

HP Application Performance Management Advanced for Software as a Service



At a glance

HP Application Performance Management (APM) Advanced for Software as a Service (SaaS) is an on-demand solution for application performance management. Based on HP APM, the solution is run from HP data center facilities with 24x7 remote support.

Key benefits

- Multi-dimension APM as a service
- Global network of backbone-connected points of presence
- Rapid time-to-value
- Flexible implementation options
- Enterprise SaaS

Part of the HP Business Service Management portfolio, HP APM keeps your business healthy by monitoring applications across traditional, mobile, virtual, and cloud environments. It provides insight into every transaction for quick resolution of application issues, and helps reduce costs by giving you a common tool for pre-production and production.

The HP APM Advanced for SaaS offering enables you to start realizing value from your APM initiatives in a matter of days rather than weeks or months. Based on the core elements of APM, or any available module that can be purchased separately, it improves application performance by monitoring the end-user experience and aligning IT performance with business goals. The offering is available on a subscription basis, so it can fit the timelines and budget of any project.

The Advanced HP APM for SaaS offering is available within three business days from booking the purchase order (PO) within the HP order management system.

Modules

	Availability
Business process monitor	
Internal point of presence	Yes*
HP SaaS external point of presence	Yes
Real user monitor	Yes*
Diagnostics	Yes*
Service level management	Yes
System availability management	Yes*
Runtime service model	Yes*
Operations Manager i	Yes**
Network Node Manager i	Yes**

* May require installation of on-premise data collection components.

** Requires a dedicated BSM farm.

Enterprise SaaS

Support	24x7x365, via telephone or Web
Availability	Service level objective of 99.9 percent
Upgrades	Included
Security	ISO/IEC 27001:2005 certified

Service benefits

- Reduces the upfront capital costs typically associated with IT investments by leveraging a data center environment maintained by HP. HP deploys the customer's APM application using infrastructure located at an HP data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades, application service packs, and patches installation.
- Frees the customer from the responsibility of the day-to-day operation and maintenance of HP software offerings. HP staffs and maintains a 24x7x365 service operations center (SOC), which will be the single point of contact for all issues related to the infrastructure and support for APM. HP can provide ongoing expertise to assist the customer with utilizing and maintaining the APM application over time. This includes the configuration of monitors in APM, providing remote mentoring to the customer administrators on selected topics, and providing ongoing guidance to help the customer derive the greatest value from the customer's APM deployment.
- HP assigns an IT Infrastructure Library (ITIL®)-certified Customer Success Manager (CSM) to the customer for the duration of the service. The CSM serves as the customer's first point of management escalation after the Customer has followed the standard process of initiating contact through the SOC. The CSM is responsible for driving adoption of the service and providing best practice guidance. HP can also assign a Technical Solution Consultant (TSC) to provide technical APM application expertise required throughout the term.
- HP SaaS is certified for the information security standard ISO/IEC 27001:2005 and has built-in high availability, redundancy, and failover-supporting infrastructure.

Service features

Feature	Delivery specifications	
HP SaaS portal	All users of APM Advanced for SaaS can have access to the HP SaaS portal, which offers information about the HP SaaS portfolio and collateral.	
Advanced reporting	The customer may access reports on production system availability on a quarterly basis as a link from the HP SaaS platform.	
Self-service information library	Users have self-service access to an information library on the HP SaaS portal.	
HP SaaS system tools	Alerts and notifications are available through a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages.	
Mentoring and train-the-trainer	<p>HP can coordinate remote mentoring and train-the-trainer sessions in English as needed for the customer's APM subject matter expert, typically the customer APM administrator, on select APM product features via remote Web-based training sessions, as mutually agreed by the parties but not to exceed three hours per quarter.</p> <p>All mentoring activities will be provided through on-the-job interactions with the customer project team and does not include formal training for system administrators or end users.</p>	
Configuration	Module	Service description
	Business process monitor (BPM)	<p>Scripting Configure transaction monitors and WebTrace monitors to provide active monitoring written against the customer applications. Build, support, and maintain the BPM scripts throughout the term of the engagement.</p> <p>Dashboard Build, support, and maintain dashboard views using standard configurable representations of application performance and availability, as provided by the dashboard application.</p> <p>Alerts Configure recipients, notification templates, and performance and availability alerts. Build, support, and maintain the alerts in APM through the term of the engagement.</p> <p>Reports Configure user reports, which include custom reports, trend reports, and service reports, to obtain a customized view of the out-of-the-box reports.</p>
	Real user monitor (RUM)	<p>Integrate passive transaction data into the APM dashboard, collected from a real user session on a monitored application. Configure the RUM application monitoring in APM, which includes configuration of pages, transactions, and end-user groups. Configure alerts, services, service-level agreements (SLAs), and dashboard views for the monitored application.</p>
	Service level management (SLM)	<p>Create configuration management database (CMDB) service views as necessary, configure services and SLAs based on the customer's service environment, and (optionally) create entities to represent the relationships among business units, services, and monitored service measurements. Provide mentoring, guidance, and leading practices around the creation and usage of SLM reports for customer IT services and infrastructure.</p>
	System availability management (SAM)	<p>Configure the SAM module within APM to include integration of SiteScope monitors into the APM dashboard. Provide mentoring, guidance, and leading practices around the creation and usage of SAM reports for customer IT services and infrastructure.</p>

