HP Business Process Monitor Anywhere

HP Business Process Monitor Anywhere service is a remotely delivered solution that provides a managed environment of HP Business Process Monitor (BPM). HP Business Process Monitor Anywhere service supplies real-time visibility into application performance and availability from the cloud perspective to the customer's HP Application Performance Monitoring on-premise deployment.

HP oversees the configuration and implementation of BPM and delivers ongoing infrastructure, application, and support service remotely. HP deploys BPM 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. The customer accesses BPM through the Internet. BPM is accessible over an HTTPS connection.

Services are delivered in English. Service commencement date is the date that the customer purchase order (PO) is booked within the HP order management system.

Service benefits

- It provides HP customers with an on-premise HP Business Process Monitor installation to proactively monitor the global end-user experience from cloud-based HP BPM. This exclusive offering from HP Software as a Service (SaaS) supplies 24x7 real-time visibility into external users' quality of experience and allows IT to assess performance issues in real time, correlate external and internal metrics, and identify and solve issues before they impact external users.

- Reduces upfront capital costs typically associated with IT investments by leveraging a data center environment maintained by HP. HP provides infrastructure and software needed to deploy a global network of points of presence, 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 day-to-day operation and maintenance of HP software offerings. HP staffs and maintains a 24x7x365 SaaS operations center (SOC), which will be the single point of contact (SPOC) for all issues related to the infrastructure and support for HP Business Process Monitor Anywhere service.

HP SaaS is certified on the International Information Security Standard ISO/IEC 27001:2013, and has built-in high availability, redundancy, and failover-supporting infrastructure.

Service feature highlights

Specifications

Feature	Delivery specifications
Installation and product configuration	HP provisions the infrastructure for the service, including network, hardware, and software that is necessary to support the BPM application. HP provides 24x7 monitoring of the application and infrastructure using industry-leading system monitors for availability.
HP SaaS tools	All users of HP Business Process Monitor Anywhere can have access to login.pronq.com/msg/actions/showLogin as an entry point into the HP SaaS portal. The portal page offers information about HP SaaS portfolio and collateral.
Security and audit management	HP SaaS and its infrastructure are compliant with the information security standard ISO/IEC 27001:2013.
	For HP SaaS, this means annual ISO 27001:2013 process certification 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.
	The customer is responsible for managing user and group account administration for the HP SaaS application and making sure that only valid, authorized users access the HP SaaS application. This includes the following tasks: • Permissions and privileges for users and groups • Account naming schemes, password policies, and authentication procedures
	Such users will access and use the system only for the purposes of working with the application. The customer will prohibit the use of any hacker tools— such as but not limited to port scanners, password crackers, and network sensors—on the HP SaaS environment. The customer may not perform load tests on HP BPM Anywhere.
	HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes.
	HP SaaS provides: • Strong password policies • Two-factor authentication for network devices • Controlled access to database or system passwords • Each data center is equipped with physical protection 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 prearranged, otherwise access is denied.
Availability service-level objective (SLO)	HP Business Process Monitor Anywhere service is designed for an availability SLO of 99.9 percent as measured by HP Application Performance Management (APM) and BPM software. The SaaS availability SLO starts on the date on which the customer's end users access the production environment with production data. The SaaS availability SLO shall not apply to performance issues: • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services [for example, Domain Name System (DNS) servers] due to virus hacker attacks, and others • 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
Capacity and performance management	All tiers of the SaaS infrastructure are proactively monitored for capacity and performance. Our architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required, as the customer's utilization of the HP Business Process Monitor Anywhere usage expands.
Change management	HP follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, in order to enable beneficial changes while making the best effort to reduce disruption to service.
Software upgrades	HP Business Process Monitor Anywhere 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.
	HP Business Process Monitor Anywhere 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.
	HP SaaS will retain the right to upgrade BPM to the latest version when an upgrade version is made generally available and has been validated in the SaaS environment.
	HP will 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 addressed by the service packs.

Additional cost services

Feature	Delivery specifications
BPM scripting	• Configure transaction monitors to provide active monitoring written against customer applications. • Build, support, and maintain the BPM scripts throughout the term of the engagement at an additional cost.

