help you compare and contrast your IT infrastructure and processes with your availability goals and overall business objectives. As part of the workshop, you will also evaluate your IT environment in terms of industry best practices.

**Healthchecks**—Technical analyses of your computing environment. These services are designed to identify the security, performance, configuration, and availability issues related to your IT environment before they affect critical operations. HP provides access to a software tool that collects and analyzes your system’s operational procedures, configuration information, and performance characteristics. A report summarizes the healthcheck analysis and provides detailed recommendations.

**Assessments**—Modular services that help you address a range of issues, including strategic business and IT alignment, operational process adequacy, systems and software configuration, and robustness across the enterprise. The goal is to identify critical readiness gaps and offer specific recommendations to balance the key elements of your operation—people, processes, technology infrastructure, and support partnerships.

**Service Provider (SP) Certification Service**—Certification by HP that a service provider or enterprise IT customer is able to deliver reliable services, to a defined standard, based on industry best practices. HP specialists conduct an onsite assessment, using a proprietary set of criteria to test compliance with standards. These standards have been drawn from a combination of HP’s extensive experience in enterprise-level, business-critical solutions and industry best practices, such as the IT Infrastructure Library (ITIL).
A commitment to industry best practices

HP Services adheres to industry-defined best practices to continually improve service quality for our customers. These standards are defined by the UK Office of Government Commerce IT Infrastructure Library (ITIL) and the Information Technology Service Management (ITSM) Reference Model. Founded in the 1980s, ITIL began as a series of reference books and has evolved into an important de facto worldwide standard for IT Service Management best practices. The Reference Model leverages the practices outlined by ITIL and functions as a high-level, fully integrated IT process relationship map. It has proven to be invaluable to companies around the world as they seek to understand their entire IT environment, including their people, process, and technology, and to consider possible solutions to their most critical challenges.

Unparalleled experience and knowledge

HP Services offers a wealth of IT experience and knowledge that is based on our many years designing, building, and managing evolving IT infrastructures to meet ever-increasing challenges. HP’s extensive knowledge of IT extends to every reach of your enterprise—servers, storage, operating systems, applications, the Internet, mobile devices, and physical environment. The breadth and depth of our experience, as well as our partnerships with industry leaders, uniquely qualifies us to help you improve the performance and availability of your systems.

Why HP?

When you choose HP, you can rest assured that you are working with one of the most trusted names in IT—with more than 40 years of experience delivering infrastructure support, a staff of 65,000 service professionals worldwide, and a network of 70,000 channel partners.

With a global reach that extends to more than 160 countries, HP Services can respond to your business needs wherever and whenever you need assistance. As you expand the boundaries of your business, you can count on HP for local language support throughout the world.

For more information

If you’d like to learn more about HP Per-Event Performance and Availability Services or any other HP service, please visit the HP Services Web site at: www.hp.com/hps