

SCHEDULE 1 – CONSULTING/TECHNICAL SERVICES

The terms of Contract No. CMS 1051 between OGS and Contractor, this Schedule 1, and any applicable Attachments will apply to the Consulting/Technical Services specified in any Transaction Document under this Schedule 1. A Transaction Document under this Schedule may only be executed by a State agency if the subject matter and amount of the Transaction Document has been approved in accordance with the guidelines for Usage Review Report and Approval established by OGS and OSC. In the event of conflict between the terms of the Transaction Document and the Agreement, the order of precedence in Section 3 of the Base Agreement shall apply. Notwithstanding the foregoing, the Contractor may, in a Transaction Document, agree to provide an Authorized User with more favorable prices, terms, warranties or other benefits than are specified elsewhere in the Agreement.

01. Consulting/Technical Services Ordering

Orders for Consulting/Technical Services under this Schedule shall be placed in the manner provided in Section 11 of the Base Agreement. When requested, the Contractor will develop a Statement of Work (SOW) outlining an individual project effort and cost. The SOW will be in substantially the same form as the sample SOW that accompanies this Schedule. Pricing for Consulting/Technical Services may be based on: (i) the hourly rates specified in Attachment A to this Schedule; or (ii) a negotiated, fixed price for a performance or deliverable based Consulting/Technical Service.

02. Consulting/Technical Services Terms and Conditions

02.1 Personnel

- a. The Contractor agrees to provide qualified staff in accordance with a Transaction Document executed pursuant to this Schedule.
- b. In any Transaction Document that identifies key personnel necessary to provide specified Consulting/Technical Services, the Authorized User must be provided the opportunity to approve all such personnel, including the person(s) responsible for directing the work to be done.
- c. Any reassignment, transfer, or removal of key personnel identified and approved under a Transaction Document shall be limited to the following: (a) voluntary resignation, (b) transfer based on personal choice, (c) reassignment for promotional reasons, (d) termination for cause in accordance with Contractor's policies, (e) extenuating personal circumstances, (f) mutual agreement and/or (g) in relation to State agencies, delays in the approval of the Transaction Document in accordance with the guidelines for Usage Review Report and Approval established by OGS and OSC. In the event that any of the key personnel must be replaced for any of the foregoing reasons, the Contractor shall, within five business (5) days, designate and propose to the Authorized User, subject to the Authorized User's approval, an equally or better qualified alternate. Unless the Parties amend the Transaction Document pursuant to the Change in Scope procedures set forth in Section 2.8., below, the rate charged for the equally or better qualified alternate shall not exceed the rate specified for the key person in the Transaction Document.
- d. In the event that key personnel identified and approved in a Transaction Document will be or are unavailable, for extended periods, for the regular performance of the duties described in the Transaction Document due to extenuating personal circumstances, Contractor shall, within five business (5) days, designate and propose to the Authorized User, subject to the Authorized User's approval, an equally or better qualified alternate with full authority to act for the key person for the duration of the absence. Unless the Parties amend the Transaction Document pursuant to the Change in Scope procedures set forth in Section 2.8., below, the rate charged for the equally or better qualified alternate shall not exceed the rate specified for the key person in the Transaction Document.
- e. In the event that Contractor personnel other than those identified as key personnel in a Transaction Document must be replaced for any of the reasons described in (c) and (d), above, or otherwise, the Contractor will use its best

efforts to minimize the impact of such replacement on the Authorized User and will make available to the Authorized User qualified personnel within thirty (30) business days of such a vacancy. Such replacement must meet qualifications for said position and such appointment will be subject to the Authorized User's approval process regardless of whether the new appointee had been approved previously for another position under the Transaction Document.

f. Contractor will, at the Authorized User's request, replace any individual whose continued presence would be detrimental to the Authorized User. The Authorized User will submit such requests in writing and will not be unreasonable in its request(s). Contractor shall remove such individual immediately upon receipt of the request and shall, within five (5) business days, replace any individual so removed with a qualified individual acceptable to the Authorized User.

g. The Contractor must provide a resume or job application which includes a work history of each individual prior to assignment to provide Consulting/Technical Services under a Transaction Document for approval by the Authorized User. Such work history must conform substantially with the title requirements, as described herein, in the title for which the candidate is being considered. The Authorized User reserves the right to approve by interview on an individual basis all Contractor personnel assigned to provide Consulting/Technical Services under a Transaction Document and the Contractor will give due consideration for hiring those candidates suggested by the Authorized User. The Authorized User will withhold approval of any individual not meeting the requirements set forth above until the Contractor has provided that individual adequate training, to be determined by the Authorized User and at the Contractor's expense, if the Contractor seeks to have said individual approved to provide Consulting/Technical Services under the Transaction Document.

h. If a Transaction Document under which Services are to be provided for a period of fewer than thirty (30) days does not identify a fixed price deliverable or set forth another specific remedy for the failure of an individual assigned to provide Consulting/Technical Services according to the terms of the Transaction Document and the Authorized User requires replacement of said individual within five (5) business days of that individual being assigned to provide Consulting/Technical Services under a Transaction Document, the Authorized User shall not be required to pay any charges for the Consulting/Technical Services rendered by that individual. In exercising its rights during this five (5) day period, the Authorized User agrees to act in good faith and to make its determinations as expeditiously as possible.

i. If a Transaction Document under which Services are to be provided for a a period of thirty (30) days or more does not identify a fixed price deliverable or set forth another specific remedy for the failure of an individual assigned to provide Consulting/Technical Services according to the terms of the Transaction Document and the Authorized User requires replacement of said individual within ten (10) business days of that individual being assigned to provide Consulting/Technical Services under a Transaction Document, the Authorized User shall not be required to pay any charges for the Consulting/Technical Services rendered by that individual. In exercising its rights during this ten (10) day period, the Authorized User agrees to act in good faith and to make its determinations as expeditiously as possible.

j.. If a Transaction Document under which Services are to be provided for a period in excess of one hundred eighty (180) days does not identify a fixed price deliverable or set forth another specific remedy for the failure of an individual assigned to provide Consulting/Technical Services according to the terms of the Transaction Document, the Authorized User shall be entitled to the following remedy: In the event that the Authorized User determines, within the first sixty (60) business days of an individual being assigned to provide Consulting/Technical Services under a Transaction Document, that the individual does not meet the technical and training qualifications set forth in the Transaction Document, the Authorized User may require Contractor to discount the amounts paid for that individual to the rate that reflects the individual's actual technical and training qualifications. The discount shall not exceed the amount paid for the work performed by the individual. In addition, the Authorized User will have the discretion to:

- a. Terminate the individual;
- b. Continue the individual at the lower rate; or

- c. Require Contractor to provide a replacement with the technical and training qualifications specified in the Transaction Document.

In exercising its rights during the sixty (60) day period, the Authorized User agrees to act in good faith and to make its determinations as expeditiously as possible. Each individual assigned to provide Consulting/Technical Services under a Transaction Document will be subject to only one sixty (60) period for a particular skill description.

k. To the extent that replacement of an individual pursuant to any of the provisions of this Section will affect the schedule of deliverables set forth in the Transaction Document, the Authorized User and the Contractor agree to revise such schedule pursuant to the Change in Scope Procedures set forth in Section 02.9 of this Schedule 1, provided, however, that the revision of the schedule of deliverables shall not constitute the basis for an increase in the price stated in the Transaction and shall not be deemed to waive any of the warranties or remedies provided under the Agreement.

02.2 Travel

Rates specified in Attachment A to this Schedule exclude travel and living expenses. Prior written approval of the Authorized User is required for all travel and living expenses. Such travel shall be reimbursed at the lower of Contractor rates or the lowest prevailing New York State or Authorized User travel rates. Where travel and living expenses are authorized, reimbursement to Contractor shall be made in accordance with the State's Travel Reimbursement Manual published by OSC. It will be the responsibility of the Authorized User to provide Contractor the most recently published reimbursement guidelines and rates. It shall be further understood that the Authorized User will not be liable for any other travel per diem expenditures otherwise incurred.

02.3 Standard Work Week, Overtime, Holidays, and Vacations

Unless otherwise agreed to in a Transaction Document, the standard work week for Contractor staff shall be forty (40) hours per week (exclusive of any meal breaks).

Unless otherwise agreed to in a Transaction Document, Contractor staff shall be billed at the per hour pricing identified in Attachment A for hours beyond the standard work week.

Unless otherwise provided in a Transaction Document, Contractor staff will observe State holidays. The Authorized User will identify State holidays for the succeeding calendar no later than thirty (30) days prior to the beginning of that calendar year. The State holidays for 2005 can be found at:
http://www.cs.state.ny.us/attendance_leave/2005_legal_holidays.htm.

The Authorized User and Contractor will agree on procedures for scheduling vacations by Contractor staff.

02.4 Training

During the provision of Consulting/Technical Services under a Transaction Document executed pursuant to this Schedule, the Authorized User may require Contractor's employees to attend training that will be provided and paid for by the Authorized User. In the event the Authorized User requires customized training and/or education, the Transaction Document may include additional terms and conditions associated with such training.

02.5 Office Space and Other Facilities

The Authorized User will provide reasonable office space, utilities, janitorial services, security, telephone service (excluding long-distance service) and furniture (desks, chairs, work tables) necessary for the Contractor's on site performance of Consulting/Technical Services under a Transaction Document executed pursuant to this Schedule. Subject to the Authorized User's security procedures, the Authorized User may authorize Contractor staff to connect Contractor-owned computer hardware, including laptops, to the Authorized User's virtual and physical computing facilities.

02.6 Status Reports

Unless otherwise provided in a Transaction Document, the Contractor shall, in furtherance of its commitment to the efficient discharge of its contractual responsibilities, provide, at a minimum:

1. Weekly reports documenting Consulting/Technical Services action items and their status. Such reports will be delivered to the Authorized User at a weekly meeting for review by the Authorized User's Management;
2. Regular interface with Authorized User's Management Team regarding ongoing Consulting/Technical Services activities and coordination of requirements for which the Authorized User is responsible;
3. A procedure to develop, track, and manage overall work plans related to managing the delivery of Deliverables and Consulting/Technical Services under the Agreement;
4. A monthly report tracking of Consulting/Technical Services performance and trends; and
5. Recommendations on problem avoidance activities.

