

# HP Service Anywhere

Connect Business and IT into one conversation



## Service benefits

The benefits associated with Service Anywhere include the following:

- The upfront capital costs typically associated with IT investments are reduced by leveraging a data center environment maintained by HP. HP deploys Service Anywhere using infrastructure located at an HP data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including periodic application updates.
- The customer is freed from the responsibility of day-to-day operation and maintenance of HP Software offerings. HP staffs and maintains a 24x7 service operations center (SOC), which is the single point of contact for issues related to Service Anywhere infrastructure and support.
- HP SaaS data centers are equipped with built-in high availability, redundancy, and failover-supporting infrastructure.

HP Service Anywhere is HP's software as a service (SaaS) service management solution. It has all the key capabilities expected in a service desk plus an innovative approach to social collaboration, employee self-service, and analytics that together deliver a new system of engagement that connects the business and IT in one conversation. Built with embedded industry-leading HP HAVEn technology, Service Anywhere has Big Data and analytic capabilities, unmatched in the IT service management (ITSM) market. HP Service Anywhere is built on HP's multi-tenant cloud platform and meets enterprise requirements for scalability, upgradability, and disaster recovery.

## Service features

Feature	Delivery specifications
<b>Installation and product configuration</b>	HP can provide two Service Anywhere instances, namely development (DEV) and production (PROD) as part of the standard service. If purchased, additional systems can be deployed consistent with the DEV system. HP can provision the infrastructure, including networks, hardware, and software, that is necessary to support the Service Anywhere application. HP can monitor the application and infrastructure 24x7 using industry-leading system monitors for availability. Onsite components are installed and configured on-premise by the customer or customer-contracted consultants. HP does not operate onsite components on behalf of the customer.
<b>HP SaaS tools</b>	<p><b>Alerts and notifications</b> Service Anywhere includes access to the SaaS portal, which includes a centralized notification system that provides proactive customer communications about application changes, planned maintenances, and outages.</p> <p><b>Advanced reporting</b> Service Anywhere customers may access reports on production system availability on a quarterly basis as a link from the HP SaaS platform.</p>
<b>SaaS customer support</b>	HP staffs and maintains a 24x7 SOC, which is the single point of contact for issues related to Service Anywhere infrastructure and support. HP can provide ongoing support to the customer for the duration of the agreement. The customer may contact HP via telephone or Web 24x7x365. The SOC can either provide support to the customer directly or coordinate delivery of HP Software support. The priority of the request determines the response and resolution times which are provided at <a href="http://portal.saas.hp.com/slo">portal.saas.hp.com/slo</a> .
<b>Security and audit management</b>	<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. Only HP—with a SaaS portfolio based on more than a decade of experience working with and delivering for the world's leading brands—can credibly offer enterprise-class levels of availability and security.</p> <p>The customer is responsible for managing user and group account administration for Service Anywhere and for making sure only valid, authorized users access Service Anywhere. This includes: permissions and privileges for users and groups, account naming schemes, password policies, and authentication procedures. Such users will access the system only for the purpose of using the application. The customer will prohibit use of any hacker tool—such as port scanners, password crackers, and network sensors—on the HP SaaS environment. Furthermore, the customer may not perform load tests.</p> <p>To protect its internal environment, HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes. 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. Additional security measures include the following:</p> <ul style="list-style-type: none"> <li>• Strong password policies</li> <li>• Two-factor authentication for network devices</li> <li>• Controlled access to database or system passwords</li> </ul>
<b>Service-level availability (SLA)</b>	<p>Service Anywhere is designed for an availability service level of 99.9 percent.</p> <p>The SaaS availability service-level objective starts on the “go live date,” the date when the customer's end users access the production environment with production data.</p> <p>The SaaS availability service-level objective shall not apply to performance issues arising from:</p> <ul style="list-style-type: none"> <li>• Overall Internet congestion, slowdown, or unavailability</li> <li>• Unavailability of generic Internet services (for example, DNS servers)</li> <li>• Unavailability due to virus or hacker attacks</li> <li>• Force majeure events as described in the terms of agreement</li> <li>• Actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP</li> <li>• A result of customer equipment or third-party computer hardware, software, or network infrastructure not within the sole control of HP</li> <li>• Scheduled SaaS infrastructure maintenance</li> </ul> <p>More service-level availability detail is provided below, including a link to the SLA definition.</p>

