The HP Storage Data Migration Service transfers your designated information to target storage device technologies across a data center or around the globe, using LAN, WAN, or SAN connectivity. This service offers several options for migrating your data to align to your specific cost, availability, and business needs including offline and online data replication and transfer approaches. HP’s online methods allow your business to continue while the migration is taking place.

For HP storage products supporting thin provisioning, the service can optionally optimize overall storage capacity by reclaiming wasted space in allocated, but unused storage.

Methods used may include, but are not limited to, controller-based or external array replication, SAN copy, and host-based migration technologies, as well as more conventional methods such as file transfer, network transfer, partition imaging, database export, and OS volume mirroring.

With special consideration for data availability, integrity, and ongoing operational performance during the transfer process, an HP service specialist will collaborate with your designated IT storage administrator to prepare a data migration plan. The HP service specialist will perform an initial assessment of your environment and business-specific considerations to help you determine the best transfer procedure for your operations. The detailed implementation method will be documented for your review and approval prior to execution. At the completion of the data transfer, the HP service specialist will deliver documentation outlining your new configuration and conduct a brief operational forum to familiarize your staff with the new data layout.
HP Storage Data Migration Service is available for a wide range of storage environments and operating systems for open systems and mainframe environments.

**Service benefits**

- Allows IT resources to stay focused on core tasks and priorities
- Reduces execution time, impact, and risk to total storage environment
- Integrates a variety of transfer methods including online methods that allow data to remain available to users during the migration process
- Increases storage performance by enhancing data layouts during the transfer process

**Service feature highlights**

- Service planning, including an analysis of the migration layout, contingency actions, and customization of your storage data migration strategy
- Service deployment
- Customer orientation session and documentation of the implemented configuration
- Project management

### Specifications

**Table 1. Service features**

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<th>Feature</th>
<th>Delivery specifications</th>
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| Service planning      | An HP service specialist will plan all the necessary activities and schedule the delivery of the service at a mutually agreed-upon time between HP or a qualified HP service provider and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed to by HP or the qualified service provider. Any services provided outside of HP standard business hours will be subject to additional charges. The service planning activities include:  
  - Communication with the Customer, including queries by the Customer regarding service delivery  
  - Verification, using a pre-delivery checklist, that all service prerequisites have been met  
  - Scheduling of the service delivery at a mutually agreed-upon time  
  - Creation of a written data migration plan, including analysis of the migration layout and contingency actions, that will serve as the project plan for this service |
| Service deployment    | Service deployment activities will include:  
  - Presentation of the service delivery agenda  
  - Development of a customized data migration plan as necessitated by the Customer software application and business requirements identified by the Customer’s IT storage administrator, database administrator, or any pre-designated Customer IT staff; the HP service specialist will determine the appropriate method of data transfer based upon the Customer’s technical environment and uptime requirements  
  - Installation of software or hardware tools required to implement the data transfer, as necessitated by the selected migration method  
  - Transfer of the designated Customer source data to the specified storage device target(s)  
  - Creation of configuration documentation |
| Customer orientation session | The HP service specialist will provide the Customer with an orientation on the new data configuration during the onsite delivery of this service. The orientation is a brief informal review of the migration results, is typically conducted with selected members of the Customer’s staff, and is not intended as a classroom activity or formal presentation. Topics include: |
• Delivery to the Customer and review of the configuration documentation, mentioned above, that outlines the new data layout
• A brief question-and-answer forum

Project management
A project manager will participate in the project remotely. The project manager will:
• Manage the resources required to deliver the service
• Review the Customer’s responsibilities and other requirements necessary to facilitate service delivery
• Facilitate the completion of a site survey to identify prerequisites that must be met prior to service delivery
• Develop a project plan that defines the scope of the services to be delivered
• Act as a liaison and a single point of contact between service delivery resources and the Customer’s organization
• Develop the project schedule and manage the project according to the defined timeline

