

# HP Performance Analysis for the StorageWorks XP/EVA Disk Arrays

HP Technology Services - Per Event Services

Technical data



HP Performance Analysis for the StorageWorks XP/EVA Disk Array provides data collection, detailed I/O analysis, and enhancement recommendations for your HP StorageWorks XP/EVA Disk Array. Through this service, you will receive a report concerning the performance of an HP StorageWorks Disk Array XP/EVA and a briefing session highlighting HP's findings and recommendations.

## **Service benefits**

- Improve XP/EVA performance, stability, and availability by identifying potential problems and understanding the possible solutions that may help avoid them
- Establish a baseline as a reference for future performance analysis and change management
- Assist you in making informed, proactive decisions on HP StorageWorks XP/EVA Disk Array system-capacity planning and avoid unnecessary costly reactive upgrades
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time

## **Service feature highlights**

- Data collection and analysis
- Service deployment
- Performance report
- Briefing session

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## Specifications

### Table 1. Service features

Feature	Delivery specifications
<b>Data collection and analysis</b>	This service provides data collection and analysis of HP StorageWorks XP/EVA Disk Array performance data retrieved by HP Performance Advisor XP, HP Performance Manager XP, or HP EVA-Perf for EVA.
<b>Service deployment</b>	Service deployment activities include: <ul style="list-style-type: none"><li>• Reviewing the engagement with the Customer using the pre-delivery checklist</li><li>• Performing an assessment of the service to determine compatibility and deployment design aligned with the needs agreed upon with the Customer</li><li>• Reviewing the service with the Customer to verify its compatibility with the Customer's environment</li></ul>
<b>Performance report</b>	A disk array performance report is developed, which includes the HP StorageWorks Disk Array performance specialist's findings and recommendations, a graphical representation of detailed performance data, and array configuration information.
<b>Briefing session</b>	HP provides the Customer's IT storage administrator, database administrator, and storage infrastructure management with a briefing session, up to 3 hours, to be scheduled during normal business hours shortly after the completion of the service, to review the performance report highlighting findings and recommendations of the HP StorageWorks Disk Array to help improve the performance of the Customer's HP StorageWorks Disk Array.

## Customer responsibilities

The Customer will:

- Furnish business/operational objectives and any special requirements
- Ensure availability of all hardware, firmware, and software the HP service specialist will need in order to deliver the service
- Ensure participation of the Customer's IT storage administrator, database administrator, storage infrastructure management, and selected other staff to discuss needs and objectives and to review results
- Provide verification by the Customer's designated IT storage administrator that stated objectives were met after implementation
- Provide backup and recovery capability for all data on the involved HP StorageWorks XP Disk Array
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Ensure that all service prerequisites identified in this document during the Data Collection and Analysis activity have been met
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Collect the data (fixed frequency and duration) and send it to HP according to instructions from the HP storage specialist
- Provide working network connections

- Ensure that all cabling has been preinstalled, pre-tested, and pre-labeled
- Be responsible for de-installing customer-developed software applications or any third-party software, unless specifically included in the Statement of Work
- Ensure the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment
- Have licensed copies of all software currently installed on the system and licenses for the software being installed
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- Define business/operational objectives and any special requirements
- Provide documentation of the existing storage
- Be responsible for all data backup and restore operations prior to this service engagement
- Verify with the Customer's designated IT storage administrator that stated objectives were met after implementation

The Customer is also responsible for any necessary additional integration and testing of applications and databases associated with the replication environment.

## Service limitations

The HP Performance Analysis for the StorageWorks XP/EVA Disk Arrays service is limited to one XP array or one EVA array. This service focuses on HP StorageWorks XP/EVA Disk Array performance. It does not include detailed SAN or connectivity topology analysis, or analysis of the Customer's computing system, applications, clustering, high availability, or other complex configurations. Review and analysis of these topics would be subject to additional charges.

HP Performance Analysis for the XP/EVA Disk Array does not provide for the implementation of recommended tuning activities. These considerations can be quoted separately from this one-time service. Alternatively, ongoing analysis and tuning implementation is provided in the HP Performance Tuning and Optimization Service for the XP Disk Array. Please contact an HP storage specialist for more information.

External storage on XP is not included in this service.

Activities such as, but not limited to, the following are excluded from this service:

- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Any services not clearly specified in this document or the associated Statement of Work
- Services required due to causes external to the HP-maintained hardware or software
- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Installation and configuration of network gateways not provided by HP as part of the solution
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Migration of Customer data from prior storage hosts (however, HP can provide Data Migration Services at an additional charge)
- Any documentation other than that specified in this data sheet or the associated Statement of Work
- Any extensive hardware reconfigurations of existing environments, such as removal or movement of host adapters, disk drives, and adapter cards, or conversion and reformatting of existing storage

This service will be delivered as a single, contiguous event. Environments requiring multiple engagements or phases over longer periods of time are not included with this service but can be accommodated at additional cost.

An HP service specialist will schedule the delivery of the service at a time mutually agreed upon between HP and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP.

Only one briefing session is included; additional sessions are available for purchase.

The data collection software must be installed and running, This service does not provide the software or installation of the software. The software is available for purchase separately (EVA Perf is included with Command View EVA). Any services provided outside of HP standard business hours may be subject to additional charges.

The performance data sample is limited to a fixed duration and sample frequency

## **Service eligibility**

The purchase of HP Performance Analysis for the XP/EVA Disk Array includes a single engagement providing data collection, analysis, report creation, and a briefing session concerning the performance of a single HP StorageWorks XP Disk Array or a single EVA Disk Array. This service is available for any computing platform supported by the HP StorageWorks XP/EVA Disk Array, except XPs connected to mainframe only (alternate service available).

The Customer must meet all of the following prerequisites for delivery of this service:

- Ensure that all site preparation, power supply compatibility requirements, and other specified service prerequisites are met
- Host systems, Ethernet networks, and storage area networks (SANs) must be implemented and operational at all locations.
- All supported hosts must be at supported OS revision and patch levels.
- Inter-site infrastructure (Ethernet, IP, SAN, or other) must be installed, configured, and operating normally.
- Customer host applications must be installed and operating normally prior to the delivery of this service.
- Infrastructure installation and configuration may be coordinated with delivery of this service; consultation from HP may be required in the definition of infrastructure parameters.

## **General provisions/Other exclusions**

- HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.
- HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

**HP support services:** [www.hp.com/hps/support](http://www.hp.com/hps/support)

**HP Care Pack Services:** [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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