

# HP APPLICATION LIFECYCLE MANAGEMENT ON SOFTWARE-AS-A-SERVICE DEDICATED HP ALM/QC OFFERING

Data sheet

## At a Glance

The Dedicated HP ALM/QC offering is an on-demand Software-as-a-Service (SaaS) solution for Application Lifecycle Management. Based on the HP Application Lifecycle Management platform, the solution is run from HP data center facilities with 24/7 remote support.

## Key Benefits

- A la carte user module
- Pay-as-you-go fee structure
- Self-service administration
- Wide range of customization
- Broad set of integrations
- Single-tenant architecture
- Enterprise SaaS

HP Application Lifecycle Management (ALM) allows the Customer to build high-quality applications quickly and effectively by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, and managing defects and issues.

Built on HP Application Lifecycle Management platform, the Dedicated HP ALM/QC offering enables teams and organizations to start leveraging a complete application lifecycle management toolset in a matter of days rather than weeks or months. Application teams can pick HP ALM/QC modules based on key aspects of application lifecycle management, and customize or expand the platform to fit their practice. Whether or not a license has been purchased, the offering is available on a subscription basis, thereby fitting the timelines and budget of any organization.

Available within ten business days from booking the purchase order within the HP order management system, the offering comes with on-demand trainings, self-service administration console, and is powered by enterprise-level service.

## A la carte User Module

Module	Availability <sup>1</sup>
HP Application Lifecycle Management and HP Quality Center All Modules	Yes
Requirements Management	Yes
Defect Management	Yes
Business Process Testing	Yes

## Administration

User Management	Self-service
Project Management	Self-service
Customizations	Self-service

## Integrations

Microsoft Word and Excel	Yes
HP Unified Functional Testing	Yes
Other HP ALM Platform Integrations	Yes

## Enterprise SaaS

Support	24/7/365, via telephone or web
Availability	Service level objective of 99.9%
Upgrades	Included
Security	ISO/IEC 27001:2005 certified

<sup>1</sup> Subject to purchase.



## Service Features

Feature	Delivery Specifications
<b>Customization</b>	Workflow customization and user-defined fields are available on a per-project basis. Customization is available as self-service through the HP ALM/QC user interface.
<b>HP ALM on SaaS - Administration Console</b>	Self-service administration is available via the HP SaaS Administration Console with the following key features: flexible and scalable user management, project management, credential management, security policy enforcement, role segregation and definition, and audit trail management.
<b>Project Entitlement</b>	Based on the number of concurrent HP ALM/QC users, the Customer will be entitled to hold an equal number of HP ALM/QC projects in production. This number is a combination of the active and inactive HP ALM/QC projects.
<b>Project Archiving</b>	Projects may be archived at an additional cost.
<b>Integrations</b>	Integrations with HP testing tools are available with the Dedicated HP ALM/QC solution on a self-service basis. See HP product documentation for details.  Other HP ALM integrations supported by HP SaaS and requiring additional software and/or hardware and/or specific configuration will require additional scoping and are available at an additional cost.
<b>Self-service Recorded Training</b>	The Customer will have access to on-demand training on the HP SaaS portal with recorded content available for basic Delta training on the new releases of HP Application Lifecycle Management, and user training for the HP ALM/QC on SaaS Administration Console.
<b>HP SaaS System Tools</b>	Alerts and notifications are available through a centralized notification system, which provides proactive Customer communications about application changes, planned maintenance, and outages.  Reports on production system availability are available from the HP SaaS portal.

## Operational Services

Feature	Delivery Specifications
<b>Solution Provisioning and Configuration</b>	Onsite components are installed and configured at Customer's site by the Customer or customer-contracted consultants. HP SaaS does not operate or support onsite components on behalf of the Customer.
<b>Scheduled Upgrades</b>	HP ALM/QC minor version upgrades and binary patches will be performed by HP as part of the service when an upgrade version is made generally available and has been validated in the HP SaaS environment. HP ALM/QC 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 HP SaaS environment. These major version upgrades are significant release upgrades to the product; the Customer should assess their technical readiness for the upgrade prior to arranging to implement the changes.
<b>Scheduled Maintenance</b>	HP SaaS reserves a weekly two-hour window (Sunday 00:00 to 02:00 Pacific Time) and one monthly four-hour window (Sunday 00:00 to 08:00 Pacific Time). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two weeks in advance when Customer action is required, or at least four days in advance otherwise. The Dedicated HP ALM/QC solution may be subject to mandatory upgrades that are scheduled in agreement between the Customer and HP SaaS. These upgrades may require downtime in addition to the maintenance windows noted above.
<b>Data Backup and Retention</b>	Database backup for the Dedicated HP ALM/QC solution are retained for the most recent five days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.
<b>Project Restore</b>	Project restores due to corruption are provided throughout the term of the service. Up to three project restores per year due to user error are provided per subscription. Restore requests should be submitted via service request to the HP SaaS Service Operations Center (SOC). Turnaround time is based on the severity of the business impact. Restored projects may either be placed in a temporary domain for view access or may overwrite a production version of the project, per Customer guidance.

