



HP Agile Manager

At a glance

HP Agile Manager is an on-demand Software-as-a-Service (SaaS) solution for Agile Project Management. HP Agile Manager acts as the communication hub and decision support system to organize, plan, and deliver Agile projects. The solution empowers teams to manage their backlog with unparalleled visibility into Development data, and supports popular Agile methodology such as SCRUM. The offering is available either on a month-to-month subscription basis or on a flexible term subscription basis thereby accommodating the timelines and budget of virtually any project.

Build and Source Code Analytics

HP Agile Manager provides application teams with rich Agile activity management and real-time insights about the status of source code, builds, and unit tests. A critical part of its analytics capabilities is how it aggregates source code and build management information from heterogeneous development environments and surfaces the meaningful data to provide team members and leaders with greater real-time insight.

At the core of HP Agile Manager is HP Application Lifecycle Intelligence (ALI), a technology that was originally developed as part of the HP Application Lifecycle Management (ALM) software suite. HP ALI aggregates information from multiple development tools to establish complete traceability in the development process and surface actionable information for the team and stakeholders alike. HP ALI achieves this by taking information from development environments such as build servers and source code repositories and links this with project information like release plans, user stories, defects and tests.

HP Agile Manager presents, in real-time, an intuitive view of all this data in a single Web interface, so that everyone has easy visibility into the same information and insight into potential issues.

Key Benefits

- Available immediately
- Pay-as-you-go fee structure
- Self-service administration
- Multi-tenant architecture
- Enterprise SaaS

User Module

Product Backlog	Yes
Release Management	Yes
Defect Management	Yes
Development Insight	Yes

Administration

User Management	Self-service
Project Management	Self-service
Customizations	Self-service

Enterprise SaaS

Community	HP Agile Manager Community
Support	24x7x365, via web or telephone
Availability	Service level objective of 99.9%
Upgrades	included
Security	ISO/IEC 27001:2005 certified



Unparalleled visibility

- Advanced real-time dashboards and analytics
- Data aggregated across multiple development tools
- Automatically generated smart charts



Agile ease of use

- Drag and drop visualization for easy planning and capacity management
- IDE integration and developer workspace provisioning
- Sprint closure and retrospective management



Enterprise agility

- Manage across projects, teams and geographies
- HP ALM/QC synchronization to ensure quality balances velocity
- HP portfolio integrations for end-to-end agility

Service features

Feature	Delivery Specifications
Basic Training	Includes access to on-demand training with recorded content on topics such as project configuration, release creation and release management, and how to use Dashboards.
HP SaaS System Tools	Alerts and notifications are available through a centralized notification system, which provides proactive customer communications about application changes, planned maintenance, and outages.

Operational Services

Feature	Delivery Specifications
Solution Provisioning and Configuration	Available within one (1) business day of booking. Additional onsite components, such as source code management and build management systems, are installed and configured at the Customer's site by the Customer or customer's contracted consultants. HP SaaS does not operate or support onsite components on behalf of the Customer.
Scheduled Upgrades	HP Agile Manager major and minor version upgrades and binary patches will be performed by HP SaaS as part of the service.
Scheduled Maintenance	HP SaaS reserves a weekly two (2)-hour window (Sunday 00:00 to 02:00 Pacific Time) and one (1) monthly four (4)-hour window (Sunday in the 00:00 to 08:00 Pacific Time block). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two (2) weeks in advance when Customer action is required, or at least four (4) days in advance otherwise.
Trial Data	Trial data is retained for up to 30 days after expiration of the trial period.
Data Backup and Retention	Database backup is retained for the most recent seven (7) days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.
Security and Audit Management	<p>HP SaaS and its infrastructure are compliant with International Security Standard, ISO/IEC 27001:2005. HP is audited annually by KPMG consulting services as part of maintaining this compliance for its SaaS business. The Customer is responsible for managing user and group account administration for the HP SaaS application and making sure that only valid, authorized users access the HP SaaS application. This includes the following tasks:</p> <ul style="list-style-type: none"> • Permissions and privileges for users and groups • Account naming schemes, password policies, and authentication procedures <p>Such users will access and use the system only for the purposes of working with the application. The Customer will prohibit the use of any hacker tool – such as but not limited to port scanners, password crackers, and network sensors – on the HP SaaS environment. The Customer may not perform load tests on HP Agile Manager.</p> <p>HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes.</p> <p>HP SaaS provides:</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.
Availability Service Level Objective	<p>HP Agile Manager is designed for an availability service level objective of 99.9 percent. The HP SaaS availability service level objective commences on the "go live date," the date when the Customer end users access the production environment with production data.</p> <p>The HP SaaS availability service level objective shall not apply to performance issues:</p> <ul style="list-style-type: none"> • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks, etc. • Caused by force majeure events as described in the terms • That resulted from actions or inactions of the Customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP • That resulted from Customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP • That resulted from scheduled HP SaaS infrastructure maintenance
Service monitoring	HP will provide monitoring of HP Agile Manager 24x7 using system monitors for availability.

Disaster Recovery	<p>HP has processes and procedures to recover from potential disaster scenarios.</p> <p>HP SaaS replicates all Customer data for storage at an alternate data center. All data centers have spare capacity, which enables HP SaaS to move critical services from an affected data center.</p> <p>HP data centers that provide HP Agile Manager are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages.</p>
Capacity and Performance Management	<p>All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required as the Customer's utilization of HP Agile Manager expands.</p>
Change Management	<p>HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enable beneficial changes to be made with minimal disruption to the service.</p>

Response and Resolution Targets

Summary of the service-level objectives for the Customer's service requests is available at the following site:

<https://portal.SaaS.hp.com/slo>

These service-level objectives are subject to modifications in response to changes in support needs.

Service Request Submission

Community support is available from the [HP Agile Manager Community](#).

Customer can submit service requests directly from HP Agile Manager.

HP SaaS staffs and maintains a 24x7x365 SOC, which is the single point of contact for requests related to this offering. HP will provide ongoing break-fix support for the duration of the agreement. The Customer may contact HP SaaS SOC via the web portal or telephone 24 hours a day, 7 days a week, 365 days a year; the severity of the request will determine the response and resolution times for each request. The SOC will either provide support to the Customer directly or coordinate the delivery of HP Software support.

Software as a Service contact

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

Web: <https://gateway.SaaS.hp.com/msg/actions/showLogin>

(Initial credentials will be sent to the Customer's primary point of contact.)

Phone numbers by region:

<https://portal.saas.hp.com/site/html/contact.mss>

Assumptions

Assumptions associated with this offering include the following:

- The Customer must have Internet connectivity to access this offering.
- HP SaaS services will be performed remotely and delivered in English only.
- The service commencement date is the date that the Customer purchase order (PO) is booked within the HP order management system.
- 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 this offering. The Customer is responsible for the accuracy and completeness of all information provided.
- The Customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to this offering application instance according to the change schedule.
- Unless customer purchased month-to-month subscription, renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.

Additional Terms

Licensing options

Subscription	No upfront capital expenditure. This is the best way to adapt usage patterns and business needs to expenditures.
Term	Flexible term subscription available from a minimum of three (3) months. Projects can be extended by purchasing additional terms.
Users	1 (one) user minimum

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

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