## Service features (continued)

Feature	Delivery specifications
<b>Disaster recovery</b>	<p>As part of HP's approach to risk management, HP has developed processes and procedures to recover from potential disaster scenarios.</p> <p>To provide for the unlikely scenario of a total data center loss, HP SaaS replicates all customer data for storage at an alternate data center. All data centers have spare capacity, which enables HP SaaS to move critical services from an affected data center.</p> <p>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>
<b>Data backup and retention policy</b>	<p>Database export for Service Anywhere and database backup are retained for the most recent five days. All file systems run on clustered, network- attached storage that is mirrored and features RAID storage.</p> <p>Service Anywhere transactional data (for example, incident tickets and the associated alerts, activity records, and so on) that is more than 12 months old may be archived at HP's discretion with prior customer notification. Service Anywhere will always retain at least 13 months of data within the PROD system. Data that has been archived will be available to the customer via an offline database for seven years or until their contract with HP SaaS terminates, whichever is sooner.</p>
<b>Capacity and performance management</b>	<p>All tiers of the SaaS infrastructure are proactively monitored for capacity and performance. The HP architecture allows for additional capacity to applications, databases, and storage as required based on the customer's utilization of Service Anywhere.</p>
<b>Change management</b>	<p>HP follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, which enables beneficial changes to be made with less disruption to the service.</p>
<b>Application updates</b>	<p>HP provides regular updates to Service Anywhere as part of the service. The schedule and content of updates is at the sole discretion of HP. HP will apply these updates in accordance with the change management process described above.</p>
<b>Integrations</b>	<p>HP supports integrations to Service Anywhere through the provided Web services portal. Web services can be used to provide various read, create, update, and delete operations within Service Anywhere. Customers are responsible for developing solutions using the Web services provided. Any issues arising out of the use of Web services are the customer's responsibility.</p>
<b>Knowledge management</b>	<p>Users can create and submit certain types of content (knowledge articles, FAQs, how-to guides, news, announcements, policies, documentation, white papers) for the benefit of the user community. When submitting content, the customer must comply with the <a href="#">Acceptable Use Policy</a> and the <a href="#">HP privacy policy</a>. Customers are expressly prohibited from using HP-owned intellectual property or personally identifiable information in the creation of any content submitted through the knowledge application.</p>
<b>Maintenance windows</b>	<p><b>Weekly maintenance window:</b> Weekly one-hour window on Sunday, 00:00 to 01:00 PST</p> <p><b>Monthly maintenance window:</b> Four-hour window on each third Sunday, 00:00 to 04:00 PST</p> <p>HP may change these windows at its sole discretion by providing the customer at least one month's prior notice. These windows will be used if and only when needed. Planned windows can be scheduled at least two weeks in advance when the customer's action is required, or at least four days in advance otherwise. The customer's systems may be subject to mandatory application updates that are scheduled in advance by HP SaaS. These application updates may require downtime in addition to the maintenance windows above caused by planned downtime to implement periodic application updates.</p>

## HP responsibilities

HP can provide remote consultants with the requisite skills necessary to provide Service Anywhere.

HP role	Responsibilities
<b>SaaS customer success manager (CSM)</b>	<ul style="list-style-type: none"> <li>Oversees the customer onboarding process</li> <li>Supports contract changes</li> <li>Provides periodic review</li> </ul>
<b>SaaS service operations center (SOC) staff</b>	<ul style="list-style-type: none"> <li>Serves as primary point of contact for issues regarding availability of the SaaS infrastructure, as well as for service requests, which are made by the customer for all services such as support and maintenance</li> <li>Is available 24x7</li> <li>Routes tickets to the appropriate group for items that cannot be resolved by the SOC</li> </ul>
<b>SaaS operations (ops) staff</b>	<ul style="list-style-type: none"> <li>Monitors the SaaS-hosted systems for availability</li> <li>Performs system-related tasks such as backups, archiving, and restoring instances according to HP standard practices and schedule</li> <li>Provides Service Anywhere application and infrastructure support</li> </ul>

## Customer responsibilities

The following customer responsibilities apply to Service Anywhere.

