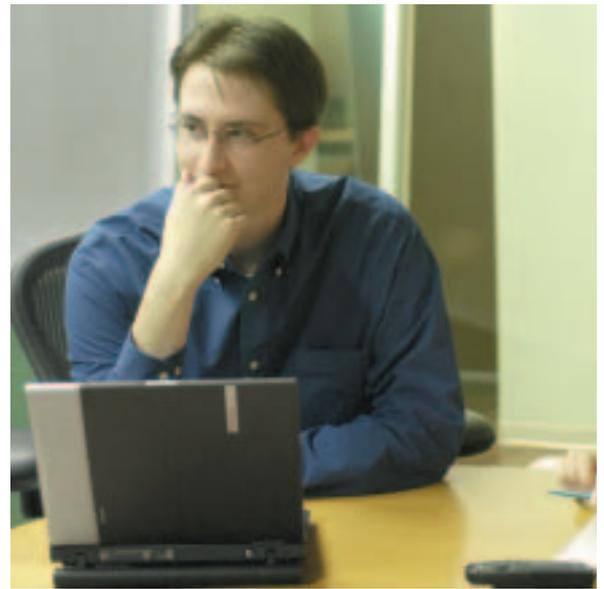


HP Installation and Startup Service for Microsoft SharePoint Portal Server Software

HP Care Pack Services



Choose from three separate service packages that support the installation and startup of Microsoft's SharePoint Portal Server.



The HP Installation and Startup Service for Microsoft® SharePoint Portal Server Software consists of three separate service packages that support the installation and startup of the Microsoft SharePoint Portal Server (SPS) product: SPS Publishing and Portal service; SPS Search Portal service; and SPS Publishing and Search Portal service.

Service benefits

This service provides a trained HP service-delivery specialist to perform an installation that meets HP quality standards, for:

- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time

- Product installation that follows the product manufacturer's specification
- Availability of an HP service specialist to answer questions during the onsite delivery of the service
- Custom installation as detailed below or in the applicable Statement of Work (SOW) to support your unique configuration requirements

Service-feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

SharePoint Portal Server Publishing and Portal service – this service comprises the installation and configuration of Microsoft SharePoint Portal Server (SPS) software on one HP-branded server and the configuration of the SPS client components to enable client access to the server within a single group or department. The service includes setup of the initial content manager and reviewer definitions to manage the document-publishing features for documents stored on a single server; and setup of the initial web portal to implement version control and publish documents for a single group or department. Also included is a brief orientation session, during which the implemented document management functions, such as adding a reviewer, will be demonstrated.

SharePoint Portal Server Search Portal service – this service comprises the installation and configuration of Microsoft SharePoint Portal Server (SPS) software on one HP-branded server and the configuration of the SPS client components to enable client access to the server within a single group or department. The service includes configuration of the SMS Search features to create a content index, enabling the search of information stored on the group's file servers, database servers and website. Also included is a brief orientation session, during which the SharePoint Search functions will be demonstrated.

SharePoint Portal Server Publishing and Search Portal service – this service includes everything listed in both the service package descriptions above.

