HP Image and Application Services

HP Deployment Services

Service benefits

- Deploy new PCs quickly
- Accelerate employee productivity
- Reduce installation time and effort
- Reduce downtime with prepared backups

Service highlights

- Get your preferred software image preloaded onto your PCs
- Get your business applications preloaded onto your PCs
- Let HP create, manage, and maintain your software image

Service overview

Image and Application Services leverage HP technical resources and staging capabilities to deliver PC devices that contain imaging based on your specific requirements. HP provides several service choices that provide you with flexibility and help ensure that devices arrive tailored to your organization's IT and business needs. Image and Application Services are available on most HP commercial notebooks, desktops, workstations, thin clients requiring an operating system, and retail point-of-sale (RPOS) systems.

Features and specifications

Image and Application Services allow you to select the features that best suit your needs. Each of the selected options will be subject to a separate charge. The following options can be configured with this service:

PC Image Load Service

This service will validate and install a consistent PC software image provided by you on an agreed-upon list of HP or multi-vendor PC devices during the configuration process.

PC Image Modification and Load Service

HP technical experts will modify and install your provided PC software image on PC products according to your requirements during the configuration process. This lets you avoid the cost and time of redesigning and shipping an image to HP for installation.

PC Image Build Service

HP builds, tests, and validates a master Windows OS software image based on your requirements for installation on PC products. HP technical experts will manage the complexity so that you receive business-ready PCs right out of the box, according to the specifications that you provide.

Configuration Service

This service provides additional software customization that cannot be automated. HP will manually configure your software to your specifications.

Features and specifications (continued)

PC Applications Load Service

HP installs up to ten "out of box" software applications on a software image, or loads and configures one customer-developed application with up to two pre-requisite applications. You receive a ready-to-use PC, according to your specifications, reducing time and application integration costs.

Backup Media Design and Replication Service

HP delivers a restorable image on DVD or USB media that is built and replicated at an HP second-touch facility. HP will ship backup media with each PC product, enabling you to restore and/or recover the PC image at any time. The backup media is systematically validated by HP prior to mass distribution. This service helps reduce productivity loss by enabling quicker recovery in case of image damage.

Physical Media Boot Service

HP boots your image and task sequence from a flash drive or other type of media.

Delivery specifications

HP responsibilities

• Provide a Statement of Work (SOW) with detailed pricing and relevant terms and conditions.

• Provide a process for collecting your requirements.

• Validate the capabilities and functionality of the service against your requirements and environment.

• Complete testing and obtain your acceptance.

• For the **PC Image Load Service**:

  – Provide administrative and operational support.

  – Provide FTP login information or a shipping address to receive the PC image file (maximum file size 30GB on disk).

  – Adapt the image to accommodate the hard drive size.

  – Notify you if the supplied image fails validation tests.

  – Apply an image to the device.

  – Provide hardware configuration stability once setup is completed.

  – Archive the software, golden image, physical media in a security-controlled, locked safe during the lifecycle of the product.

  – Provide a First Article of Inspection (FAI) for configuration via your process documentation with shipment to your specified production environment for approval prior to mass distribution.

  – Provide an antivirus scan and a boot test as part of the validation process.

• For the **PC Image Modification and Load Service**:

  – Add or modify up to ten operating system configuration settings as defined in your requirements.

  – Add HP standard drivers as needed during the image modification process.

  – Update your PC software image once per quarter for the duration of the contract.

Delivery specifications (continued)

- For the **PC Image Build Service**:

  – Analyze technical specifications, complete any missing HP standard drivers, and report any missing or incorrect third-party drivers.
  – Set up disk partition and OS volume details, and build a PC system image with your settings and development process requirements.
  – Imbed applications defined in the requirements, gather processes, and help identify and apply additional configuration settings to help ensure that applications load.
  – Provide a custom-designed PC image that is ready for loading on a single model that has a single-boot OS.
  – Add HP or third-party drivers as needed during the image modification process.

- For the **Configuration Service**:

  – Configure the basic parameters of system and software settings and the additional system setting blocks acquired by you.
  – Validate the configurations prior to mass distribution.

- For the **PC Applications Load Service**:

  – Load and install "out of box" software applications according to the number of application blocks acquired by you.
  – Load and configure the number of customer-developed applications acquired by you with a load of up to two prerequisite applications per customer-developed application.
  – Validate applications on the target operating system.
  – Install applications on a Windows operating system.
  – Validate the image prior to mass distribution.