Customer role	Responsibilities
<b>Business owner</b>	<ul style="list-style-type: none"> <li>Owns the business relationship between the customer and HP</li> <li>Owns the business relationship with the range of departments and organizations using HP Service Anywhere</li> <li>Manages contract issues</li> </ul>
<b>Project manager</b>	<ul style="list-style-type: none"> <li>Coordinates customer resources as necessary</li> <li>Serves as the point of contact between the customer and HP</li> <li>Drives communication from the customer side</li> <li>Serves as the point of escalation for issue resolution and service-related issues</li> </ul>
<b>Service Anywhere administrator</b>	<ul style="list-style-type: none"> <li>Serves as the primary point of contact for the customer's Service Anywhere end users</li> <li>Resolves end-user issues</li> <li>Opens tickets with HP SOC after verifying that it is a product issue and the customer does not have an existing ticket on the issue identified</li> <li>Serves as the customer's primary point of contact for working with HP support teams (SOC and ops)</li> <li>Performs HP Service Manager data administration</li> <li>Leads ongoing solutions validation</li> <li>Trains the end-user community</li> <li>Coordinates infrastructure-related activities at the customer's site</li> </ul>
<b>Service Anywhere user</b>	<ul style="list-style-type: none"> <li>Leverages the product functionality designed by the Service Anywhere administrator</li> <li>Provides periodic feedback to the Service Anywhere administrator for potential areas of improvement</li> </ul>

## Assumptions and dependencies

Assumptions and dependencies associated with Service Anywhere include the following:

- The service commencement date is the date that the customer's purchase order (PO) is booked within the HP order management system.
- The customer is responsible for maintaining a list of users who are authorized to access the system, including the 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's Service Anywhere instances according to the change schedule.
- The customer must have Internet connectivity to access Service Anywhere.
- HP SaaS services will be performed remotely.
- Customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner that aligns with the project timeline. HP SaaS is not responsible for the accuracy of the data provided in the import.

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 Service Anywhere. The customer is responsible for the accuracy and completeness of provided information.

## Service-level availability

A summary of the service-level details and measurement are located at: [portal.saas.hp.com/sla](https://portal.saas.hp.com/sla). This link will describe the measurement method and service credits that may be earned when the 99.9 percent SLA is not met. The service credit described in the SLA document is the sole and exclusive remedy available to customers for failure to meet SLAs.



## HP Software as a Service (global) contact

### Web

(registration required)

### Address

HP Software as a Service  
1140 Enterprise Way  
Sunnyvale, CA 94089  
United States

### Phone numbers by region

Please refer to the following link for Universal International Freephone Numbers (UIFNs):  
[portal.saas.hp.com/site/html/contact.mss](http://portal.saas.hp.com/site/html/contact.mss)

## Support call submission

The customer's authorized users may contact HP for SaaS support via the Web portal or telephone 24x7. The customer will maintain a list of authorized users who may contact the SOC, which can either provide support to the customer directly or coordinate the delivery of HP Software support.

## Response and resolution targets

A summary of the service-level objectives for the customer's service requests is available at [portal.saas.hp.com/slo](http://portal.saas.hp.com/slo).

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

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### Service subscription

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<b>Term</b>	12 months to five years unless otherwise indicated on ordering document.
<b>Users</b>	15 users minimum unless otherwise indicated on ordering document. Users can be either named or concurrent as indicated on ordering document.
<b>Employee Self Service users</b>	There is no charge for users of the Employee Self Service application.

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## Additional terms

The customer acknowledges 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 SaaS. A copy of the terms is attached or may be requested.

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