Specifications
Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist will confirm with the customer that the prerequisites have been met and 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. Any services provided outside of HP standard business hours may be subject to additional charges.
Service deployment	<p>Deployment activities, listed below by service package, will include the following:</p> <p>SharePoint Portal Server Publishing and Portal service</p> <ul style="list-style-type: none"> • Review of the customer's specific objectives for the SharePoint Portal Server Publishing and Portal Service • Identification and review of the customer's intranet site considerations • Review of the site and server platform readiness, including minimum hardware and software revisions for installation and configuration of this service • Verification prior to installation that all service prerequisites are met by the customer • Gathering of content approver, content reviewer and end-user information as appropriate for the installation • Identification and disclosure to the customer of any specific service activities that will be performed as part of the service to the customer's environment • Installation of SharePoint Portal Server software on a single server platform • Configuration of SharePoint Portal Server features to enable document version tracking • Creation of manager, reviewer and end-user account entries as appropriate • Enabling of document review and approval routes • Enabling of web discussions for online comments by multiple document reviewers • Enabling of rule-based document access control • Setup of the customer's first SharePoint Portal web page, including addition of company or group logo and layout of web parts to meet the customer's objectives • Enabling of client features via functional extensions to Microsoft Office and/or Windows® Explorer to enable user access via these applications • Customer orientation session during which the implemented document management functions, such as adding a reviewer, are demonstrated <p>SharePoint Portal Server Search Portal service</p> <ul style="list-style-type: none"> • Review of the customer's specific objectives for the SharePoint Portal Server Search Portal Service • Identification and review of the customer's intranet site considerations • Identification of the locations that the customer searches • Review of the site and server platform readiness, including minimum hardware and software revisions for installation and configuration of this service • Verification prior to installation that all service prerequisites are met by the customer • Gathering of information as appropriate for the installation • Identification of the data structures to be indexed by the SharePoint server • Setup of initial content search filters • Identification and disclosure to the customer of any specific service activities that will be performed as part of the service to the customer's environment • Installation of SharePoint Portal Server software on a single server platform • Configuration of SharePoint Portal Server features to set up search options, organisation of content sources by categories and user subscription options • Setup of the customer's first SharePoint Portal web page, including addition of company or group logo and layout of web parts to meet the customer's objectives • Enabling of client features via functional extensions to Microsoft Office and Windows Explorer to enable user access via these applications • Customer orientation during which the SharePoint Search features are demonstrated <p>SharePoint Portal Server Publishing and Search Portal service</p> <ul style="list-style-type: none"> • Includes all the service deployment activities of both the SharePoint Portal Server Publishing and Portal service and the SharePoint Portal Server Search Portal service
Installation verification tests (IVT)	HP will verify the proper installation of the software through a practical demonstration of the operation of the SPS capabilities as installed.
Customer orientation session	The HP service specialist will conduct an orientation session up to 20 minutes long at the end of the installation on the product and technology, including a demonstration of the Microsoft SharePoint Portal Server product publishing features, search features, or both, depending on the service package implemented.

Enable client access to a single server within a single group or department.

Service eligibility

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

- The customer must have identified their SharePoint server needs (either through their own planning process or via an assessment service delivered by HP Services).
- The customer must have selected a specific area of focus for installation – publishing or search, or both.
- The customer must have an HP-branded server platform running a version of Microsoft Windows that supports the version of SharePoint Portal Server software being installed and has the appropriate service packs installed, as identified at the HP industry standard server operating systems web page (<http://h18004.www1.hp.com/products/servers/software/index.html>).
- The customer must have all the necessary hardware, software and operating systems available and fully operational. See the HP Microsoft SharePoint Portal Server 2001 web page (<http://h18022.www1.hp.com/solutions/showroom/sharepoint.html>) for more information about recommended configurations.

Note: for performance reasons, if both SharePoint Publishing and SharePoint Search capabilities are to be implemented, it is recommended that they be installed on separate servers.

Customer responsibilities

The customer will:

- Contact an HP service specialist within 90 days of date of purchasing the service to schedule its delivery
- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with HP
- 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 to facilitate the delivery of this service
- Ensure that all service prerequisites as identified above under "Service eligibility" are met
- Ensure that all hardware, firmware and software needed by the HP service specialist to deliver this service are available
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power and any network connections required
- Be responsible for all data backup and restore operations
- Have valid software licences for all software, whether already installed or to be installed by HP
- 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
- Should the customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service
- The ability of HP 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 the customer may provide to HP

A trained HP service-delivery specialist will perform an installation that meets HP quality standards.

General provisions/other exclusions

- 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.
- Should the customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- The ability of HP 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 the customer may provide to HP.

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation or assessment of the customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP 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

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An HP service specialist is available to answer questions during the onsite delivery of the service.

Ordering information

To order the HP Installation and Startup Service for Microsoft SharePoint Portal Server Software, contact your local HP representative and reference the following product numbers:

- U5708A/E
- U5709A/E
- U5710A/E

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at www.hp.com/hps/support

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