If the Contractor fails to provide the above referenced items, the Contractor shall, for purposes of Section 2.9 of this Schedule, be deemed to have failed to substantially meet its obligations concerning the Transaction Document.

02.7 Utilization Reports

Unless a different schedule is provided in a Transaction Document, the Contractor will submit, at the end of each four week period, Utilization Reports for all employees providing Consulting/Technical Services under a Transaction Document executed pursuant to this Schedule. The Contractor will further submit invoicing for all categories of support. The detailed backup for such submissions shall include, at a minimum, the name(s) of individual(s) being billed along with the labor category, fixed labor rate, and total hours worked for the given billing period, for each individual, signed by the designees of the Contractor and the Authorized User. Such information will be supported by copies of the time sheets, which will include the daily hours worked by respective employee(s) attached to invoices as backup for the invoice submitted. If a Transaction Document authorizes reimbursement for travel, the Contractor shall also submit detailed backup for its reimbursement of travel expenses.

02.8 Deliverable Review and Sign-off Procedure

Acceptance testing criteria for each deliverable will be set forth in each Transaction Document. In addition, the Authorized User and the Contractor will agree on a reasonable time frame for the Authorized User to review and approval of each deliverable and such time frames for each deliverable will be set forth in the Transaction Document.

02.9 Change in Scope Procedures

In the event that the Parties wish to revise a Transaction Document executed pursuant to this Schedule to change the scope of the Consulting/Technical Services to be provided, the following change control process will be utilized:

- a. A written description of the changes (Change in Scope) will be prepared jointly by the Contractor and the Authorized User.
- b. The Change in Scope will describe the proposed changes, including any change in the charges, estimated schedule, or other terms. Where appropriate, the Change in Scope shall indicate the impact of the proposed changes upon the planned deliverables.
- c. The Change in Scope must be signed by both the Contractor and the Authorized User to authorize implementation of proposed changes.
- d. If any Change in Scope would conflict with the Agreement, an amendment to the Agreement will be executed by the Parties.

02.10 Termination

Either the Authorized User or the Contractor may terminate a Transaction Document executed pursuant to this Schedule if the other does not substantially meet its obligations concerning the Transaction Document and the Parties are not able to resolve the issue through the Dispute Resolution Process provided in Section 9 of the Base Agreement.

Unless otherwise agreed to in the Transaction Document, the Authorized User may terminate a Consulting/Technical Service under this Schedule 1 on thirty (30) days written notice to the Contractor without penalty or the imposition of other early termination charges. Any minimum requirements or any adjustment charges must be specified in the applicable Transaction Document.

The Contractor agrees to incur no new obligations after receipt of notification of termination and to cancel as many outstanding obligations as possible. The Contractor shall not be entitled to lost profits.

02.11 Web Accessibility

Any custom applications or programming delivered pursuant to this Agreement shall comply with NYS Office for Technology Policy 99-3 (Exhibit 5) (<http://www.oftpolicy/96-13.htm>), Universal Accessibility for NYS Web Sites (Supplement to 96-13) (Exhibit 6) (<http://www.oftpolicy/99-3.htm>), dated September 30, 1999, which requires that all New York State agencies' web sites provide universal accessibility to persons with disabilities. The State has adopted the W3C Web Content Accessibility Guidelines (Exhibit 7) (<http://www.w3.org/TR/WAI-WEBCONTENT>) as a means to provide optimal access to State agency web sites and the content therein. The Contractor agrees to apply the most current version of these guidelines and conform to level "A" of the guidelines, satisfying all priority one checkpoints, as respects any applications or programming delivered pursuant to this Agreement. The Authorized User will notify the Contractor of any changes in these guidelines. To the extent that changes in these guidelines will affect the schedule of deliverables set forth in the SOW, the Parties agree to revise the SOW via the Change in Scope Procedures.

02.12 Warranties

a. Performance Warranty - Contractor warrants that it performs each Contractor Service using a professional and workmanlike manner, in accordance with highest applicable industry standards and according to its current description (including any completion criteria) contained in this Agreement, an Attachment, or a Transaction Document. For purposes of this Agreement, "highest applicable industry standards" shall be defined as the degree of care, skill, efficiency, and diligence that a prudent person possessing technical expertise in the subject area and acting in a like capacity would exercise in similar circumstances.

In the event that there has been a breach of the foregoing warranty and the Transaction Document does not provide a specific remedy for the breach of that warranty, the Authorized User's remedies under this warranty will be: (1) cure by Contractor within a reasonable time, not to exceed thirty (30) days, at no charge to the Authorized User; and (2) if Contractor does not cure within the thirty (30) day period, the Authorized User will be entitled to a refund of the amounts paid to Contractor under the Transaction Document for the Service or part thereof that gave rise to the claim.

This warranty is in addition to, and not in lieu of, any other warranty under this Agreement or other remedies that may be provided in a Transaction Document under this Schedule 1. In addition, the foregoing does not limit the Authorized User's right to seek damages up to the limit of liability specified in Section 5 of the Base Agreement against Contractor for any damage caused by Contractor (for example, damages incurred by the Authorized User as a result of a Machine being rendered unusable).

b. Warranty for Fixed Price Deliverables - In addition to, and not in lieu of, any other warranty under this Agreement, if a Transaction Document identifies a fixed price deliverable, Contractor will warrant that the deliverable is fit for use by the Authorized User in accordance with the specifications set forth in the Transaction Document for a period of not less than thirty (30) days from acceptance by the Authorized User ("fitness for use warranty"). Consistent with the order of precedence provided in Section 3 of the Base Agreement, specifications set

forth in a Transaction Document, including, but not limited to, standard Contractor documentation incorporated by reference therein, shall not vary or supersede any of the provisions of Appendix A, the Base Agreement, or this Schedule, unless such specifications provide an Authorized User with more favorable prices, terms, warranties or other benefits than are specified elsewhere in the Agreement.

The remedies available to the Authorized User in the event that Contractor breaches this additional fitness for use warranty shall be specified in the applicable Transaction Document. If no remedy for the breach of the fitness for use remedy is specified, the Authorized User's remedies will be: (1) the Authorized User will be entitled to return the fixed price deliverable at no charge, including shipping, to Contractor; and (2) the Authorized User will be entitled to a refund of all amounts paid to Contractor for the fixed price deliverable.

THESE WARRANTIES ARE THE AUTHORIZED USER'S EXCLUSIVE WARRANTIES UNDER THIS SCHEDULE 1 AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OTHER THAN AS SET FORTH IN THIS SECTION 02.12. Contractor does not warrant uninterrupted or error-free operation of any Deliverable or Service or that Contractor will correct all defects.

SCHEDULE 1 (ATTACHMENT A) – CONSULTING/TECHNICAL SERVICES PRICING AND DESCRIPTIONS

01. Per Hour Pricing

The discounting structure for the Government Discounted Rate set forth in this Section shall be in effect until October 31, 2010.

Labor Category						
Level	Job Level	Job Code	Job Title	Part Number	Hourly List Rate	*Government Discounted Rate
0	Advanced/ Senior	00S01K 00S01J	Consulting Associate Consulting Associate	QS-CA0A9-CH	\$110	\$95
1	Entry	00S03L 00S01L	Project Support Specialist I Consulting Associate I	QS-CP5A9-CH QS-CA1A9-CH	\$140	\$120
2	Intermediate	00S03M 00S03N 00S01N 00S01O	Project Support Specialist II Project Support Specialist III Consulting Associate II Consulting Associate III	QS-CP6A9-CH QS-CP7A9-CH QS-CA2A9-CH QS-CA3A9-CH	\$175	\$151
3	Specialist	00S03O 00S03P 00S02K 00S01Q	Project Support Specialist IV Project Manager I Solution Architect I Technology Consultant I	QS-CP8A9-CH QS-CP1A9-CH QS-SA1A9-CH QS-TCAA9-CH	\$200	\$172
4	Expert/ Manager 1	00S04E 00S04F 00S03Q 00S02L 00S01R	Manager Consulting I Manager Consulting II Project Manager II Solution Architect II Technology Consultant II	QS-CM1A9-CH QS-CM2A9-CH QS-CP2A9-CH QS-SA0A9-CH QS-TCBA9-CH	\$250	\$215
5	Master	00S03R 00S03S 00S02M 00S01S 00S01T	Project Manager III Project Manager IV Solution Architect III Technology Consultant III Technology Consultant IV	QS-CP3A9-CH QS-CP4A9-CH QS-SSAA9-CH QS-TCAA9-CH QS-TDAA9-CH	\$300	\$258
6	Manager 2	00S04G 00S04H 00S03E 00S03F 00S06E, 99S06E 00S06F, 99S06F	Manager Consulting III Manager Consulting IV Manager Program Mgmt. Office I Manager Program Mgmt. Office II Manager Practice Principal I Manager Practice Principal II	QS-CM3A9-CH QS-CM4A9-CH QS-A1497-CH	\$320	\$275
7	Director 1	00123N 00S04A 00S06A	Principal Member Technical Staff Director Consulting I Director Practice Principal I	QS-CD0A9-CH QS-A1344-CH	\$375	\$323
8	Director 2	00S04B 00S04C 00S06B 00S06C	Director Consulting II Director Consulting III Director Practice Principal II Director Practice Principal III	QS-CD1A9-CH QS-A4954-CH	\$470	\$404

*Represents 14% off the current list price. The per hour pricing set forth in this Section shall be in effect until December 31, 2006. From January 1, 2007, until October 31, 2010, this pricing is subject to an annual increase of the lesser of four percent (4%) or the percent increase in the copy of the National Consumer Price Index for All Urban Consumers (CPI-U) as published sixty (60) days prior to price increase request in the United States Bureau of Labor Statistics, Washington, D.C., 2012. Additional discounts may apply based on deliverables.

HP Software Professional Services						
Level	Job Level	Job Code	Job Title	Part Number	Hourly List Rate	*Government Discounted Rate
2	Intermediate		Consulting Associate II	HE812A1	\$175	\$151
4	Expert/ Manager I		Technology Consultant II	HE813A1	\$250	\$215
5	Master		Project Manager III	HE814A1	\$300	\$258

02. Per Hour Service Skill Descriptions

THE FOLLOWING CONSULTING/TECHNICAL SERVICES MAY BE PROVIDED UNDER THIS SCHEDULE:

The Contractor can provide Consulting\Technical Services on a time and materials basis in any of the following disciplines: information research, information planning, business process redesign, system integration, project management, performance measurement and tuning, system analysis and design, consultation, problem diagnosis and resolution, software programming and development, conversion, implementation, operations, and training.

