



HP Application Lifecycle Management on Software as a Service

HP ALM on SaaS brings business benefits:

- Flexible delivery and subscription model for lower TCO.
- Predictability to IT expenditure and service-level objectives (SLOs).
- Agility to scale and change when business demands.
- On-demand scalability, multi-layer security, and 24x7 support and expertise available.
- Access to latest technology and HP Software innovations.
- For customers who "upgrade to SaaS," this typically means less risk, reduced cost on technology management, and ability to focus more on delivery of their business outcomes.

Deliver new applications at the speed of business

Technology users across the globe are unrelenting in their demand for faster delivery of engaging applications and software functionality, while expecting high quality and excellent performance. HP Application Lifecycle Management (ALM) software is a powerful, single repository for your application teams to plan, build, and accelerate delivery of reliable applications that drive innovation and enhance customer satisfaction, while also providing your teams with visibility across all enterprise projects and the complete application lifecycle.

HP ALM is a unified platform for managing and automating activities, insights, and assets to deliver applications from requirements through development, testing, and readiness for delivery. HP ALM includes HP Quality Center Enterprise software and integrates with upstream project portfolio management software and downstream deployment, monitoring, and incident management software to drive complete lifecycle management of applications from inception to retirement.

HP ALM is ideal at improving visibility across local, distributed, and outsourced teams, and at managing the moving parts of today's applications. It promotes consistency across processes, drives best practices and asset sharing, and improves interactive communication among executive management, project managers, business analysts, development, and testing teams. Built on a standards-based, easily extensible architecture and centralized repository, HP ALM is one of the first unified, technology-agnostic application delivery systems available now.

HP ALM is offered as both an on-premise license as well as a Software as a Service (SaaS) subscription. SaaS enables faster time to value, whether you need quick and secure access to the software, or you engage our experts to help drive efficiency into your quality management practice. With ALM on SaaS, customers can manage and test application quality through the complete application lifecycle with lower total cost of ownership (TCO) and a predictable operational cost model. The benefits of cloud deployment include reducing resources to manage actual technology and removing the burden of migrations or upgrades. All this allows our customers to benefit from the latest HP Software technology innovations, while focusing on executing their core business strategy and creating business outcomes as their competitive advantage.

Delivery the way you need

HP SaaS is a remotely delivered engagement that provides a managed environment of HP ALM application. HP oversees the configuration and implementation of HP ALM on SaaS and delivers ongoing infrastructure, application, and support service remotely. HP deploys the HP ALM on SaaS using shared infrastructure platform located at an HP data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support, including application version upgrades. HP ALM on SaaS solution is designed for an availability service-level objective (SLO) of 99.9 percent. Services are delivered in English.

The customer accesses HP ALM on SaaS application through the Internet (HTTPS). In addition, HP provides ongoing expertise to assist the customer with utilizing and maintaining HP ALM application over time. This includes providing remote mentoring to the customer administrators, performing reviews for proposed changes, and providing ongoing guidance to help the customer derive the most value from HP ALM deployment. Service commencement date is the date that the customer purchase order is booked within the HP order management system. Service is available within five business days from booking the purchase order in the HP order management system.

Service benefits

- The upfront capital costs typically associated with IT investments are reduced by leveraging a data center environment maintained by HP. Customer's ALM application is deployed on shared infrastructure located at an HP data center and system is monitored for 24x7 availability. HP provides 24x7 infrastructure support, including application version upgrades, application service packs, and patch installations.
- The customer is freed from the responsibility of day-to-day operation and maintenance activity.
- HP staffs and maintains a 24x7 Service Operations Center (SOC), which is the single point of contact (SPOC) for issues related to the infrastructure and support for HP ALM. Customer's authorized users may contact HP SaaS support by phone or log support tickets at SaaS customer Web portal. HP SaaS Customer Portal also provides service catalogue for customers to request additional services from HP SaaS.
- HP provides ongoing expertise to help the customer derive the most value from HP ALM on SaaS deployment. This includes providing remote mentoring to the customer administrators.
- HP assigns an IT Infrastructure Library (ITIL®)-certified SaaS Customer Success Manager (CSM) to the customer for the duration of the service. The CSM is responsible for overall customer satisfaction, enabling adoption of the service and providing best practice guidance. The CSM is the first point of management escalation for the customer in the event of any service related topic. The CSM is supported by HP SaaS Technical Solutions Consultant (TSC) team, which provides ALM application expertise throughout the term.
- HP SaaS is certified for the information security standard ISO/IEC 27001 and has built-in high availability, redundancy, and failover-supporting infrastructure.

