Data sheet

HP Application Lifecycle Management

on Software as a Service Shared HP QC

At a Glance

The shared HP QC Offering is an on-demand Software as a Service (SaaS) solution for Quality Management. Based on HP Quality Center, the solution is run from HP data center facilities with 24x7 remote support.

A la carte User Module

Module	Availability[1]
All HP Quality Center modules	Yes
Requirements Management	Yes
Defect Management	Yes
Business Process Testing	Yes

Administration

User Management	Self-service
Project Management	Self-service
Customizations	Self-service, project-based

Integrations

Microsoft Word and Excel	Yes
HP QuickTest Professional	Yes
HP Service Test	Yes

Enterprise SaaS

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

Key Benefits

- Start within 24 hours
- A la carte user module
- Pay-as-you-go fee structure
- Self-service administration
- Multi-tenant architecture
- Enterprise SaaS

Part of the HP Application Lifecycle Management (ALM) portfolio, HP Quality Center allows the Customer to build high-quality applications quickly and effectively by providing a consistent, repeatable process for gathering requirements, planning and scheduling tests, analyzing results, and managing defects and issues.

Built on HP Quality Center, the Shared HP QC offering enables project teams to start using the right toolset in a matter of hours rather than days or weeks. Based on the aspects of quality management that are essential to running projects, quality assurance teams can pick the modules they need for how long they need them, and scale up and down as the project evolves. Whether or not a license has been purchased, the offering is available on a subscription basis, thereby fitting the timelines and budget of any project.

Available one business day after booking the purchase order within the HP order management system, the offering comes with on-demand trainings, self-service administration console, and is powered by enterprise- level service.

[1] Subject to purchase.

Service Features

Feature	Delivery Specifications
Customization	Workflow customization and user-defined fields are available on a per-project basis. Customization is available as self-service through the HP QC user interface.
HP ALM on SaaS - Administration Console	Self-service administration is available via the HP SaaS Administration Console with the following key features: flexible and scalable user management, project management, credential management, security policy enforcement, role segregation and definition, and audit trail management.
Project Entitlement	Based on the number of concurrent HP QC users, the Customer will be entitled to hold an equal number of HP QC projects in production. This number is a combination of the active and inactive HP QC projects.
Project Archiving	Projects may be archived at an additional cost.
Integrations	Integrations with HP testing tools are available with the Shared HP QC solution on a self-service basis. See HP product documentation for details.
Self-service Recorded Training	The Customer will have access to on-demand training on the HP SaaS portal with recorded content available for basic Delta training on the new releases of HP Application Lifecycle Management, and user training for the HP ALM/QC on SaaS Administration Console.
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. Reports on production system availability are available from the HP SaaS portal.

Operational Services

Feature	Delivery Specifications
Solution Provisioning and Configuration	Onsite components are installed and configured at the Customer's site by the Customer or customer-contracted consultants. HP SaaS does not operate or support onsite components on behalf of the Customer.
Scheduled Upgrades	HP QC minor version upgrades and binary patches will be performed by HP as part of the service when an upgrade version is made generally available and has been validated in the SaaS environment. HP QC major version upgrades are offered by HP as part of the service when an upgrade version is made generally available and has been validated in the HP SaaS environment. These major version upgrades are significant release upgrades to the product; the Customer should assess their technical readiness for the upgrade prior to arranging to implement the changes. For each major release, HP SaaS will provide a three-month Upgrade Window to customers with the Shared QC offering. Announced when the new version is released on HP SaaS, the Upgrade Window should start no earlier than one month after the release. Upgrade slots are made available throughout the Upgrade Window on a first come, first served basis. The exact time of the upgrade within that window will then be fixed based on Customer preference.
Scheduled Maintenance	HP SaaS reserves a weekly two-hour window (Sunday 00:00 to 02:00 Pacific Time) and one monthly four-hour window (Sunday 00:00 to 08:00 Pacific Time). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two weeks in advance when Customer action is required, or at least four days in advance otherwise. The Shared HP QC 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 above.
Data Backup and Retention	Database backup for the Shared HP QC solution are retained for the most recent five days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.

Feature	Delivery Specifications
Project Restore	Project restores due to corruption are provided throughout the term of the service. Up to three project restores per year due to user error are provided per subscription. Restore requests should be submitted via service request to the HP SaaS Service Operations Center (SOC). 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.
Security and Audit Management	HP SaaS is ISO/IEC 27001:2005 certified and protected by a solution that features security provisions across all technology layers. An annual audit is conducted by KPMG International consulting services on the HP SaaS organization, according to the certification scope and as part of the certification maintenance. 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: permissions and privileges for users and groups, account naming schemes, password policies, and authentication procedures. 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. Furthermore, the Customer may not perform load tests on the Shared HP QC solution. As part of its holistic approach to information security, HP SaaS has implemented numerous security controls including but not limited to physical security controls, firewalls, routers, and access control lists. Additional security measures to protect the access to the service back-end infrastructure include the following: • 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	The Shared HP QC solution is designed for an availability service level objective of 99.9%. The HP SaaS availability service level objective starts on the "Go Live Date," the date when the Customer end users access the production environment with production data. The HP SaaS availability service level objective shall not apply to performance issues: • 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 • caused by downtime to implement major version upgrades
Service Monitoring	HP will provide monitoring of the Shared HP QC solution 24x7 using system monitors for availability.
Disaster Recovery	As part of HP's approach to risk management, HP SaaS has developed processes and procedures to recover from potential disaster scenarios. To provide for the unlikely scenario of a total data center loss, HP SaaS replicates all Customer data for storage at an alternate 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 the Shared HP QC solution are designed and tested for the wide range of disaster scenarios including fire, loss of internet connectivity, and power outages.
Capacity and Performance Management	All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for addition of capacity to applications, databases, and storage. Capacity is increased as required as the Customer's utilization of the Shared HP QC solution expands.
Change Management	HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enables beneficial changes to be made with minimal disruption to the service.

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- India: 91 80 41240944 Option 3
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- Malaysia: 1800 80 6166 Option 3
- New Zealand: 0800 441 393 Option 3
- Singapore: 1800 322 8483 Option 3

Additional Terms

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

Licensing Options

Subscription	No upfront capital expenditure. This is the best way to adapt usage patterns and business needs to expenditures.
Service Only	For customers who already own perpetual licenses. Features the ability to switch from an on-premise deployment to HP SaaS.
Term	One month minimum

Upon contract expiration, HP shall provide the database dump of Customer's data to an FTP site for 30 days for Customer to access and copy such data.

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.

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

Service Request Submission

HP SaaS staffs and maintains a 24x7x365 Service Operations Center (SOC), which is the single point of contact for requests related to the HP ALM on SaaS Shared HP QC offering. HP will provide ongoing support for the duration of the agreement. Customer's authorized users 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 Customer will maintain a list of authorized users who may contact the SOC. The SOC will either provide support to the Customer directly or coordinate the delivery of HP Software support.

Response and Resolution Targets

Summary of the service-level objectives for the Customer's service requests is available at the following site: portal.saas.hp.com/slo

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

Assumptions

Assumptions associated with the Shared HP QC offering include the following:

- The Customer must have internet connectivity to access the Shared HP QC 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 the Shared HP QC solution. 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 the Shared QC solution application instance according to the change schedule.

- During a Customer's data import, the Customer must make information available to the HP SaaS team in the designated format at the appropriate implementation step as defined in the approved project plan.

- Customer will be responsible for all data cleansing and data accuracy as part of any import. These activities are to be completed in a manner that aligns with the project timeline. HP SaaS is not responsible for the accuracy of the data provided in the import.

- Renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.

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