Labor Category					
Level	Job Level	Job Code	Job Title	Part Number	
0	Advanced	00S01K	Consulting Associate	<p>Responsibilities: Assists in consulting engagement delivery, providing solutions to client’s information management needs.</p> <p>Profile: Provides first level technical support, including some combination of installing systems, operating computer systems, media conversion, editing, documenting software, programming to required quality level, conducting acceptance tests, etc. The Consulting Associate is also capable of providing timely and effective support to others on a project as directed.</p> <p>Level of Expertise: A basic level of skills, with limited industry related experience. The Consulting Associate has a fundamental knowledge of the following disciplines:</p> <ul style="list-style-type: none"> • Systems Integration support on customer project teams • Application programming advice on high-level languages and operating system services • End user product and system orientation • Structured programming advice on using advanced software engineering tools • User interface design and form design • Applying information systems technology to solve a specific business task • The Consulting Associate has the organizational, analytical, and communication skills required to meet assigned tasks in a project environment 	
0	Senior	00S01J	Consulting Associate	<p>Responsibilities: Responsible for providing technical consulting expertise to internal project teams and customers for solution development and problem resolution. Shape technical direction and strategies within organization. Contribute to organization’s profitability by generating and cultivating new business opportunities.</p> <p>Profile: Applies extensive knowledge of the job skills, company policies and procedures to complete complex, specialized assignments/tasks in creative and effective ways. Comprehensive understanding of the general/technical aspects of the job. Works on assignments that are complex in nature and require judgment, initiative, and technical/specialized knowledge to resolve problems and/or develop recommended solutions. Work is completed with minimal supervision and assignments may be completed</p>	

			without established procedures. May determine methods and procedures for new assignments. Typically provides guidance to other non-exempt employees. Level of Expertise: Demonstrate understanding of assigned discipline or technical area. Demonstrate fundamental technical knowledge.
1	Entry	00S03L Project Support Specialist I	Responsibilities: Works under the direction of a Project/Program Manager and collects and tracks project data, coordinates project deliverables, and develops project reports at the direction of the Project/Program Manager. Involved in single, less complex projects. Profile: Applies basic foundation of a function's principles, theories and concepts to assignments of limited scope. Utilizes professional concepts and theoretical knowledge acquired through specialized training, education or previous experience. Exercises independent judgment within defined parameters. Develops expertise and practical knowledge of applications within business environment. Acts as team member by providing information, analysis and recommendations in support of team efforts. Level of Expertise: The Project Support Specialist I needs to demonstrate basic knowledge within the boundaries of project administration, customer relations, purchasing and revenue cycles, the IT industry, revenue management and time recording/effort tracking. Basic knowledge of Microsoft tools.
1	Entry	00S01L Consulting Associate 1	Responsibilities: Consults on engagements/programs, providing solutions to client's information management needs: <ul style="list-style-type: none"> • Works independently on small segments of engagement, or works in a team as assigned by the engagement/program manager. • Collects data from appropriate sources to assist in determining client needs and requirements. • Assists in consulting engagement delivery, providing solutions to client information and management needs. Profile: Provides second level technical consulting, including some combination of managing simple systems, installing and supporting LANs, object oriented coding, complex PC integration, design and testing of simple software modules, writing system documentation, etc. The Consulting Associate I is capable of providing timely and effective support to others on a project as directed. Level of Expertise: Has had prior industry related consulting experience and has delivered similar solutions to clients involving the following disciplines: <ul style="list-style-type: none"> • Application and system programming advice using high level languages, operating system services, and predefined databases. • Specification of detailed design documents at the module level. • Providing advice on programming approaches including: structured coding, debugging, execution of acceptance test plans, and the writing of technical and user level documentation. • Ability to define and customize software engineering (CASE) environments to meet specific project needs. • System management and configuration expertise for stand alone systems. The Consulting Associate I has the organizational, analytical, and communication skills required to work independently on small projects and lead elements of large projects.
2	Intermediate	00S03M Project Support Specialist II	Responsibilities: Works under the direction of a Project/Program Manager to provide project reports and coordinates project deliverables. Performs analyses, researches alternative solutions, and develops proposals. Makes use of project management tools. Involved in multiple projects within a specified program. Profile: Project Support Specialist II should possess the ability to apply intermediate level of subject matter knowledge to solve a variety of common business issues. Works on problems/projects of moderately complex scope. Exercises independent judgment within defined practices and procedures to determine appropriate action. Acts as an informed team member providing analysis of information and limited project direction input. Follows established guidelines and interprets policies. Evaluates unique circumstances and makes recommendations. Level of Expertise: Demonstrate basic skill and knowledge of, and experience in, project administration, customer relations, purchasing and revenue cycles, the IT industry, division pricing, SOAR Policy, division project accounting, revenue management, time recording/effort tracking and core administrative workflows and processes. Intermediate knowledge of Microsoft and Project Management tools.
2	Intermediate	00S01N Consulting Associate II	Responsibilities: Consults on engagements/programs, providing solutions to client's information management needs. Works independently on medium sized engagements/programs to assess and design specific solutions, or in a team as assigned by the engagement/program manager. Profile: Provides senior level technical consulting, including some combination of simple database design, simple network consulting, transaction processing design, system management of complex systems, support mail systems, designs complex software, develops acceptance tests and plans, tests systems, etc.

			<p>Level of Expertise: Has professional-level industry and discipline-related skills and has led the delivery of similar solutions. A Consulting Associate II is best suited for activities that include one or more of the following:</p> <ul style="list-style-type: none"> • Working with users to translate business needs into specifications and design documents. • Involvement with specialized applications such as CAD/CAM, graphics, real-time applications, manufacturing, financial services, information systems, office automation, artificial intelligence, and transaction processing. • Specification of application and system software development using high-level languages, operating system services, real-time executives, transaction processing monitors, and databases. • Specification of detailed sub-system designs from functional specifications (sub-systems can include multiple modules). • Ability to define and customize software engineering (CASE) environments to meet specific project needs. • Systems, application, and network performance analysis and tuning. System management and configuration expertise. • Software configuration control and implementation expertise. 	
2	Intermediate	00S03N	<p>Project Support Specialist III</p> <p>Responsibilities: Works under the direction of a Project/Program Manager to evaluate project data and provides project reports, coordinate multiple project deliverables, performs analyses, researches alternative solutions and develops proposals. May supervise the work of other Project Specialists. Typically involved in complex projects and/or multiple projects within a specified program.</p> <p>Profile: Project Support Specialist III should possess the ability to apply intermediate level of subject matter knowledge to solve a variety of common business issues. Works on problems/projects of moderately complex scope. Exercises independent judgment within defined practices and procedures to determine appropriate action. Acts as an informed team member providing analysis of information and limited project direction input. Follows established guidelines and interprets policies. Evaluates unique circumstances and makes recommendations.</p> <p>Level of Expertise: Demonstrate intermediate skill and knowledge of, and experience in, project administration, customer relations, purchasing and revenue cycle, the IT industry, division pricing, SOAR Policy, division project accounting, revenue management, time recording/effort tracking and core administrative workflows and processes. Advanced knowledge of Microsoft and Project Management tools.</p>	QS-CP7A9-CH
	Intermediate	00S01O	<p>Consulting Associate III</p> <p>Responsibilities: Consults on program activities that include one or more of the following requirements:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Involvement with specialized applications such as: CAD/CAM, graphics, real-time applications, manufacturing, high availability, financial services, information systems, office automation, artificial intelligence, and transaction processing. <input type="checkbox"/> Specification of application and system software development using high-level languages, operating system services, real-time executives, transaction processing monitors, and databases. <input type="checkbox"/> Technical design and definition of databases and transaction processing implementations. <input type="checkbox"/> Specification of detailed system designs from functional specifications (systems can include multiple sub-systems). <input type="checkbox"/> Technical project leadership of teams to schedule. <input type="checkbox"/> Knowledge of project and team programming, including the setting of team/project programming standards. <input type="checkbox"/> Software configuration control and implementation expertise for major implementations. <input type="checkbox"/> Specification of acceptance test plans from design documents. <p>Profile: Provides highly developed analytical skills and expertise relating to information system design, development and systems management, as well as technical management skills for team leadership.</p> <p>Level of Expertise: Senior-level technical and project management skills with extensive industry and discipline experience. Has successfully led large complex engagements for a number of clients with similar systems integration requirements. A Consulting Associate III has the skills required to work independently on large engagements/programs to assess and architect specific solutions, or as a senior member of a team as assigned by the engagement/program manager.</p>	QS-CA3A9-CH