Specifications

Table 1. Service features (included in SaaS Base Pack)

Feature	Delivery specifications
Service provisioning and onsite product configuration	<p>HP provides customers up to two instances: one HP ALM on SaaS production and one testing instance. HP provisions the service on a shared infrastructure, including network, hardware, and software that are necessary to support the HP ALM on SaaS application. For customers purchasing "service-only" SaaS subscription, HP requires the customer to have an active and current support contract for their perpetual licenses deployed on this service. Possible data migration from existing customer instance to SaaS instance will be scoped, scheduled and priced separately with customer. HP monitors the application and infrastructure 24x7 using system monitors for availability. Upon contract expiration, HP shall provide the database dump of the customer's data to an FTP site for 30 days for the customer to access and copy such data. Onsite components are installed and configured by the customer or customer-contracted consultants. HP does not operate onsite components or third-party integrations on behalf of the customer and will not commit to any SLO for these services.</p>
HP SaaS tools	<p><i>Alerts and notifications</i></p> <p>HP ALM on SaaS includes a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages.</p> <p><i>Reporting</i></p> <p>Customers who have purchased a one-year or longer-term subscription may request a report on production system availability on a quarterly basis from the CSM. Additional reports on system usage and adoption are furnished by the CSM as part of quarterly value realization reviews.</p> <p><i>HP SaaS management interface (instead of Site Admin)</i></p> <p>HP SaaS management interface provides the following capabilities:</p> <ul style="list-style-type: none"> • Self-service credential management • Flexible and scalable user management • Security policy enforcement • Role segregation and definition • Audit trail
Project entitlement	<p>Based on the number of concurrent HP ALM users, the customer is entitled to have three times the active and inactive HP ALM projects in production (one user = three projects).</p>
SaaS customer support	<p>HP staffs and maintains a 24x7 SOC, which is the SPOC for issues related to the infrastructure and support for HP ALM. HP provides ongoing support for the customer for the duration of the agreement. The customer may contact HP via telephone or Web 24 hours a day, 7 days a week, 365 days a year. The SOC either provides support to the customer directly or coordinate delivery of HP Software support. The severity of the request determines the response and resolution times for each request.</p>
Security and audit management	<p>HP SaaS undergoes annual ISO 27001 process certification (issued by IQNet, the world's largest network of leading certification bodies) of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data. HP SaaS—with a SaaS portfolio based on more than a decade of experience working with and delivering for the world's leading brands—can offer enterprise-class levels of availability and security.</p> <p>The customer is responsible for managing user and group account administration for the HP SaaS application and making sure only valid, authorized users access 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 access and use the system only for the purposes of using the application. The customer prohibits use of any hacker tool—such as port scanners, password crackers, and network sensors—on the SaaS environment. Furthermore, the customer may not perform load tests.</p> <p>HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, OS hardening, and other processes. Additional security measures include the following:</p> <ul style="list-style-type: none"> • Strong password policies. • Two-factor authentication for network devices. • Controlled access to database or system passwords. • 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 24x7 security personnel. All visits must be prearranged; otherwise, access is denied.