- For the **Backup Media Design and Replication Service**:

  – Replicate one backup USB media and include one copy with each unit.
  – Store and archive recovery media during the lifecycle of the product.
  – Validate the recovery media prior to mass distribution.
  – Provide backup media to support only the product ordered—not interchangeable with other products/platforms.

- For the **Physical Media Boot Service**:

  – Copy your provided USB media as required to fulfill the service.
  – Store and archive recovery media during the lifecycle of the PC device.
  – Validate the media prior to mass distribution.
  – Provide media to support only the product ordered—not interchangeable with other products/platforms.

Customer responsibilities

- Define and submit requirements and specifications.

- Provide final acceptance and approval of the First Article of Inspection (FAI) prior to deployment.

- For the **PC Image Load Service**:

  – Provide the PC software image requiring modification using one of the following: FTP file, CDR/CDRW or DVD, USB drive, or hard drive.
  – Provide a properly validated image generated using an HP-supported tool prior to submission.
  – Collaborate with HP to optimize image process for a production environment.
  – Notify HP if the operating system loaded is interacting with the BIOS settings.

- For the **PC Image Modification and Load Service**:

  – Complete the service requirements process specified by HP for each service request (i.e., for each image).

Delivery specifications (continued)

- Provide image on HP-supported media and image signature files (MD5 values).
- Provide the administrator login for master modification and technical specifications for the PC image build.
- Validate the OS functions with the existing environment planned for the new hardware and peripherals prior to initiation of services.

• For the **PC Image Build Service**:

- Review and approve the image before mass deployment.
- Provide drivers for third-party platforms.
- Ensure the purchase or ownership of software licenses for embedded applications and third-party operating systems.
- Provide technical specifications for the PC image build and administrator login for master modification.
- Order an initial PC unit for testing and validation or perform remote testing.
- Verify that specific deliverables are functional and compatible to prevent project delays or holds.
- Validate the OS functions with the existing environment planned for the new hardware and peripherals prior to initiation of services.

• For the **Configuration Service**:

- Provide process documentation for configuration procedures.
- Provide pre-supplied keys and login information (per device if applicable) a minimum of one business day prior to scheduled installation date.
- Validate configurations before mass distribution.

• For the **PC Applications Load Service**:

- Ensure the purchase or ownership of all software application licenses.
- Validate that software applications function on the target operating system before mass deployment.
- Validate that applications operate on the hardware platforms and with peripherals selected for the services.
- Validate that applications function with the existing environment planned for the new hardware and peripherals prior to initiation of services.
- Provide the application installation sequence.

• For the **Backup Media Design and Replication Service**:

- Validate that the backup media chosen is compatible with the image and restore utility/tool.
- Ensure the purchase or ownership of the restore utility/tool.
- Validate and order media compatible with the platforms selected with the service.
- Complete the service requirements process provided by HP for each backup media.
- Order the service for each unique device configuration.

• For the **Physical Media Boot Service**:

- Provide one physical media device with the image in a bootable format compatible with the platforms in scope of the service.
- Provide new copies of media per image turn.

Ordering information

Image and Application Services must be ordered before shipping PC devices to the HP staging center. To ensure that all services are validated, communicated to the HP staging center, and ready for implementation on the PC devices during the staging process, you must provide complete requirements using the process specified by HP and allow for appropriate setup time before custom settings are applied.

Delivery specifications (continued)

Setup and lead times

Depending on the service options selected, Image and Application Services provided in the Americas require the following setup and lead times, measured in business days (excluding HP holidays). All lead times are subject to the First Article of Inspection (FAI) process, and assume that products have been ordered and are already in hand at the second-touch facility.

Service option	Lead time
PC Image Load Service	17 days
PC Image Modification and Load Service	17 days
PC Image Build Service	24 days
Configuration Service	17 days
PC Applications Load Service	17 days
Backup Media Design and Replication Service	31 days
Physical Media Boot Service	31 days

Once initial setup has been completed and the FAI has been approved by you, quarterly lead times will change as follows.