3	Specialist	00S02K Solution Architect I	<p>Responsibilities: Leads team members, third parties, and technology counterparts in organization in the implementation of architecture solutions at a systems level. Uses a knowledge of industry, technology, applications, and services to assure overall quality of solution and related services (i.e., training, support, etc.):</p> <ul style="list-style-type: none"> ▪ Builds rapport, confidence and trust within organization. ▪ Represents HP as a premier solution provider and vested partner. ▪ Is responsible for reviewing and documenting solutions after completion of project and presenting results to senior management. ▪ Provides expertise on IT issues and trends between HP and customer; develops and recommends solutions and strategies for technical solutions within a department, workgroup or other segment of the enterprise based on customer business goals. ▪ Conducts customer system wide technical needs analysis; researches, analyzes and evaluates existing systems infrastructure. ▪ Assists in the development of proposal and bid strategies that are visible due to their size, impact, and strategic value to the corporation within assigned systems area. ▪ Reviews completed proposals for technical integrity, high quality and consistency within a well defined segment of the enterprise architecture. ▪ Facilitates knowledge transfer on an individual and organizational basis between HP and the customer. ▪ Coordinates with project/program manager to achieve timely delivery of effective and profitable solutions within area of project responsibility; applies advanced processes such as project/program management techniques and organizational development throughout the architecture process. ▪ Resolves problems that are tactical in nature and supports customer throughout the solution and implementation process. ▪ Keeps current on future industry, practice and technology issues and trends within their area of expertise and applies that knowledge to identify emerging market trends. <p>Profile: The Solution Architect I supports the development of technical strategies and architectures for systems wide practice solutions and provides technical leadership for a segment of large projects using elements of the HP Architecture Model at a systems level (department, workgroup and other segment of an enterprise). Provides technical skills necessary to help develop and document architecture strategies and standards. Interacts with senior management within the department, workgroup or other segment of the enterprise.</p> <p>Level of Expertise: Typically 4-8 years of professional experience including 4 years in consulting leadership, system engineering, line management or project management. The Solution Architect I has had extensive cross industry experience in delivering complex solutions. Engages in basic technical problem solving across multiple technologies.</p>	QS-SA1A9-CH
3	Specialist	00S03O Project Support Specialist IV	<p>Responsibilities: Works under the direction of a Project/Program Manager to evaluates project data and provides project reports, coordinate multiple project deliverables, performs analyses, researches alternative solutions, develops proposals and project policies. May act as a Project lead. Typically involved in complex projects and/or multiple projects within a specified program.</p> <p>Profile: Project Support Specialist IV applies developed subject matter knowledge to solve common and complex business issues within established guidelines and recommends appropriate alternatives. Works on problems/projects of diverse complexity and scope. Exercises independent judgment within generally defined policies and practices to identify and select a solution. May act as a team or project leader providing direction to team activities and facilitates information validation and team decision-making process. Ability to handle most unique situations. May seek advice in order to make decisions on complex business issues.</p> <p>Level of Expertise Project Support Specialist IV demonstrates specialized project management skills in the technical/business area. Demonstrates advanced skill and knowledge of, and experience in, project administration, customer relations, purchasing and revenue cycles, the IT industry, division pricing, SOAR Policy, division project accounting, revenue management, time recording/effort tracking and core administrative workflows and processes. Expert knowledge of Microsoft and Project Management tools.</p>	QS-CP8A9-CH
3	Specialist	00S03P Project Manager I	<p>Responsibilities: Manages the integration and or development and delivery of deliverables directly to the customer, or in support of a major enterprise wide project/program:</p> <ul style="list-style-type: none"> • Manages team members in the development of the preliminary project/program plan, including: Defining the scope and quality of the work involved; Managing the estimating process; Developing the project schedule; Identifying project risks and contingencies; Producing the project/program budget baseline. • Obtains all necessary commitment, both internal and third party for project/program deliverables. • Leads the presentation of all project/program plans and change orders internally to HP and to the customer; obtains sign off from customer and internal HP on appropriate project/program documents. • Reports on project/program status and progress against the project/program plan; 	QS-CP1A9-CH

			<ul style="list-style-type: none"> ▪ establishes action plans to correct any deviation from project/program plan. ▪ Understands individual, group, and organizational response to changes which the project/program may produce; uses specific concepts and techniques for planning and managing the implementation of change. ▪ Ensures the adherence to company and local labor practices. <p>Profile: Responsible for insuring that customer needs are satisfied by providing successful planning, control, and management of project/program deliverables. The incumbent is responsible for the overall project/program plan, budget, structure, schedule and staffing requirements. Manages the efforts of team members and third party vendors.</p> <p>Level of Expertise: Has successfully managed small to medium projects or components of larger projects. A Project Manager I has had prior industry experience on projects of a similar nature, and has proven organization, communication and teaming skills required to meet project commitments successfully. Additional skills are:</p> <ul style="list-style-type: none"> • Managing team members in the development of the preliminary project/program plan. • Understanding individual, group, and organizational response to changes which the project/program may produce. • Using specific concepts and techniques for planning and managing the implementation of change. 	
3	Specialist	00S01Q Technology Consultant I	<p>Responsibilities: Works as a team member under general supervision on assigned segments of a small sized engagement, or elements of a medium sized project/program:</p> <ul style="list-style-type: none"> • Provides close technical support and input on the application of technology to a defined business segment. • Advises on solution and integration opportunities of applications on Information Technology to defined segments. • Provides leadership on solution and integration activities that constitute part of an engagement. • Provides planning and design support for the development of solution architectures that will be implemented in a multiple system environment. <p>Profile: Provides specialized analysis to clearly define problem statements, identify options and recommend courses of action. Technology Consultant I provides information systems development and planning for changes that have many intricacies or widespread ramifications in the planning, design, and implementation of a customer solution.</p> <p>Level of Expertise: Typically 5-7 years of professional experience including 3-5 years in the design, development and implementation of IT solutions in related technical areas. Possesses specialized industry specific expertise in computer technologies such as user interfaces, artificial intelligence, or transaction processing. Has successfully applied project management techniques in a variety of customer solutions and is well versed in the methodologies, tools and techniques required to successfully deliver committed results.</p>	QS-TCAA9-CH
4	Expert/ Manager I	00S04E Manager Consulting I	<p>Responsibilities: Handles program responsibilities including:</p> <ul style="list-style-type: none"> • Implementation planning, technical quality, budgetary management, managing the project to schedule, reducing overall risk, and ensuring compliance with customer requirements and project commitments. • Managing project start up activities, including confirming project resource commitments; defining cost center structure for the project as required; establishing work authorization plans; reviewing project milestones; finalizing third party contracts. Manages projects within standards and guidelines for Customer Engagements. • Managing the project change control process. Ensures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Manages the project configuration control process. • Reporting on project/program status and progress against the project/program plan. Establishes action plans to correct any deviation from project/program plan. • Understanding individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques for obtaining all necessary commitments, both internal and third party, for delivery of the project. <p>Profile: Directly accountable for an assigned project. Typically is responsible for the development of the preliminary project plan, including defining the scope and quality of the work involved in the project; managing the estimating process; developing the project schedule; identifying project risks and contingencies; and producing the project budget baseline.</p> <p>Level of Expertise: Has Practice and Industry specific skills required to manage Practice Programs within a specific geography with a medium level of complexity. A Consulting Manager I has successfully planned, controlled and managed customer projects that require the commitment of varied skills and resources, and that may have included other</p>	QS-CM1A9-CH

			<p>administrative support resources and third party vendor deliverables. Has additional skills required to manage projects in a customer environment, including:</p> <ul style="list-style-type: none"> • Managing project start up activities. • Managing the project change control process. • Reporting on project/program status and progress against the project/program plan. • Understanding individual, group, and organizational response to changes which the project/program may produce. <p>A Consulting Manager I Is recognized as a Practice/Industry expert who has the ability to lead a Customer Engagement.</p>	
4	Expert/ Manager 1	00S04F	<p>Manager Consulting II</p> <p>Responsibilities: Engages in the highest level of technical problem solving across multiple technologies. Handles program responsibilities including:</p> <ul style="list-style-type: none"> • Implementation planning, technical quality, budgetary management, managing the project to schedule, reducing overall risk, and ensuring compliance with customer requirements and project commitments. • Managing project start up activities, including confirming project resource commitments; defining cost center structure for the project as required; establishing work authorization plans; reviewing project milestones; finalizing third party contracts. Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Managing the project change control process. Ensures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Manages the project configuration control process. • Reporting on project/program status and progress against the project/program plan. Establishes action plans to correct any deviation from project/program plan. • Understanding individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques. • Obtaining all necessary commitments, both internal and third party, for delivery of the project. <p>Profile: Directly accountable for an assigned project. Typically manages project managers, functional managers, and project leaders in the development of the preliminary project plan, including defining the scope and quality of the work involved in the project; managing the estimating process; developing the project schedule; identifying project risks and contingencies; and producing the project budget baseline.</p> <p>Level of Expertise: Has Practice and Industry specific skills required to manage multifunctional programs that span more than one geography with a medium level of complexity. A Consulting Manager II has successfully planned, controlled and managed major customer projects that require the commitment of varied skills and resources, and that may have included other project managers, administrative support resources and third party vendor deliverables. Has additional skills required to manage complex projects in a customer environment, including:</p> <ul style="list-style-type: none"> • Managing project start up activities. • Managing the project change control process. • Reporting on project/program status and progress against the project/program plan. • Understanding individual, group, and organizational response to changes which the project/program may produce. <p>A Consulting Manager II Is recognized as a Practice/Industry expert who has the ability to provide focused leadership for the engagement.</p>	QS-CM2A9-CH
4	Expert/ Manager 1	00S02L	<p>Solution Architect II</p> <p>Responsibilities: Leads team members, third parties, and technology counterparts in organization in the implementation of architecture solutions at a systems level. Uses advanced knowledge of industry, technology, applications, and services to assure overall quality of solution and related services (i.e., training, support, etc.):</p> <ul style="list-style-type: none"> ▪ Builds rapport, confidence and trust within organization. ▪ Represents HP as a premier solution provider and vested partner. ▪ Provides mentoring, coaching and training to junior members on the technology project team; mentoring includes regular informal feedback and coaching. ▪ Is responsible for reviewing and documenting solutions after completion of project and presenting results to senior management. ▪ Provides expertise on IT issues and trends between HP and customer; develops and recommends solutions and strategies for technical solutions within a department, workgroup or other segment of the enterprise based on customer business goals. ▪ Conducts customer system wide technical needs analysis; researches, analyzes and evaluates existing systems infrastructure. ▪ Assists in the development of proposal and bid strategies that are visible due to their size, impact, and strategic value to the corporation within assigned systems area. 	QS-SA0A9-CH