Specifications (continued)

Table 1. Service features (included in SaaS Base Pack) (continued)

Feature	Delivery specifications
Disaster recovery	As part of HP's approach to risk management, HP has developed processes and procedures to recover from potential disaster scenarios. In order to prepare for the unlikely scenario of a total data center loss, HP SaaS replicates all customer data for storage at an alternative data center. All data centers have a spare capacity, which enables HP SaaS to move critical services from an affected data center. HP data centers that provide SaaS are designed and tested for a wide range of disaster scenarios including fire, loss of Internet connectivity, physical security breaches, and power outages.
Data backup and retention policy	Database export for HP ALM system is retained for the most recent five days, and database backup is retained for the most recent five days period. All file systems run on clustered storage and are mirrored (features RAID storage). As a general practice, aged HP ALM projects with more than six months of inactivity should be moved from the active domain. A list of these projects will be provided to the customer who should then identify which projects should remain in production, be removed from the system, or archived for audit purposes.
Project restore	Project restores due to corruption are provided throughout the term of service. Up to three project restores due to user error are provided per annual subscription. Restore requests should be submitted through HP SaaS support team; 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. The CSM also provides project setup best practices to mitigate accidental data deletion if necessary. Additional project restores are available for an additional fee.
Capacity and performance management	All tiers of the SaaS infrastructure are proactively monitored for capacity and performance. Our architecture allows us to add capacity to applications, databases, and storage, increasing it as required. As a part of HP ALM on SaaS service customers are allocated with a maximum 3 TB of storage and any attachment file should not exceed 2 GB of size.
Change management	HP follows a set of standardized methods and procedures for efficient and prompt handling of all changes to the infrastructure and application, which enables beneficial changes to be made with reduced disruption to the service.
Software upgrades	HP ALM minor version upgrades and binary patches are performed by HP as part of the service when a new version is generally available and has been validated in the SaaS environment. HP ALM major version upgrades are offered by HP as part of the service during weekdays or weekends, when an upgrade version is made generally available and has been validated in the SaaS environment. These major version upgrades are significant release upgrades to the product, and customer assessment of their technical readiness for the upgrade is needed prior to the upgrade. The customer is responsible for the verification of the upgrade as well as the actual upgrade of the test-automation script assets or other non-standard third-party integrations. Upgrades are required when the ALM version is assigned end-of-life status by HP Software, whereupon customer instances are upgraded to the supported version. If the customer declines to upgrade from the non-supported software version, HP may charge additional support fees and the non-supported version may compromise the SLO for the service.
Scheduled maintenance	HP SaaS reserves a weekly two-hour window (Sunday, 12:00–02:00 a.m. PST) and one monthly four-hour window (Sunday, 12:00–04:00 a.m. PST). These windows are used on an as-needed basis. Planned windows are scheduled at least two weeks in advance when customer action is required, or at least four days in advance otherwise. HP ALM on SaaS 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 previously.
Service monitoring	HP provides 24x7 monitoring of the HP ALM on SaaS solution using system monitors for availability. HP ALM on SaaS solution is designed for an availability SLO of 99.9 percent. The SLO starts on the "go-live" date, which is the date when the customer's end users access the production environment with production data. The SLO shall not apply to performance issues caused by the following: (i) overall Internet congestion, slowdown, or unavailability; (ii) unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks, etc.; (iii) force majeure events as described in the terms; (iv) actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP; (v) a result of customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP; (vi) a result of scheduled HP SaaS infrastructure maintenance; or (vii) downtime to implement major or minor version upgrades.
Additional services included to ALM on SaaS Base Pack	<p>HP ALM on SaaS Base Pack includes the following value add services (provided upon customer request during SaaS contract):</p> <ul style="list-style-type: none"> • Up to 10 named users of HP Express Learn (limited to total number of ALM users) • Up to 20 named users of Agile Manager (limited to total number of ALM users) • Integrations to HP testing tools (according to HP SaaS Integration matrix document, including HP ALI and ALM Synchronizer) • Archiving service (100 Gb) • One Unified Functional Testing license server • One VPN connection

Specifications (continued)

Table 2. Optional services (not included in Base Pack fee)