Operational services

Feature	Delivery specifications										
Solution provisioning and configuration	<p>HP SaaS can provide one APM instance. HP SaaS can provision the infrastructure for the service, including network, hardware, and software that are necessary to support the APM application. HP SaaS requires the customer to have an active and current support contract. HP SaaS can provide monitoring of the application and infrastructure 24x7 using system monitors for availability.</p> <p>Onsite components are installed and configured on-premise by the customer or customer-contracted consultants. HP SaaS does not operate onsite components on behalf of the customer.</p>										
Scheduled upgrades	<p>APM minor version upgrades and binary patches can be performed by HP as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment.</p> <p>APM major version upgrades are offered by HP as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment.</p> <p>HP can install application service packs and patches as required. Periodic service pack installations may be mandated by HP to promote all customer instances to the same patch level and to resolve critical product-related issues.</p>										
Scheduled maintenance	<p>HP SaaS reserves a monthly four-hour window between 00:00 and 08:00 PST. These windows will be used on an as-needed basis. Planned maintenance windows may be scheduled at least two weeks in advance when customer action is required, or at least four days in advance otherwise. Emergency maintenance may be scheduled at least one day in advance unless it is critical to resolve a major incident immediately. The customer's APM on SaaS may be subject to mandatory upgrades that are scheduled by agreement between the customer and HP. These upgrades may require downtime in addition to the maintenance windows above.</p>										
Data backup and retention	<p>Database export for APM Advanced on SaaS is retained for the most recent five days, and database backup is retained for the most recent five days. All file systems run on clustered network attached storage that is mirrored and features RAID storage. The APM Advanced on SaaS standard data retention policy for active customers is described below:</p> <table border="1"> <thead> <tr> <th>Module</th> <th>Raw data</th> </tr> </thead> <tbody> <tr> <td>Business process monitoring</td> <td>3 months</td> </tr> <tr> <td>Real user monitoring</td> <td>3 weeks</td> </tr> <tr> <td>System availability management</td> <td>1 month</td> </tr> <tr> <td>Diagnostics</td> <td>2 weeks</td> </tr> </tbody> </table>	Module	Raw data	Business process monitoring	3 months	Real user monitoring	3 weeks	System availability management	1 month	Diagnostics	2 weeks
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Security and audit management	<p>HP SaaS undergoes annual ISO 27001 process certification (issued by IQNet, the world's largest network of leading certification bodies) of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data.</p> <p>HP SaaS has implemented numerous security controls, firewalls and routers, access control lists, operating system hardening, and other processes. HP SaaS provides:</p> <ul style="list-style-type: none"> • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Physical protection for each data center such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be pre-arranged, otherwise access is denied. 										

Operational services (continued)

Feature	Delivery specifications
Availability service-level objective	<p>APM Advanced for SaaS is designed for an availability service-level objective of 99.9 percent.</p> <p>The SaaS availability service-level objective commences on the go-live date, the day when the customer's end users access the production environment with production data.</p> <p>The HP SaaS availability service-level objective shall not apply to performance issues:</p> <ul style="list-style-type: none"> • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (for example, DNS servers) due to virus or hacker attacks, and so on • Caused by force majeure events as described in the terms • That resulted from the actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP • That resulted from customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of HP • That resulted from scheduled SaaS infrastructure maintenance downtime to implement major version upgrades
Service monitoring	HP can provide monitoring of the APM solution 24x7 using system monitors for availability.
Disaster recovery	<p>HP has processes and procedures to recover from potential disaster scenarios.</p> <p>HP SaaS replicates all customer data for storage at an alternate data center. All data centers have spare capacity, enabling HP SaaS to move critical services from an affected data center. HP data centers that provide SaaS are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, physical security breaches, and power outages.</p>
Capacity and performance management	All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. SaaS architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required as the customer's utilization of the APM Advanced for SaaS solution expands.
Change management	HP follows a set of standardized methods and procedures for efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with reduced disruption to the service.

HP responsibilities

HP can provide remote consultants with the requisite skills necessary to deliver APM Advanced for SaaS.

HP role	Responsibilities
SaaS Customer Success Manager	<ul style="list-style-type: none"> • Serves as the customer liaison to HP • Serves as an escalation point of contact between the customer and HP for issues submitted to the SOC staff that require escalation • Coordinates with the customer during required and periodic system maintenance • Coordinates HP resources including system and process experts as necessary • Provides or facilitates ongoing mentoring
SaaS SOC staff	<ul style="list-style-type: none"> • Serves as the primary point of contact for each service request, which is a request by the customer for support and maintenance services or issues regarding availability of the SaaS infrastructure technical support • Provides 24x7 APM application and infrastructure support
SaaS production application staff	<ul style="list-style-type: none"> • Monitors the SaaS-hosted systems for availability • Performs system-related tasks such as backups, archiving, and restoring instances according to HP's standard practices and schedule
SaaS technical solutions staff	<ul style="list-style-type: none"> • Provides services related to scripting • Assists with the implementation of the workflows and reports in accordance with approved design • Assists with the implementation of custom portlets, custom pages, and module deployment, in addition to configuring other collateral to meet customer requirements, as directed by the HP SaaS CSM • Provides second-level support for customer service requests • Provides remote train-the-trainer trainings as requested

Customer responsibilities

The following customer roles and responsibilities apply to APM Advanced for SaaS.