			<ul style="list-style-type: none"> ▪ Reviews completed proposals for technical integrity, high quality and consistency within a well defined segment of the enterprise architecture. ▪ Facilitates knowledge transfer on an individual and organizational basis between HP and the customer. ▪ Coordinates with project/program manager to achieve timely delivery of effective and profitable solutions within area of project responsibility; applies advanced processes such as project/program management techniques and organizational development throughout the architecture process. ▪ Resolves problems that are tactical in nature and supports customer throughout the solution and implementation process. ▪ Keeps current on future industry, practice and technology issues and trends within their area of expertise and applies that knowledge to identify emerging market trends. ▪ Identifies future technology skills needed by the organization in assigned systems area; may secure resources to strengthen or fill technical needs for the customers business. <p>Profile: The Solutions Architect II leads technical strategies and architectures for systems wide practice solutions and leads technical development of a segment of large projects using elements of the HP Architecture Model at a systems level (department, workgroup and other segment of an enterprise). Provides technical skills necessary to help develop and document architecture strategies and standards. Interacts with senior management within the department, workgroup or other segment of the enterprise.</p> <p>Level of Expertise: Typically 7-10 years of professional experience including 4-8 years in consulting leadership, system engineering, line management or project management. The Solution Architect II has had extensive cross industry experience in delivering complex solutions. Engages in the highest level of technical problem solving across multiple technologies. Often needs to develop new methods to apply to the situation. May have to deal with complex problems caused by remote locations and competitive scenarios.</p>
4	Expert/ Manager I	00S03Q Project Manager II	<p>Responsibilities: Manages project start up activities including:</p> <ul style="list-style-type: none"> • Confirming project resource commitments. • Defining cost center structure for the project as required. • Establishing work authorization plans. • Reviewing project milestones. • Finalizing third party contracts. • Ensures establishment of procedures for time and expense reporting. • Contract and subcontract administration, change control and project configuration control, progress and status reporting. • Adherence to non-disclosure agreements. <p>A Project Manager II also:</p> <ul style="list-style-type: none"> • Manages other project managers, functional managers, and project leaders in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ Defining the scope and quality of the work involved in the project. ▪ Managing the estimating process. ▪ Developing the project schedule. ▪ Identifying project risks and contingencies. ▪ Producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/account team in developing a pricing strategy. • Manages the project change control process: <ul style="list-style-type: none"> ▪ Ensures proper analysis of all change requests, including impact on scope, cost, quality, schedule, and technical feasibility. ▪ Makes recommendations to change requester on change implementation. ▪ Ensures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. ▪ Manages the project configuration control process. • Reports on project/program status and progress against the project/program plan; establishes action plans to correct any deviation from project/program plan. • Understands individual, group, and organizational response to changes which the project/program may produce; uses specific concepts and techniques for planning and managing the implementation of change. • Ensures the adherence to company and local labor practices. <p>Profile: A Project Manager II is directly accountable for an assigned project.</p> <p>Level of Expertise: Has professional level project management skills appropriate for the assigned project. A Project Manager II has successfully planned, controlled and managed multi-functional projects that:</p> <ul style="list-style-type: none"> • Span more than one geography, with a medium level of complexity.

			<ul style="list-style-type: none"> • Are time limited, budget limited, deliverable oriented, major customer projects requiring the commitment of varied skills and resources. • May have included other project managers, administrative support resources and third party vendor deliverables. <p>Additional skills required to manage complex projects in a customer environment including:</p> <ul style="list-style-type: none"> • Managing project start up activities. • Managing other project managers, functional managers, and project leaders in the development of the preliminary project plan. • Managing the project change and configuration control processes. • Understanding individual, group, and organizational response to changes that the project/program may produce. • Using specific concepts and techniques for planning and managing the implementation of change. 	
4	Expert	00S01R Technology Consultant II	<p>Responsibilities: Works independently or as a team member under limited supervision on medium sized engagements or elements of medium to large projects/programs:</p> <ul style="list-style-type: none"> • Develops customer technology solutions using various industry products and technologies. • Coordinates Implementation of new installations, designs, and migrations for technology solutions in one of the following work domains: networks, applications or platforms. • Provides advanced technical consulting and advice to others on proposal writing, solution design, system management, tuning and modification of solutions. • Collects and determines data from appropriate sources to assist in determining customer needs and requirements. Responds to requests for technical information from customers. • Engages in technical problem solving across multiple technologies; often needs to develop new methods to apply to the situation. May deal with complex problems caused by remote locations and competitive scenarios. <p>Profile: Provides advanced analysis to clearly define problem statements, identify options and sets courses of action. Technology Consultant II also provides information systems development and planning for changes that have many intricacies or widespread ramifications in the planning, design, and implementation of a customer solution.</p> <p>Level of Expertise: Typically 6-8 years of professional experience including 5 years in the design, development and implementation of IT solutions in related technical areas. Has advanced skills in project management, planning, problem solving, analysis, communication, scheduling and negotiation. Regularly engages in technical problem solving across multiple technologies.</p>	QS-TCBA9-CH
5	Master	00S03R Project Manager III	<p>Responsibilities: A Project Manager III is responsible for the successful planning, control, and management of a time limited, budget limited, deliverable oriented, major customer project that requires the commitment of significant and varied skills and resources:</p> <ul style="list-style-type: none"> • Manages other project managers and functional managers in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ Defining the scope and quality of the work involved in the project. ▪ Managing the estimating process. ▪ Developing the project schedule. ▪ Identifying project risks and contingencies. ▪ Producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. • Assists the program/account team in developing a pricing strategy. • Actively participates, with the program/account team, in the negotiating process with the customer, including scope and quality of work, project schedule, project pricing and payment, and terms and conditions. • Manages the development of the final project plan upon completion of negotiations with the customer. • Manages project start up activities including: <ul style="list-style-type: none"> ▪ Confirming project resource commitments. ▪ Defining cost center structure for the project as required. ▪ Establishing work authorization plans. ▪ Reviewing project milestones. ▪ Finalizing third party contracts. • Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project implementation. Has a general understanding of project technologies, and provides general technical guidance with input from technical specialists as required. Accountable for project schedule, budget, quality and 	QS-CP3A9-CH

			<p>customer satisfaction. Acts as the primary interface between HP and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign off on appropriate project documents.</p> <ul style="list-style-type: none"> • Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. • Understands individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. • Ensures adherence to company and local labor practices. <p>Profile: Directly accountable for an assigned project budget, reporting to a Customer Program Manager within the context of a customer program, or possibly under contract directly with a customer.</p> <p>Level of Expertise: Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables.</p>	
5	Master	00S01S	<p>Responsibilities: Provides leadership to other technical consultants related to understanding key technologies and their applications. Works independently or as a team member under limited supervision on large complex engagements or elements of large cross functional projects/programs:</p> <ul style="list-style-type: none"> • Develops customer technology solutions using various industry products and technologies. • Coordinates implementation of complex installations, designs, and migrations for technology solutions in one of the following work domains: networks, applications or platforms. • Provides advanced technical consulting and advice to others on proposal writing, solution design, system management, tuning and modification of solutions. • Collects and determines data from appropriate sources to assist in determining customer needs and requirements. Responds to requests for technical information from customers. • Engages in the highest level of technical problem solving across multiple technologies; often needs to develop new methods to apply to the situation. May deal with complex problems caused by remote locations and competitive scenarios. <p>Profile: Provides leadership and advanced analysis to clearly define complex customer problems, identifies options and sets courses of corrective action. A Technology Consultant III also provides information systems development and planning for changes that have many intricacies or widespread ramifications in the planning, design, and implementation of a customer solution.</p> <p>Level of Expertise: Typically 7-10 years of professional experience including 5 years in the design, development and implementation of complex IT solutions in related technical areas. Has advanced skills in project management, planning, problem solving, analysis, communication, scheduling and negotiation. Regularly engages in advanced problem solving across multiple technologies.</p>	QS-TCCA9-CH
5	Master	00S02M	<p>Responsibilities: Provides expertise on IT issues and trends between HP and customer. Leads the development of solutions and strategies for technical solutions based on customer business goals.</p> <ul style="list-style-type: none"> ▪ Conducts customer system wide technical needs analysis. Researches, analyzes and evaluates existing systems infrastructure. ▪ Leads the development of proposal and bid strategies that are visible due to their size, impact, and strategic value to the corporation. ▪ Reviews completed proposals for technical integrity, high quality and consistency. ▪ Facilitates knowledge transfer on an individual and organizational basis between HP and the customer. ▪ Coordinates with project/program manager to achieve timely delivery of effective and profitable solutions within area of project responsibility. Applies advanced processes such as project/program management techniques and organizational development throughout the architecture process. ▪ Resolves problems that are strategic in nature and supports customer throughout the solution and implementation process. ▪ Keeps current on future industry, practice and technology issues and trends within their area of expertise and applies that knowledge to identify emerging market trends. 	QS-SSAA9-CH

			<ul style="list-style-type: none"> ▪ Identifies future technology skills needed by the organization in assigned systems area. May secure resources to strengthen or fill technical needs for the customer's business. <p>Profile: Provides industry recognized expertise on IT issues that affect customers' business, particularly emerging technologies and their transitional implications; qualifies and recommends solutions architecture based on customers' business and technical needs. Interacts with high level customer management (e.g., CEO, CIO); troubleshoots problems and supports customer through the solution and implementation process.</p> <p>Level of Expertise: Typically 10+years of professional experience including 8-10 years in consulting leadership, line management or project management. The Solutions Architect III is a recognized expert in delivering complex solutions. Engages in the highest level of technical problem solving across multiple technologies. Often needs to develop new methods to apply to complex situations. May have to deal with complex problems caused by remote locations and competitive scenarios.</p>	
5	Master	00S03S Project Manager IV	<p>Responsibilities: Overall planning, budget, structure, schedule and staffing requirements:</p> <ul style="list-style-type: none"> • Managing programs that are enterprise wide in scope and long in duration. • Influencing marketing and engineering at all levels. • Managing other program managers in several locations. • Orchestrates the presentation of all project/program proposals and plans internally to HP and to the customer. Obtains sign off on appropriate project/program documents. • Manages project/program start up activities including; confirming resource commitments, reviewing milestones, and finalizing third party contracts. Insures establishment of procedures for time and expense reporting, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project/program implementation. Has an advanced understanding of project/program technologies, and provides general and technical guidance with input from technical specialist as required. Accountable for projects/program schedules, budget, quality and customer satisfaction. Acts as primary interface between HP, the customer, and/or third party vendors. Establishes and manages risk and contingency plans. • Understands individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Demonstrates skills in initiating and supporting the implementation of change <p>Profile: Responsible for the successful planning, control, and management of the largest, most complex, customer projects/programs which have high strategic impact and high levels of risk to the customer. Directly responsible for the overall planning, budget, structure, schedule and staffing requirements for enterprise wide projects/programs that are of strategic importance to the customer. Manages geography wide, multi-function and multi-vendor efforts to plan and implement multiple integrated system solutions to customers' complex and risky business problems. Manages large project/program teams that include other project/program managers, analysts, administrative support, and third party vendors.</p> <p>Level of Expertise: Has routinely encountered and resolved problems that are enterprise wide in scope and diverse in nature with long range implications. Deals with strategic business issues that affect multiple organizations. Magnitude of impact involves high risk and/or critical projects that can be multi-national and have a high level of strategic impact to both the customer and HP. Has obtained cross industry recognition for expertise and possesses the skills required to manage complex projects in a customer environment, including:</p> <ul style="list-style-type: none"> • Senior level skills, knowledge and experience required to manage other project/program managers, functional managers and project leaders in the development of the project/program plan, including: defining the scope and quality of the work involved; managing the estimating process; developing the project schedule; identifying project risks and contingencies; and producing the project/program budget baseline. • Ability to work with senior level management working within the account strategy to impact customer relations. 	QS-CP4A9-CH
5	Master	00S01T Technology Consultant IV	<p>Responsibilities: Provides the technical direction required to resolve complex issues to ensure the on-time delivery of solutions that meet customer expectations. May need to develop new methods to apply to situations.</p> <p>Profile: Provides senior level technical direction and support across multiple application and technical platform areas. Has a proven record in successfully delivering major complex technical solutions for Fortune 500 companies. Regularly engages in advanced problem solving across multiple technologies.</p> <p>Level of Expertise: Typically has at least 10+ years professional experience including 5+ years in the leadership of successful customer engagements. Has state-of-the-art knowledge and skills to provide leadership to other technical consultants related to</p>	QS-TDAA9-CH