Feature	Delivery specifications
Archiving service	Customer can purchase optional archiving services in the beginning or during their contract term. HP SaaS retains and stores archived files for the duration of contract. Archiving service is available in annual subscription starting from 100 Gb storage and includes one restore per year for each archived project. Additional archiving capacity and project restores can be added for a separate fee.
Additional storage	Additional storage capacity can be purchased in one terabyte (TB) units for a separate fee. Additional storage includes production, backup, and disaster-recovery storage volumes and administration.
Additional staging server	Additional development and training instances can be provisioned for a separate fee.
Additional ALM projects	Additional HP ALM project capacity can be purchased for a separate fee in a five-project pack.
Additional CSM and TSC days	Additional CSM and TSC days can be purchased for a separate fee.
Third-party integrations	HP SaaS supports various integrations to HP testing solutions and third-party partner solutions according to the "HP SaaS Integration matrix" document (can be made available upon request). Integrations may include deployment of onsite components (either server or client-based) or HP SaaS may host these integration components for customer. Integrations may require site-to-site VPN connectivity and access to HP SaaS environment via application programming interfaces (APIs). These integrations may require changes to customer SaaS production environment and thus deployment of all integrations need to be separately specified and agreed in customer SaaS contract or service Statement of Work (SOW).
VPN	Additional VPN connectivity to provide connection between site-to-site integration can be purchased for a separate fee.
HP Unified Functional Testing license server	HP Unified Functional Testing (UFT) term licenses (can be purchased optionally and separately) require onsite deployment of UFT components and access to UFT license server. UFT license server can be deployed either onsite in customer environment or be hosted by HP SaaS.

HP responsibilities

Table 3. HP provides remote consultants with the requisite skills necessary to provide HP ALM on SaaS

HP role	Responsibilities
SaaS CSM	<ul style="list-style-type: none"> Serves as the customer liaison to HP (CSM) Manages contract issues such as SaaS delivery and renewals Coordinates HP resources including system and process experts as necessary Facilitates ongoing mentoring Serves as an escalation point of contact between the customer and HP for issues submitted to the SOC staff that require escalation Coordinates with the customer during required and periodic system maintenance Oversees the customer onboarding process <p>The SaaS Base Pack for HP ALM on SaaS includes annual allocation of 120 CSM hours.</p>
SaaS SOC	<ul style="list-style-type: none"> Primary point of contact for service requests. The customer can contact the operations center for all services such as support and maintenance, or issues regarding availability of the SaaS Provides 24x7 ALM application support Provides 24x7 ALM infrastructure support
SaaS operations staff (ops)	<ul style="list-style-type: none"> Monitors the SaaS hosted systems for availability Performs system-related tasks such as backups, archiving, and restoring instances according to HP's standard practices

HP responsibilities (continued)

Table 3. HP provides remote consultants with the requisite skills necessary to provide HP ALM on SaaS (continued)

HP role	Responsibilities
SaaS TSC	<ul style="list-style-type: none"> • Provides second-level support for customer service requests • Provides customer the access to pre-recorded enablement sessions on the solution • Assists with the implementation of the workflows and reports in accordance with agreed-to design • Assists with the HP ALM project template or workflow customization of one master project or template (up to 24 hours per year) • Provides up to three custom reports per year during contract term by using standard ALM product reporting features. Additional custom reports can be created for additional fee <p>The SaaS Base Pack for HP ALM on SaaS includes annual allocation of 80 TSC hours.</p>
SaaS training and mentoring	<p>HP provides remote mentoring and train-the-trainer sessions in English on selected product features via remote Web-based training sessions, as mutually agreed by the parties. The first training session focuses on how to use ALM and is intended for ALM end users. This session introduces users to HP ALM modules and functionality. It also introduces the users to SaaS library to answer common questions. The second training session covers HP ALM administration and is intended for ALM administrators. The training includes administration and project customization training, and answers the most common administration-related questions. These recorded enablement sessions are provided on demand.</p> <p>The trainings are not intended to be a substitute for formal instructor-led training (ILT). Once the initial set of users has been enabled to use HP ALM, the customer's CSM works with the customer to establish a train-the-trainer program so that the customer's user base will be trained by the customer's train-the-trainer staff as the level of adoption grows. All mentoring activities are provided through on-the-job interactions with the customer's project team and do not include formal training for system administrators or end users.</p>

