

PC Image Architect, Build, and Update Service

HP Discover and Design Services



Service benefits

- A new PC image built to meet your needs and deployment strategy
- Regular updates to your PC image, if requested
- The freedom to stay focused on your business

Feature highlights

- Onsite workshop
 - Consultancy and advice
 - Image design document
- Custom Windows image, based on your needs
 - Core applications
 - Driver packages
- Image testing on customer-provided hardware in HP lab
- Project management
- Ongoing image updates

Service overview

Windows 10 represents a major ecosystem change for enterprises—a move to delivery of software as a service at the desktop. It integrates with a number of other Microsoft innovations in system management, mobile device management, security, and licensing. These changes can be challenging for some companies, which is why we offer a range of services to help optimise your migration to Windows 10, handling the infrastructure, systems, and applications. For those who've already made the transition, we can still help improve the value of your new ecosystem.

We developed the PC Image Architect, Build, and Update Service as part of the Windows 10 migration services suite; but it is also available as a standalone service. Our expert staff will conduct a workshop on your premises to gather requirements for your PC image or provisioning solution. Only then will we build and test the image. When complete, your custom image can be loaded onto new PCs at our factory, included in your provisioning solution, or loaded onsite onto your existing PC fleet. We can also update your PC image regularly to reflect the latest OS patches and application versions.



Features and specifications

Feature	Specification
Onsite workshop	We conduct a one-day imaging workshop at your location to identify the requirements for your PC image build.
Base image design and creation	We design, build, and test your PC image based on the requirements captured in the onsite workshop and your specific deployment needs. Up to four versions of the Windows imaging format (WIM) file can be provided: <ol style="list-style-type: none"> 1. WIM file for onsite deployment 2. WIM file for factory loading on new PCs 3. Base WIM file with driver packages for SCCM loading 4. Provisioning packages for autopilot or MDM solutions
PC image design and creation	We design and create a standard 64-bit WIM file, including standard Windows functionality customised with features identified during the onsite workshop.
Windows application load and injection testing	We include requested applications in the core PC image according to the statement of work (SOW). Common examples include Microsoft® Office, Skype for Business®, antivirus and security software, and a backup agent.
Device driver package creation	We create a custom device driver package for each version of the Windows OS and each device configuration combination.
Base image and device driver package testing	We conduct a functional deployment test of a Windows 10 image and device driver package on your devices at HP labs.
Device configuration combination validation	We perform a functional test of the combination of each base image with each driver package for each device configuration combination.
Image updates	If required, we can perform regular updates to the base Windows 10 image, including patches and feature updates.

Delivery specifications

- We will request information necessary to scope the project, such as numbers of PC images, driver packages, applications, etc.
- We provide a quote, including a statement of work (SOW).
- Our senior image consultants conduct an onsite workshop to determine PC image specification based on your deployment strategy and method, as well as details of the project schedule and action plan.
- We validate the statement of work (SOW) and make any modifications or changes.
- We draft a PC image design document to be signed by you.
- We create the PC image/provisioning solution according to these specifications.

- We test the PC image/provisioning solution in the HP lab.
- We provide regular updates on project status.
- We schedule a validation review.
- We may conduct PC image maintenance and provide regular updates.
If PC image updates are made, we will schedule a validation review for each update.

Customer responsibilities

- Review and sign the statement of work (SOW).
- Purchase the service.
- Comply with the statement of work (SOW).
- Assign a designated project sponsor with appropriate decision-making and signature authority to be available for the duration of the service delivery.
- Appoint a project representative with appropriate knowledge and expertise to be available at all times during service delivery, acting as escort for HP personnel performing work and facilitating clear internal communication.
- Provide access to relevant building facilities, computer room facilities, systems, and passwords.
- Provide a suitable work area at your facility for use by HP personnel, when onsite work is needed.
- Identify any potential health or safety hazards to HP personnel.
- Procure and deliver all required hardware and software to a location specified by HP.
- Provide hardware standards for the purposes of device testing and validation (all hardware will be returned upon project completion).
- Provide necessary information for service delivery as requested.
- Provide access to technical staff for technical assistance during the assessment.
- Provide scripts, software bits, licenses, and/or installation details for any core applications.
- Maintain a separate backup system or procedure for the reconstruction of lost or altered files, data, or programs.
- Review, test, validate, and approve the PC image/solution.



Service limitations

- Services not described in the statement of work (SOW) are out of scope, and can be addressed through the change management process.
- We will not be liable for failure to meet any obligations due to delays or inaccurate information on your part.
- Services and pricing are based on assumptions and information provided by you. Should these details change, we reserve the right to make adjustments in any services and/or pricing.
- Services will be performed remotely between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.
- Plans and/or included components may vary by region or by authorised HP service partner. Please contact your local HP representative or authorised partner for specific details in your location.

For more information

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