			<p>understanding key technologies and their applications. Has achieved industry recognition for technical leadership and has presented and published in technical forums at the international level. Has the ability to broaden and deepen the technical knowledge and direction required to resolve complex customer business problems. Keeps current on future industry technology issues and trends and applies that knowledge to the design of customer specific solutions. Has served as a corporate expert on technical issues for cross functional and cross geographic engagements.</p>
6	Manager 2	00S04G Manager Consulting III	<p>Responsibilities: Applies skills in managing complex projects as follows:</p> <ul style="list-style-type: none"> • Manages other project managers and functional managers in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ Defining the scope and quality of the work involved in the project. ▪ Managing the estimating process. ▪ Developing the project schedule. ▪ Identifying project risks and contingencies. ▪ Producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/account team in developing a pricing strategy. • Manages the development of the final project plan upon completion of negotiations with the customer. Manages project start up activities including: <ul style="list-style-type: none"> ▪ Confirming project resource commitments. ▪ Defining cost center structure for the project as required. ▪ Establishing work authorization plans. ▪ Reviewing project milestones. ▪ Finalizing third party contracts. • Ensures work is within established procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project implementation. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between HP and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign off on appropriate project documents. • Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. • Understands individual, group, and organizational response to changes that the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices. <p>Profile: A Consulting Manager III is responsible for a practice, industry segment or resource group in a given geography that delivers customer solutions in a specific discipline area. Is accountable for ensuring that the consulting services provided to clients meet the highest technical standards and are delivered to customer defined requirements.</p> <p>Level of Expertise: Has extensive experience in managing large, complex engagements, including the management of top level information technology consulting talent. Has successfully managed multi-functional projects, within a geography, with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including:</p> <ul style="list-style-type: none"> • Managing other project managers and functional managers. • Managing the development of the final project plan upon completion of negotiations with the customer. • Managing project implementation. • Managing the project change control process. • Understanding individual, group, and organizational response to changes that the project/program may produce.

6	Manager 2	099S06E 99S06F	Manager Practice Principal II	<p>Responsibilities: Applies skills in managing complex projects as follows:</p> <ul style="list-style-type: none"> • Manages other project managers and functional managers in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ defining the scope and quality of the work involved in the project; ▪ managing the estimating process; ▪ developing the project schedule; ▪ identifying project risks and contingencies; ▪ producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/ account team in developing a pricing strategy. • Manages the development of the final project plan upon completion of negotiations with the customer. Manages project start-up activities including: <ul style="list-style-type: none"> ▪ confirming project resource commitments; ▪ defining cost center structure for the project as required; ▪ establishing work authorization plans; ▪ reviewing project milestones; ▪ finalizing third party contracts. • Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project implementation. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between HP and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign-off on appropriate project documents. • Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. • Understands individual, group, and organizational response to changes that the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices. • Serves as a corporate expert in a specific technical Practice. <p>Profile: A Principal Consulting Manager is responsible for a technical practice segment that delivers customer solutions in a specific discipline area. Is accountable for ensuring that the consulting services provided to clients meet the highest technical standards and are delivered to customer defined requirements.</p> <p>Level of Expertise: Typically has up 25 years or more of professional experience. Has extensive experience in managing large, complex engagements, including the management of top-level information technology consulting talent. Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including:</p> <ul style="list-style-type: none"> • Managing other project managers and functional managers. • Managing the development of the final project plan upon completion of negotiations with the customer. • Managing project implementation. • Managing the project change control process. • Understanding individual, group, and organizational response to changes that the project/program may produce. 	QS-A1497-CH
6	Manager 2	00S04H	Manager Consulting IV	<p>Responsibilities: Applies skills in managing complex projects as follows:</p> <ul style="list-style-type: none"> • Manages other project managers and functional managers in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ Defining the scope and quality of the work involved in the project. ▪ Managing the estimating process. ▪ Developing the project schedule. ▪ Identifying project risks and contingencies. ▪ Producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/account team in developing a pricing strategy. • Manages the development of the final project plan upon completion of negotiations 	QS-CM4A9-CH

			<p>with the customer. Manages project start up activities including:</p> <ul style="list-style-type: none"> ▪ Confirming project resource commitments. ▪ Defining cost center structure for the project as required. ▪ Establishing work authorization plans. ▪ Reviewing project milestones. ▪ Finalizing third party contracts. <ul style="list-style-type: none"> • Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project implementation. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between HP and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign off on appropriate project documents. • Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. • Understands individual, group, and organizational response to changes that the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices. • Serves as a corporate expert in a specific Practice or Industry. <p>Profile: A Consulting Manager IV is responsible for a practice or industry segment or resource group, across multiple geographies, that delivers customer solutions in a specific discipline area. Is accountable for ensuring that the consulting services provided to clients meet the highest technical standards and are delivered to customer defined requirements.</p> <p>Level of Expertise: Has extensive experience in managing large, complex engagements, including the management of top level information technology consulting talent. Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including:</p> <ul style="list-style-type: none"> • Managing other project managers and functional managers. • Managing the development of the final project plan upon completion of negotiations with the customer. • Managing project implementation. • Managing the project change control process. • Understanding individual, group, and organizational response to changes that the project/program may produce.
6	Manager 2	00S06F Manager Practice Principal I	<p>Responsibilities: Applies skills in managing complex projects as follows:</p> <ul style="list-style-type: none"> • Manages other project managers and functional managers in the development of the preliminary project plan, including: <ul style="list-style-type: none"> ▪ defining the scope and quality of the work involved in the project; ▪ managing the estimating process; ▪ developing the project schedule; ▪ identifying project risks and contingencies; ▪ producing the project budget baseline. • Obtains all necessary commitments, both internal and third party, for delivery of the project. Assists the program/ account team in developing a pricing strategy. • Manages the development of the final project plan upon completion of negotiations with the customer. Manages project start-up activities including: <ul style="list-style-type: none"> ▪ confirming project resource commitments; ▪ defining cost center structure for the project as required; ▪ establishing work authorization plans; ▪ reviewing project milestones; ▪ finalizing third party contracts. • Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Manages project implementation. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between HP and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost and schedule data; takes corrective action, implements contingency plans,

			<p>and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign-off on appropriate project documents.</p> <ul style="list-style-type: none"> Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility. Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process. Understands individual, group, and organizational response to changes that the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures the adherence to company and local labor practices. Serves as a corporate expert in a specific technical Practice. <p>Profile: A Principal Consulting Manager is responsible for a technical practice segment that delivers customer solutions in a specific discipline area. Is accountable for ensuring that the consulting services provided to clients meet the highest technical standards and are delivered to customer defined requirements.</p> <p>Level of Expertise: Typically has up 25 years or more of professional experience. Has extensive experience in managing large, complex engagements, including the management of top-level information technology consulting talent. Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables. Additional skills required to manage complex projects in a customer environment including:</p> <ul style="list-style-type: none"> Managing other project managers and functional managers. Managing the development of the final project plan upon completion of negotiations with the customer. Managing project implementation. Managing the project change control process. Understanding individual, group, and organizational response to changes that the project/program may produce. 	
6	Manager 2	00S03F	<p>Responsibilities: Plan, control and manage customer projects. Manage corporate, customer and third party vendor efforts to plan, sell and implement solutions to customer problems. Manage project teams, customer teams and third party vendors.</p> <p>Manager II: Manages activities of ICs (typically Expert/Master) and/or MG1s with accountability for a large multi-department area(s) or location(s) with significant impact on business unit results and organizational strategy. Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies. Acts as a key advisor to senior management on the development of overall policies and long-term goals of the organization. Plans, directs, and monitors high-end operational/tactical activities of Staff. Staff members' primary focus is on either high-end tactical or broad strategic issues or a combination of both. Recruits and supports development of direct staff members.</p> <p>Additional Guidance/Criteria:</p> <ul style="list-style-type: none"> Directs and controls activities for a sub-region or Region. Position typically reports to MG3 or above. Manages organization size of typically 10 or more employees. 	QS-CM4A9-CH
7	Director 1	00123N	<p>Responsibilities: The Consulting Director is directly responsible for the overall planning, budget, structure, schedule and staffing requirements for enterprise-wide projects/programs that are of strategic importance to the customer:</p> <ul style="list-style-type: none"> Applies advanced understanding of project/program technologies in providing general and technical guidance, with input from technical specialist as required. Is accountable for projects/program schedules, budget, quality and customer satisfaction. Acts as primary interface between the company, the customer, and/or third-party vendors. Establishes and manages risk and contingency plans. Manages geography-wide, multi-function and multi-vendor efforts to plan and implement multiple, integrated-system solutions to customers complex and risky business problems. <p>Profile: Provides state-of-the-art leadership in resolving practice- and industry-specific problems in a customer engagement and deals with strategic business issues that affect multiple organizations. Magnitude of impact involves high-risk and/or critical projects that can be multi-national and have a high level of strategic impact to both the customer and</p>	QS-CD0A9-CH
7	Director 1	00S04A	<p>Responsibilities: The Consulting Director is directly responsible for the overall planning, budget, structure, schedule and staffing requirements for enterprise-wide projects/programs that are of strategic importance to the customer:</p> <ul style="list-style-type: none"> Applies advanced understanding of project/program technologies in providing general and technical guidance, with input from technical specialist as required. Is accountable for projects/program schedules, budget, quality and customer satisfaction. Acts as primary interface between the company, the customer, and/or third-party vendors. Establishes and manages risk and contingency plans. Manages geography-wide, multi-function and multi-vendor efforts to plan and implement multiple, integrated-system solutions to customers complex and risky business problems. <p>Profile: Provides state-of-the-art leadership in resolving practice- and industry-specific problems in a customer engagement and deals with strategic business issues that affect multiple organizations. Magnitude of impact involves high-risk and/or critical projects that can be multi-national and have a high level of strategic impact to both the customer and</p>	QS-CD0A9-CH