Customer responsibilities

Table 4. The following customer responsibilities apply to HP ALM on SaaS

Customer role	Responsibilities
Business owner	<ul style="list-style-type: none"> • Owns the business relationship between the customer and HP • Owns the business relationship with the range of departments and organizations using HP ALM products and services • Manages contract issues
Project manager	<ul style="list-style-type: none"> • Coordinates customer resources as necessary • Serves as the point of contact between the customer and HP • Drives communication from the customer side • Serves as the point of escalation for issue resolution and service-related issues
ALM owner (ALM administrator)	<ul style="list-style-type: none"> • Serves as the first point of contact for HP ALM end users for problem isolation • Performs ALM user and project administration • Provides tier-1 support and works with HP to provide tier-2 support • Coordinates end-user testing as required • Leads ongoing solution validation • Trains the end-user community • Coordinates infrastructure-related activities at the customer site • Owns any customization
Subject matter expert	<ul style="list-style-type: none"> • Leverages the product functionality designed by HP ALM administrators (HP ALM end users) • Provides periodic feedback to the HP ALM administrator for potential areas of improvement • Performs end-user testing when needed

SaaS contact

HP Software as a Service
1140 Enterprise Way
Sunnyvale, CA 94089
USA

Web: my.pronq.com

Subscription credentials are automatically sent to the customer's HP SaaS contact identified on the purchase order.

Phone numbers by region:
portal.saas.hp.com/site/html/contact.mss

Response and resolution targets

A summary of the SLOs for customer service requests is available at: portal.saas.hp.com/slo. These SLOs are subject to modifications in response to changes in support needs.

Support call submission

The customer's authorized users may contact HP for SaaS support via the Web portal or telephone 24 hours a day, 7 days a week. The customer will maintain a list of authorized users who may contact the SOC, which either provides support to the customer directly or coordinates the delivery of HP Software support.

Assumptions and dependencies

The following assumptions and dependencies apply to HP ALM on SaaS.

- When importing customer data, the information must be made available to the HP team in the HP-designated format at the appropriate implementation step as defined in the approved project plan. Changes to the project scope require the change order process to be followed.
- The customer is responsible for maintaining a list of authorized users who may access the system, including the creation of usernames and passwords and keeping the list accurate and confidential according to the customer's internal policies.
- The customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation activities after major version upgrades or application of service packs or emergency product patches that have been applied to the customer HP ALM instances according to the changed schedule.
- The customer must have Internet connectivity to access the HP ALM instance.
- SaaS services are performed remotely.
- 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 HP ALM on SaaS. The customer is responsible for the accuracy and completeness of the provided information.
- As part of any data import, the customer will be responsible for data cleansing and data accuracy. These activities are to be completed in a manner that aligns with the project timeline. HP is not responsible for the accuracy of the data provided in the import.
- Customers who plan to do their own application configuration must have qualified personnel who have been through the HP ALM training for project planning and customization.

Additional terms

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

Table 5. HP SaaS service subscription options

Comprehensive	Service includes ALM application and support for the SaaS subscription term. This is the easiest way to adapt customer usage patterns and business needs to expenditures.
Service only	For customers who already own perpetual licenses—provides flexibility to switch HP SaaS from an onsite deployment and leverage customer’s existing perpetual ALM licenses and support as part of SaaS subscription. Perpetual license contract use restrictions apply and active product support contract is required. Customer is also responsible for complying with all perpetual license use restrictions, which may apply as per their perpetual license contracts.
Terms	Initial subscription term is 12 months minimum (longer initial subscription terms are also available). After the initial subscription term, renewals are available for a term of three months, and one, three, four, and five years.
SaaS Base Pack and concurrent users	SaaS subscription requires an annual SaaS Base Pack and customer subscribed number of ALM concurrent users without any minimum quantity requirement.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.

This data sheet is governed by current HP Customer Terms for Software as a Service. A copy of the terms may be requested.

Learn more at
hp.com/go/saas/alm

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