Service option	Lead time
PC Image Modification and Load Service	14 days
PC Image Build Service	21 days

Daily run rate

Order requests for services can be placed five business days in advance for up to 52 orders of one PC device each, or one order of 104 PC devices per day with any selected services above. These run rates could change if additional staging services are selected.

Confidentiality

• Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used to fulfill obligations or exercise rights under this agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: (i) was known or becomes known to the receiving party without obligation of confidentiality; (ii) is independently developed by the receiving party; or (iii) where disclosure is required by law or a governmental agency.

• Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personal identifiable information stored on a system or device of yours, such access will likely be incidental, and you will remain the data controller of personal identifiable information at all times. Any personal identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information.

Service limitations

General limitations

- HP Logistic Services are a prerequisite for Image and Application Services, and must be acquired prior to starting the staging process.
- You and HP must agree on the first delivery date for the First Article of Inspection (FAI).
- Service setup and lead times are subject to the FAI approval process.
- You may cancel orders for this service prior to initiation of FAI.
- Services must be received/executed in the country of ordering.

PC Image Load Service limitations

- Image testing beyond the boot image is not included with this service. For full image testing and modification, refer to PC Image Modification and Load Service.
- Maximum image file size is 30GB on disk.
- Image must be compatible with the BIOS setting (HP default or custom).
- You must notify HP if the operating system loaded is interacting with the BIOS settings.
- Image creation and modification are not part of this service.
- Changes to customer-provided images (e.g., drivers, service packs, and applications) are not provided with this service. If modifications to a customer-provided image are needed, refer to PC Image Modification and Load Service for more information.
- Validate the OS functions with the existing environment planned for the new hardware and peripherals prior to initiation of services.
- This service cannot be selected with HP Dynamic Configuration Service.

PC Image Modification and Load Service limitations

- Maximum image file size is 30GB on disk.
- Image creation is not provided with this service.
- Image may be modified once per quarter, up to a maximum of four times per year.
- Unencrypted Social Security numbers, bank account numbers, and credit card numbers cannot be part of the image.
- Hardware configuration stability required once setup is completed.
- Hard drive encryption is not part of this service.
- Building recovery partitions is not part of this service.
- PC image on a USB key is not provided with this service.
- PC Image Modification and Load Service cannot be ordered with either PC Image Load Service or PC Image Build Service.

PC Image Build Service limitations

- This service is not applicable on multiple platforms.
- This service does not include a standalone hard drive image build process.
- Unencrypted Social Security numbers, bank account numbers, and credit card numbers cannot be part of the image.
- No changes to the specifications can be accepted during the image development phase to avoid a redesign of the PC image and delay of the project.
- Hard drive encryption is not part of this service.
- Building recovery partitions is not part of this service.
- PC image on a USB key is not provided with this service.
- Hardware configuration stability required once setup is completed.
- Third-party drivers provided by you are assumed to be compatible for the third-party platform.
- PC Image Build Service cannot be ordered with PC Image Modification and Load Service.

Service limitations (continued)

Configuration Service limitations

- Pre-supplied keys and login information must be administrative only. Acquisition of login and passwords do not require any clearances or certifications.
- Customer-provided applications may be imbedded in the image or separated if the PC Image Build Service is selected.
- Configuration Service configures up to five basic parameters of system and software settings; additional system settings can be configured and charged in blocks of five system settings per block.

PC Applications Load Service limitations

- Additional software applications can be installed and charged in blocks of ten applications per block; additional customer-developed applications can be installed and charged at a fee per application.

Backup Media Design and Replication Service limitations

- This service is available on current models only.
- This service is not available on platforms that do not have an operating system (i.e., some thin clients are not supported).
- This service can be purchased as a standalone or add-on service.

Physical Media Boot Service limitations

- Image testing beyond the boot image is not included with this service. For full image testing and modification, refer to PC Image Modification and Load Service.
- Maximum image file size is 30GB on disk.
- Image must be compatible with the BIOS setting (HP default or custom).
- You must notify HP if the operating system loaded is interacting with the BIOS settings.
- This service assumes all the tasks and packages are automated for configuration activities unless one of the additional uplift services have been included.
- This service is not available on platforms that do not have an operating system (i.e., some thin clients are not supported).
- Image Modification and/or Image Build can be purchased separately, if required.
- You must order the service separately for each unique device configuration.

For more information

Contact your local HP sales representative or channel partner for details or visit **hp.com/go/deploy**.

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