			<p>Compaq. The Consulting Director Manages large project/program teams that include other project/program managers, analysts, administrative support, and third party vendors; and is responsible for the successful planning, control, and management of the largest, most complex, customer projects/programs which have high strategic impact and high levels of risk to the customer</p> <p>Level of Expertise: Senior-level practice and/or industry knowledge and experience. The Consulting Director has obtained cross-industry recognition for expertise and has the additional skills, knowledge and experience required to manage complex projects in a customer environment, including ability to:</p> <ul style="list-style-type: none"> • Manage programs that are enterprise-wide in scope and long in duration; has routinely encountered and resolved problems at this level. • Influence marketing and engineering at all levels. • Work with senior-level management, within the account strategy, to impact customer relations. • Manage other project/program managers, functional managers and project leaders, in several locations, in the development of the project/program plan, including: defining the scope and quality of the work involved; managing the estimating process; developing the project schedule; identifying project risks and contingencies; and producing the project/program budget baseline. • Orchestrate the presentation of all project/program proposals and plans internally to Digital and to the customer; also obtain sign-off on appropriate project/program documents. • Manage project/program start-up activities such as confirming resource commitments, reviewing milestones, and finalizing third party contracts; ensure establishment of procedures for time and expense reporting, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements. • Understand individual, group, and organizational response to changes that the project/program may produce; use specific concepts and techniques for planning and managing the implementation of change; demonstrate skills in initiating and supporting the implementation of change
7	Director 1	00S06A Director Practice Principal I	<p>Responsibilities: Director Practice Principal I:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Responsible for the overall delivery of an engagement in a specific technical domain area. <input type="checkbox"/> Manages a group of technical consultants and Project Managers. <input type="checkbox"/> Acts as an advisor to customers in a specific technical domain. <input type="checkbox"/> Responsible for the overall customer satisfaction of an engagement. <input type="checkbox"/> Key advisor to senior management in influencing strategic direction of the business. <p>Profile: Manages senior level individual contributors and first line managers in a single or possibly multiple functional area(s). Applies expert subject matter knowledge to solve complex business/technical problems within established guidelines. Work involves the most complex and advanced tactical issues. Primary focus is on either high-end tactical or broad strategic issues or a combination of both. Provides advice and counsel to subordinates on tactical and strategic matters. Provides leadership and expertise to functional teams and participates in cross-functional initiatives. Leads cross division, multi-functional teams. Helps to develop strategy and sets functional policy and direction. Provides direction and guidance to tactical and strategic process improvements and establishing policies/standards. Acts as a key advisor to senior management in influencing strategic direction of the business.</p> <p>Level of Expertise: Demonstrates a broad knowledge of selling, organization, policies, products, services, markets, and processes. Has detailed knowledge in a specific domain. Demonstrates a broad knowledge of corporate organization, culture, and policies. Has experience in project/program planning, assessment and management, sales, financial/forecasting methods, skills inventory tools and capability planning, corporate standards of excellence in customer service, and performance appraisal techniques and development strategies. Demonstrates state of the art technical, functional and business knowledge.</p> <p style="text-align: right;">QS-A1344-CH</p>
8	Director 2	00S04B Director Consulting II	<p>Responsibilities: Provides the technical and business direction required to resolve complex issues to ensure the on-time delivery of solutions that meet customer expectations.</p> <p>Profile: Confers with client executive management using business and technological expertise to define the client's strategic information technology business goals, and advises in the reengineering of business processes to meet these goals. Analyzes client requirements and recommends development strategies. Assists client in developing strategic plans and concepts. Recognized in the professional community as an "expert" in the technical/specialty area being addressed.</p> <p>Level of Expertise: Typically has up 25 years of professional experience or more in the leadership of successful customer engagements. Has state-of-the-art knowledge and skills to provide leadership to other technical consultants related to understanding key</p> <p style="text-align: right;">QS-A4954-CH</p>

				<p>technologies and their applications. Has achieved industry recognition for technical leadership and has presented and published in technical forums at the international level. Has the ability to broaden and deepen the technical knowledge and direction required resolving complex customer business problems. Keeps current on future industry technology issues and trends and applies that knowledge to the design of customer-specific solutions. Has served as a corporate expert on technical issues for cross-functional and cross-geographic engagements and has managed multiple engagements.</p>	
8	Director 2	00S04C	<p>Director Consulting III</p>	<p>Responsibilities: Responsible for understanding the customer's business, the vertical industry (e.g., Manufacturing, Finance, NSP, Public Sector), and strategizing SI led solutions that meets the customer's business need along with the ESF account team providing the SI content expertise. Leads the SI pursuit, has strong business development skills, the ability to develop SI led solution strategies, deliver complex SI engagements utilizing HP Consulting & Integration practice solution portfolio and resources along with cross GBU components (e.g., Outsourcing, Customer Support, Software, Servers/Storage) in the assigned customer's organization. Create on-going and growing customer relationships at the executive level up to C-level (CEO, CFO, CIO, COO) into the account(s), and provides long term SI portfolio management to the client by acting as the trusted advisor.</p> <p>Profile: Unique mastery and recognized authority on relevant subject matter knowledge including technologies, theories, or techniques. Contributes to the development of innovative principles and ideas. Successfully operates in the most complex disciplines in which the company must operate to be successful. Provides highly innovative solutions. Routinely exercises independent judgment in developing methods, techniques and criteria for achieving objectives. Develops strategy and sets functional policy and direction. Acts as a functional manager within area of expertise but does not manage other employees as a primary job function. Leads large, crossdivision functional teams or projects that affect the organizations long-term goals and objectives. May participate in cross-division, multi-function teams. Provides mentoring and guidance to lower level employees.</p> <p>Expertise: Typically 10-15 years experience working in solution selling organization and/or system integration projects based organization. Experience in an IT services organization in a client facing role with business development as part of the responsibility. Knowledge and experience of Project Management methods. Experience as an Industry Specialist, Solution Architect, Practice Principal. Typically, has managerial experience.</p> <p>Responsibilities: Responsible for selling and delivering engagements in practice domain areas. Manage series of practices globally to profit and growth targets. Responsible for revenue, profit, business growth and customer satisfaction for a group of practices.</p> <p>Profile: Manages activities of ICs (typically Expert/Master) and/or MG1s with accountability for a large multi-department area(s) or location(s) with significant impact on business unit results and organizational strategy. Applies expert subject matter knowledge to manage staff activities in solving most complex business/technical issues within established policies. Acts as a key advisor to senior management on the development of overall policies and long-term goals of the organization. Plans, directs, and monitors high-end operational/tactical activities of Staff. Staff members' primary focus is on either high-end tactical or broad strategic issues or a combination of both. Recruits and supports development of direct staff members.</p> <p>Additional Guidance/Criteria:</p> <ul style="list-style-type: none"> • Directs and controls activities for a sub-region or Region. • Position typically reports to MG3 or above. • Manages organization size of typically 10 or more employees. <p>Level of Expertise: Demonstrate broad knowledge of corporate organization, culture, policies, products, markets and processes. Has experience in: project/program planning, assessment and management, sales, financial/forecasting methods, skills inventory tools and capability planning, corporate standards of excellence in customer service, and performance appraisal techniques and development strategies. Demonstrate state-of-the-art technical, functional and business knowledge.</p>	QS-CD149-CH
8	Director 2	00S06B	<p>Director Practice Principal II</p>	<p>Level of Expertise: Demonstrate broad knowledge of corporate organization, culture, policies, products, markets and processes. Has experience in: project/program planning, assessment and management, sales, financial/forecasting methods, skills inventory tools and capability planning, corporate standards of excellence in customer service, and performance appraisal techniques and development strategies. Demonstrate state-of-the-art technical, functional and business knowledge.</p>	QS-A4954-CH

8	Director 2	00S06C	Director Practice Principal III	<p>Responsibilities: Responsible for understanding the customer's business, the vertical industry (e.g., Manufacturing, Finance, NSP, Public Sector), and strategizing SI led solutions that meets the customer's business need along with the ESF account team providing the SI content expertise. Leads the SI pursuit, has strong business development skills, the ability to develop SI led solution strategies, deliver complex SI engagements utilizing HP Consulting & Integration practice solution portfolio and resources along with cross GBU components (e.g., Outsourcing, Customer Support, Software, Servers/Storage) in the assigned customer's organization. Create on-going and growing customer relationships at the executive level up to C-level (CEO, CFO, CIO, COO) into the account(s), and provides long term SI portfolio management to the client by acting as the trusted advisor.</p> <p>The Director is accountable for achieving business growth, financial targets (orders, margin, revenue), and customer satisfaction within assigned account(s), territory or solution focused area(s). Works closely with the HP Enterprise Sales Force to provide the SI content and to influence the account planning efforts.</p> <p>Profile: Recognized authority internally and externally on leading-edge technologies, theories, or techniques. Provides innovative solutions to complex and critically sensitive issues affecting multiple disciplines and work groups. Determines and pursues courses of action essential in accomplishing objectives. Integrates advanced technology, theories or techniques that have a significant continued impact across disciplines and business units. Serves as organization spokesperson on specialized projects or programs. Champions large projects that effect the company's long-range goals and objectives. Provides mentoring and guidance to vlower level employee.</p> <p>Expertise: Typically 15+ years experience working in a solution selling organization and/or system integration projects based organization. Experience in an IT services organization in a client facing role with business development as part of the responsibility. Extensive knowledge and experience of Project Management methods. Advanced experience as a Partner in an IT Consulting Firm, Industry Specialist, Solution Architect or Practice Principal. Has managerial experience. Recognized as an industry thought leadership externally and internal to HP.</p>	QS-A4954-CH
2	Intermediate	SW	Consulting Associate II	<p>Responsibilities: Consults on engagements/programs, providing solutions to client's information management needs. Works independently on medium sized engagements/programs to assess and design specific solutions, or in a team as assigned by the engagement/program manager.</p> <p>Profile: Provides senior level technical consulting, including some combination of simple out of the box and/or minor configuration changes based on HP Software solutions. Develops acceptance tests, plans, and tests systems, etc.</p> <p>Level of Expertise: Has professional-level industry and discipline-related skills and has led the delivery of similar solutions. Is best suited for activities that include one or more of the following:</p> <ul style="list-style-type: none"> -Working with users to translate business needs into specifications and design documents. -Involvement with specialized applications of HP Software solutions -Specification of HP Software applications and the underlying technologies which these applications and tools are developed on. Such as operating system services, real-time executives, transaction processing monitors, and databases. -Ability to define and configure HP Software applications to meet specific project needs. -HP Software application, and network performance analysis and tuning the configurations. -HP Software configuration control and implementation expertise 	HE812A1
				<p>Responsibilities: Works independently or as a team member under limited supervision on HP Software implementation engagements.</p> <p>Implement HP Software technologies.</p>	