Customer role	Responsibilities
Business owner	<ul style="list-style-type: none">• Owns the business relationship between the customer and HP• Owns the business relationship with the range of departments and organizations using HP APM products and services• Manages contract issues
Project manager	<ul style="list-style-type: none">• Coordinates customer resources as necessary• Serves as the point of contact between the customer and HP• Can enable access to required customer hardware resources, such as that which may be required to successfully install and operate HP's product components within the customer firewall• Enables access to customer soft resources such as user credentials, virtual private network (VPN) access as required, and access to the customer network and IT support staff
Subject matter expert—functional	<ul style="list-style-type: none">• Provides business or operations expertise• Reviews design
Subject matter expert—technical	<ul style="list-style-type: none">• Provides business or operations expertise• Reviews design, integrations, and proposed architecture
System administrator (optional)	<ul style="list-style-type: none">• Reviews design, integrations, proposed architecture, security guidelines, and support requirements• Manages local onsite test deployment machines
Network administrator	<ul style="list-style-type: none">• Reviews and approves network access plan• Installs the customer network components of required network access components (for example, VPN termination within the customer environment)

Additional terms

The customer acknowledges that it has the right to acquire HP services and HP products separately.

Options	Description
Subscription	No upfront capital expenditure; this is one of the best ways to adapt usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses. Ability to switch from an on-premise deployment to HP SaaS.
Term	Initial subscription term is 12 months minimum (longer initial subscription terms are also available). After the initial subscription term, renewals are available for a term of one, three, four, and five years.
NNMi Node	Means a collection of network interfaces that the NNMi Management Station software can pragmatically associate together.
Operating System	Means each implementation of the bootable program that can be Instance installed onto a physical system or a partition, such as system Virtual Machines, virtual environments, virtual private servers, containers, guests and zones, within the physical system. A physical system can contain multiple Operating System Instances. A container means a system partition based on software rather than hardware. Guests means a VM system running on a host system where the host runs its own complete OS Instance (as opposed to a hypervisor), like VMware® Workstation. Zone means Oracle/Sun Solaris specific nomenclature for a software partition which can run a virtual OS instance including but not limited to Sparse, native, and ipkg.
Operations Bridge Node	Means a real or virtual computer system, i.e. OS Instance, or a Device (for example printer, router or bridge).

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current HP terms for Software as a Service. A copy of the terms is attached or may be requested.

Service request submission

HP SaaS staffs and maintains a 24x7x365 service operations center (SOC), which is the single point of contact for requests related to the HP APM Advanced for SaaS offering. HP can provide ongoing support for the customer for the duration of the agreement. The customer's authorized users may contact HP via the Web portal or telephone. The severity of the request will determine the response and resolution times for each request. SOC can either provide support to the customer directly or coordinate delivery of HP Software support.

HP Software as a Service (global) contact

Web:

gateway.saas.hp.com/msg/actions/showLogin (registration required)

Address:

HP Software as a Service
1140 Enterprise Way
Sunnyvale
CA 94089
USA

To access phone numbers by region, visit: portal.saas.hp.com/site/html/contact.mss

Response and resolution targets

A summary of the service-level objectives for customer service requests is available at the following site: portal.saas.hp.com/slo.

These service-level objectives are subject to modifications in response to changes in support needs.

Assumptions

Assumptions associated with the APM Advanced for SaaS offering include the following:

- The date that the customer purchase order (PO) is booked within the HP order management system is the service commencement date.
- HP SaaS services will be performed remotely and delivered in only in English.
- The customer must have Internet connectivity to access HP APM Advanced for SaaS.
- Services not documented within this data sheet are considered out of scope. Changes to the project scope require the change order process to be followed.
- The customer is responsible for user account management for the HP APM Advanced for SaaS offering, including creating new user accounts.
- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to the customer APM instance according to the change schedule.
- The customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide the HP APM Advanced for SaaS offering. The customer is responsible for the accuracy and completeness of provided information.
- The customer will provide documentation and diagrams of existing business policies and processes where available.

- The customer is responsible for the installation, configuration, management, and maintenance of all data collector components located outside of the SaaS data center.
- Customers who plan to do their own configuration must have qualified personnel who have been through the HP APM training for project planning and customization.
- The customer owns the ongoing maintenance, configuration, and management of any scripts or configurations created by the customer-contracted consultant (throughout the course of any phase of this engagement) that have been created to facilitate any of the configurations or integrations subject to the scope of this document.
- Renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.
- The customer is responsible for ensuring any scripts or integrated SiteScope measurements are scheduled at the interval for which service has been paid. The default interval is 15 minutes. HP SaaS reserves the right to interrupt service for scheduled interval frequency higher than what has been purchased.

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