## Operational Services (continued)

Feature	Delivery Specifications
<b>Security and Audit Management</b>	<p>HP SaaS is ISO/IEC 27001:2005 certified and protected by a solution that features security provisions across all technology layers. An annual audit is conducted by KPMG International consulting services on the HP SaaS organization, according to the certification scope and as part of the certification maintenance.</p> <p>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 tool – such as but not limited to port scanners, password crackers, and network sensors – on the HP SaaS environment. Furthermore, the Customer may not perform load tests on the Dedicated HP ALM/QC solution.</p> <p>As part of its holistic approach to information security, HP SaaS has implemented numerous security controls including but not limited to physical security controls, firewalls, routers and access control lists. Additional security measures to protect the access to the service back-end infrastructure 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> <li>• Each customer environment in single-tenant applications has its own VLAN</li> <li>• 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 24/7 security personnel. All visits must be prearranged, otherwise access is denied.</li> </ul>
<b>Availability Service Level Objective</b>	<p>The Dedicated HP ALM/QC solution is designed for an availability service level objective of 99.9%. The HP SaaS availability service level objective starts on the “Go Live Date,” the date when the Customer 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"> <li>• caused by overall internet congestion, slowdown, or unavailability</li> <li>• caused by unavailability of generic internet services (e.g., DNS servers) due to virus or hacker attacks, etc.</li> <li>• caused by force majeure events as described in the Terms</li> <li>• that resulted from actions or inactions of the Customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP</li> <li>• that resulted from Customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP</li> <li>• that resulted from scheduled HP SaaS infrastructure maintenance</li> <li>• caused by downtime to implement major version upgrades</li> </ul>
<b>Service Monitoring</b>	<p>HP will provide monitoring of the Dedicated HP ALM/QC solution 24/7 using system monitors for availability.</p>
<b>Disaster Recovery</b>	<p>As part of HP’s approach to risk management, HP SaaS 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 a spare capacity, which enables HP SaaS to move critical services from an affected data center.</p> <p>HP data centers that provide the Dedicated HP ALM/QC solution are designed and tested for the wide range of disaster scenarios including fire, loss of internet connectivity, and power outages.</p>
<b>Capacity and Performance Management</b>	<p>All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for addition of capacity to applications, databases, and storage. Capacity is increased as required as the Customer’s utilization of the Dedicated HP ALM/QC solution expands.</p>
<b>Change Management</b>	<p>HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with minimal disruption to the service.</p>

## Response and Resolution Targets

The following table summarizes service level objectives to customer service requests.

Severity	Target Response Within	Target Resolution Within	Solution (One or More of the Following)
1 – Critical Infrastructure	1 hour	4 hours	Service availability is restored.
2 – High Application & Infrastructure	1 hour	2 business days	Satisfactory workaround is provided. Product patch is provided. Fix incorporated into future release. <sup>1</sup> Fix or workaround included in knowledge base.
3 – Medium	1 business day	5 business days	Same as above.
4 – Low Minor Problems	1 business day	10 business days	Answer to question is provided. Change request completed. Satisfactory workaround provided. Fix or workaround incorporated. Fix incorporated into future release. <sup>1</sup>

<sup>1</sup> Depending on the severity, priority, and availability of a workaround, a fix may be provided in a future release or patch.

## Service Request Submission

HP SaaS staffs and maintains a 24/7/365 Service Operations Center (SOC), which is the single point of contact for requests related to the HP ALM on SaaS Dedicated HP ALM/QC offering. HP will provide ongoing support for the duration of the agreement. Customer's authorized users may contact HP SaaS SOC via the web portal or telephone 24 hours a day, 7 days a week, 365 days a year; the severity of the request will determine the response and resolution times for each request. The Customer will maintain a list of authorized users who may contact the SOC. The SOC will either provide support to the Customer directly or coordinate the delivery of HP Software support.

### Software-as-a-service (global) contact

**Web:**

<http://support.openview.hp.com> (registration required)

**Address:**

HP Software-as-a-Service  
19091 Pruneridge Avenue, Bldg 46U  
Cupertino, CA 95014  
United States

**Phone numbers by region:**

- Americas: (877) 837-8457 Option 3
- Americas Direct: (281) 927-2708
- UK, Europe: +44 1344 366 540 Option 3
- Australia: 1800 649 436 Option 3
- China: 10800 6500246 Option 3
- Hong Kong: 800 967915 Option 3
- India: 91 80 41240944 Option 3
- Korea: 02 6001 7911 Option 3
- Malaysia: 1800 80 6166 Option 3
- New Zealand: 0800 441 393 Option 3
- Singapore: 1800 322 8483 Option 3

## Assumptions

Assumptions associated with the Dedicated HP ALM/QC offering include the following:

- The Customer must have internet connectivity to access the Dedicated HP ALM/QC offering.
- HP SaaS services will be performed remotely and delivered in English only.
- The service commencement date is the date that the Customer purchase order (PO) is booked within the HP order management system.
- 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 Dedicated HP ALM/QC solution. The Customer is responsible for the accuracy and completeness of all information provided.
- 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 Dedicated HP ALM/QC solution application instance according to the change schedule.
- During a Customer's data import, the Customer must make information available to the HP SaaS team in the designated format at the appropriate implementation step as defined in the approved project plan.
- 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.
- Renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.

## Additional Terms

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

### Licensing Options

Subscription	No upfront capital expenditure. This is the best way to adapt usage patterns and business needs to expenditures.
Service Only	For customers who already own perpetual licenses. Features the ability to switch from an on-premise deployment to HP SaaS.
Term	Twelve months minimum

Upon contract expiration, HP shall provide the database dump of Customer's data to an FTP site for 30 days for Customer to access and copy such data.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, forty five (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 may be requested.



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