HP responsibilities

HP can provide remote consultants with the requisite skills necessary to provide SaaS for the HP Business Process Monitor Anywhere service.

HP Role	Responsibilities
SaaS operations center (SOC) staff	• Primary point of contact for all service requests, which can be a request by the customer for all services such as support and maintenance or issues regarding availability of the SaaS infrastructure • Provide 24x7 HP Business Availability Center (BAC) infrastructure support
SaaS application production staff	• Monitors the SaaS-hosted systems for availability • Performs all system-related tasks such as backups, archiving, and restoration of the instances according to HP's standard practices and schedule

Customer responsibilities

The following customer responsibilities apply to SaaS for the HP Business Process Monitor Anywhere service.

Customer role	Responsibilities
Business owner	• Owns the business relationship between the customer and HP • Owns the business relationship with the range of departments and organizations using HP BAC products and services on premise • Manages contract issues
Subject matter expert—functional	• Provides business operations expertise • Reviews design • Configures the HP SaaS BPM to communicate with the on-premise HP BAC installation
Subject matter expert—technical	• Provides business/operations expertise • Reviews design • Reviews integrations • Reviews proposed architecture
Network administrator	• Reviews and approves network access plan • Installs the customer network components of required network access components [for example, virtual private network (VPN) termination within the customer environment]

Assumptions and dependencies

• All changes to the project scope require the change order process to be followed.

• The customer is responsible for maintaining a list of authorized users who may access the system, including creation of usernames and passwords, and keeping the list accurate and confidential according to the customer's internal policies.

• 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 each of the customer BPM locations according to the change schedule.

• The customer must have Internet connectivity to access the HP Business Process Monitor Anywhere instance.

Additional terms

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

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 HP Software as a Service. A copy of the terms is attached or may be requested.

Software as a Service (Global) contact

Website
(registration required)

Address:
HP Software as a Service
1160 Enterprise Way
Sunnyvale, CA 95089
United States

Phone numbers by region

- The customer is responsible for ensuring that the communication between BAC and the HP Business Process Monitor Anywhere locations are secure. If BAC has been installed with HTTP, HP recommends the customer to purchase a Verisign certificate to establish the HTTPS connection. The customer is also responsible for installing these certificates on the BAC servers per the recommendation of the BAC help and manuals.

- The customer will open necessary firewall rules to accept incoming traffic from the various BPM locations. If necessary, per the customer's company policy, the customer will be responsible for setting up proxy servers and authentication. The customer will also be responsible for appropriate configuration in the BPM to reflect this configuration and architecture.

- The customer is responsible for ensuring any file downloaded as part of the BPM transaction does not exceed 3 MB in size. The customer will be contacted by HP to amend the scripts appropriately if such limitation is being exceeded.

- The customer is responsible for ensuring any scripts scheduled to run from HP Business Process Monitor Anywhere points of presence are scheduled at the interval for which service was paid. The default interval is 15 minutes. HP SaaS reserves the right to interrupt service for scripts running at any interval frequency less than what has been purchased.

- HP SaaS services will be performed remotely and delivered only in English.

- 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 Business Process Monitor Anywhere service. The customer is responsible for the accuracy and the completeness of all information provided.

- The customer must have qualified personnel who will be responsible for configuring and maintaining the configurations and connectivity between on-premise HP BAC and the BPM provided by HP SaaS.

- A single transaction or a single WebTrace will be treated the same with respect to entitlement; the execution of either from a single location, scheduled at a 15-minute interval, will be consumed as one "data point."

Service request submission

HP SaaS staffs and maintains a 24x7x365, which is the SPOC for requests related to the HP Business Process Monitor Anywhere on SaaS offering. HP can provide ongoing support to the customer for the duration of the agreement. The customer's authorized users may contact HP via the Web portal or telephone, 24 hours a day, 7 days a week, and 365 days a year. The severity of the request will determine the response and resolution times for each request. SOC will either provide support to the customer directly or coordinate delivery of HP software support.

Response and resolution targets

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

These SLOs are subject to modifications in response to changes in support needs.

Learn more at
hp.com/go/saas/BPMA

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