Service eligibility
The Customer must:
• Ensure the target storage platform or volumes are installed, configured, and accessible to the appropriate hosts
• Provide a suitable physical operating environment for any required storage products, including implementation of any recommendations made by HP as a result of the site inspection
• Provide an existing storage map and identification of raw or logical partitions or files to be moved
• Install any recommended host-based patching or software upgrades, including device drivers to support the target storage platform and transfer environment
• Meet all technical prerequisites identified by the HP service specialist as those needed to successfully complete service delivery. These may include, but are not limited to, cabling, connectivity, and sufficient/stable bandwidth between source and target devices and locations
• Assure data recoverability prior to service deployment through proven means such as performing a full back-up of the data to be migrated, and provide access to this backup when requested by HP

Service limitations
The following activities are not included in this service, but may be provided through related services or at additional cost:
• Reconfiguration of existing environments, such as removal or movement of host adapter cards, array disk drives, and adapter cards; conversion and reformatting of existing storage between RAID levels or emulation types; or extensive cable installation/manipulation
• Implementation of high-availability and other complex configurations, such as host clustering, although data can be migrated to and from these configurations
• Implementation of host-based logical volumes and associated file-system structures
• Installation of operating-system patches and any associated device drivers
• Performance testing or modeling
• Configuration of any optional software products not specifically required by the service specialist to complete delivery of the service
• Engagements involving temporary installation, de-installation, transportation, or relocation of storage systems or infrastructure may require additional services
• Planning, design, implementation, or assessment of the Customer’s overall SAN or fabric architecture
• Services that, in the opinion of the HP service specialist, are required due to unauthorized attempts by non-HP certified personnel to install, repair, maintain, or modify hardware, firmware, or software
• Services required due to causes external to the HP-maintained hardware or software
• Any services not clearly specified in this document

Customer responsibilities

The Customer will:

• Contact an HP service specialist to schedule the delivery of the service within 90 days of date of its purchase
• Coordinate any activities necessary to enable service delivery for third-party–maintained hardware or software (if applicable) with the HP service specialist
• Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all necessary approvals, provide requested information in a timely manner, be available to assist in facilitating the delivery of this service, manage internal issues related to the Customer environment, and sign off that the service has been delivered
• Provide IT administration resources (server, storage, network, and application) to gather necessary information regarding the Customer’s operational or business objectives, plus any other special requirements, as well as perform any configuration activities needed to facilitate delivery of the service
• Ensure the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
• Ensure that all service prerequisites as identified in the “Service eligibility” section are met
• Ensure that all hardware and software the service specialist will need in order to complete this service are available and, for software products, properly licensed (including device management, replication, and thin provisioning software)
• Allow HP access to all locations where the service is to be delivered
• Provide a suitable work area for delivery of the service, including access to a telephone line, power, and any network connections required
• Be responsible for all data backup and restore operations

General provisions/Other exclusions

Not all migration methods are available in every country. Check with your HP Services sales representative for availability.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

Portions of the service may be delivered remotely or onsite.

HP reserves the right to re-price this service if the Customer does not schedule and provide for its subsequent delivery within 90 days of purchase.
The ability of the HP service specialist to deliver this service is dependent upon the Customer’s full and timely cooperation with the HP service specialist, as well as the accuracy and completeness of any information and data the Customer may provide to HP.

The service is only available during local HP business hours. Any service delivery outside these hours may be subject to additional charges.

These services 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.

Service delivery may require usage of HP-owned or third-party tools (hardware or software) licensed for use by HP. Such tools are used for the duration of the service event and will be removed upon completion of delivery. These tools are exclusively for the use of HP service specialists in the execution of migration service delivery, and the Customer may not independently use these tools in any way. The following conditions also apply:

- No right, title, or interest in, nor any license under, any copyright, patent, trade secret, trademark, mask work protection right, or any other intellectual property right is either granted to Customer or implied by the use of any HP or Third Party Tools at Customer’s facility, and no right is granted to the Customer to make any copies of the HP or Third Party Tools in any form.
- The Customer will not reverse assemble, reverse compile, or otherwise obtain or attempt to obtain the source code of the HP or Third Party Tools, in whole or in part.
- The Customer acknowledges that, upon completion or termination of HP Migration Services, HP will remove all copies of the HP or Third Party Tools from Customer’s system and site.

For more information

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

HP support services: www.hp.com/hps/support
HP Care Pack services: www.hp.com/services/carepack

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