4	Expert Manager I	SW	<p>Coordinates Implementation of new installations, designs, and migrations for HP Software technology solutions.</p> <p>Provides advanced technical consulting and advice to others on proposal writing, solution design, system management, tuning and modification of HP Software solutions.</p> <p>Collects and determines data from appropriate sources to assist in determining customer needs and requirements. Responds to requests for technical information from customers.</p> <p>Engages in technical problem solving around HP Software implementation solutions; often needs to develop new methods to apply to the situation.</p> <p>Profile: Provides advanced analysis to clearly define problem statements, identify options and sets courses of action. Provides information systems Development and planning for changes that have many intricacies or widespread Ramifications in the planning, design, and implementation of a customer solution around HP Software implementation solutions</p> <p>Level of Expertise: Typically 6-8 years of professional experience including 5 years in the design, development and implementation of IT solutions in related technical areas. Has advanced skills in planning, problem solving, analysis, communication, scheduling and negotiation. Regularly engages in technical problem solving across HP Software Solutions.</p>	HE813A1
			<p>Responsibilities: Handles program responsibilities including: Successful planning, control, and management of the implementation of HP Software in a time limited, budget limited, deliverable oriented, major project that requires the commitment of significant and varied skills and resources:</p> <p>Manages other project managers and functional managers in the development of the preliminary project plan, including:</p> <ul style="list-style-type: none"> -Defining the scope and quality of the work involved in the project. -Managing the estimating process. -Developing the project schedule. -Identifying project risks and contingencies. -Producing the project budget baseline. -Obtains all necessary commitments, both internal and third party, for delivery of the project. -Assists the program/account team in developing a pricing strategy. -Actively participates, with the program/account team, in the negotiating process with the customer, including scope and quality of work, project schedule, project pricing and payment, and terms and conditions. -Manages the development of the final project plan upon completion of negotiations with the customer. <p>Manages project start up activities including:</p> <ul style="list-style-type: none"> -Confirming project resource commitments. -Defining cost center structure for the project as required. -Establishing work authorization plans. -Reviewing project milestones. -Finalizing third party contracts. <p>Ensures establishment of procedures for time and expense reporting, contract and subcontract administration, change control and project configuration control, progress and status reporting, and adherence to non-disclosure agreements.</p> <p>Manages HP Software project implementation. Has a general understanding of project technologies, and provides general technical guidance with input from technical specialists as required. Accountable for project schedule, budget, quality and customer satisfaction. Acts as the primary interface between HP Software and the customer, and/or third party vendors. Insures proper collection, input and analysis of project cost</p>	

5	Master	SW	Project Manager III	<p>and schedule data; takes corrective action, implements contingency plans, and reschedules project as required; conducts internal and customer project status report presentations on a regular basis; manages quality and technical reviews when appropriate; escalates pertinent issues for resolution as needed. Insures customer sign off on appropriate project documents.</p> <p>Manages the project change control process. Insures proper analysis of all change requests including impact on scope, cost, quality, schedule, and technical feasibility.</p> <p>Makes recommendations to change requester on change implementation. Insures approved changes are incorporated into all relevant project documentation, and disseminates new documentation to all project stakeholders. Insures proper management of the project configuration control process.</p> <p>Understands individual, group, and organizational response to changes which the project/program may produce. Uses specific concepts and techniques for planning and managing the implementation of change. Ensures adherence to company and local labor practices.</p> <p>Profile: Directly accountable for an assigned project budget, reporting to a Customer Program Manager within the context of a customer program, or possibly under contract directly with a customer.</p> <p>Level of Expertise: Has successfully managed multi-functional projects that span more than one geography with a high level of complexity. Has managed a project team that may have included other project managers, administrative support resources and third party vendor deliverables.</p>	HE814A1
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03. Other Services and Pricing

CTRL and Click on any of the links to go to the corresponding data sheet that lists complete SOW for these express services.

The pricing set forth in this Section shall be in effect until December 31, 2006. From January 1, 2007, until August 31, 2010, this pricing is subject to an annual increase of the lesser of four percent (4%) or the percent increase in the copy of the National Consumer Price Index for All Urban Consumers (CPI-U) as published sixty (60) days prior to price increase request in the United States Bureau of Labor Statistics, Washington, D.C., 20212.

Product-Option	Description	Description of Service	NY State Price (14% off list)
Business Continuity Planning/Disaster Recovery Management High Availability			
H9147A-XSP	Standard MC/ServiceGuard	<p>The MC/ServiceGuard <i>Express</i> implementation service delivers the planning, design, implementation and support handover of a highly available HP-UX based infrastructure. Multi-Computer/ServiceGuard (MC/ServiceGuard) is a specialized facility for protecting mission-critical applications from hardware and software failures. With MC/ServiceGuard multiple nodes (HP 9000 Enterprise Server systems) are organized into an enterprise cluster that is capable of delivering highly available application services to terminal or network attached clients.</p> <p>HP consulting services will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.</p>	\$30,960
H9147A-XSP	Evenings ServiceGuard	<p>The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed Monday through Friday, excluding HP holidays, and may be performed after normal business hours. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 8 hours per day for 5 consecutive days per week for 2 weeks.</p>	\$40,420

H9147A-XSP	Weekend ServiceGuard	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed on two (2) consecutive weekends. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 12 hours each day (Saturday and Sunday) of each weekend.	\$46,440
H9147A-XSP	Oracle DB ServiceGuard	The Oracle DB MC/ServiceGuard <i>Express</i> implementation service delivers the planning, design, implementation, and support handover of a highly available HP-UX based infrastructure. Multi-Computer/ ServiceGuard (MC/ServiceGuard) is a specialized facility for protecting mission-critical applications from hardware and software failures. With MC/ServiceGuard multiple nodes (HP 9000 Enterprise Server systems) are organized into an enterprise cluster that is capable of delivering highly available application services to terminal or network attached clients.	\$24,080
H9147A-XSP	Standard ServiceGuard OPS Edition	The MC/ServiceGuard OPS Edition <i>Express</i> implementation service delivers the planning, design, implementation and support handover of a highly available HP-UX based infrastructure. MC/ServiceGuard OPS Edition works with Oracle's Oracle Parallel Server, a special enhancement to Oracle RDBMS that includes Parallel Cache Management, a feature that ensures that the memory-based data caches on the multiple systems stay synchronized. An Oracle Parallel Server (OPS) is a high-capacity, high-availability solution that permits Oracle instances running on more than one system (and therefore the applications and users attached to those instances) to access a single Oracle database shared by the multiple systems. HP consulting services will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.	\$43,000
H9147A-XSP	Evenings ServiceGuard OPS Edition	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed Monday through Friday, excluding HP holidays, and may be performed after normal business hours. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 8 hours per day for 5 consecutive days per week for 2 weeks.	\$55,900
H9147A-XSP	Weekends ServiceGuard OPS Edition	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed on two (2) consecutive weekends. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 12 hours each day (Saturday and Sunday) of each weekend.	\$62,780
H9147A-XSP	Standard ServiceGuard RAC Edition	MC/ServiceGuard RAC Edition works with Oracle's Real Application Cluster, a special enhancement to Oracle RDBMS that includes Parallel Cache Management, a feature that ensures that the memory-based data caches on the multiple systems stay synchronized. An Oracle Real Application Cluster (RAC) is a high-capacity, high-availability solution that permits Oracle instances running on more than one system (and therefore the applications and users attached to those instances) to access a single Oracle database shared by the multiple systems. The MC/ServiceGuard RAC Edition <i>Express</i> implementation service delivers the planning, design, implementation and support hand-over of a highly available HP-UX based infrastructure. HP consulting services will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.	\$43,000
H9147A-XSP	Evenings ServiceGuard RAC Edition	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed Monday through Friday, excluding HP holidays, and may be performed after normal business hours. During implementation and testing	\$55,900

		each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 8 hours per day for 5 consecutive days per week for 2 weeks.	
H9147A-XSP	Weekends ServiceGuard RAC Edition	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed on two (2) consecutive weekends. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 12 hours each day (Saturday and Sunday) of each weekend.	\$62,780
H9147A-XSP	Standard ServiceGuard for SAP	Multi-Computer/ServiceGuard (MC/ServiceGuard) is a specialized facility for protecting mission-critical applications from hardware and software failures. With SAP MC/ServiceGuard multiple nodes (HP 9000 Enterprise Server systems) are organized into an enterprise cluster that is capable of delivering highly available SAP services to terminal or network attached clients. The SAP MC/ServiceGuard Express implementation service delivers the planning, design, implementation and support handover of a highly available HP-UX based infrastructure. HP consulting services will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.	\$55,900
H9147A-XSP	Evenings ServiceGuard for SAP	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed Monday through Friday, excluding HP holidays, and may be performed after normal business hours. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 8 hours per day for 5 consecutive days per week for 2 weeks.	\$75,680
H9147A-XSP	Weekends ServiceGuard for SAP	The analysis and planning activities will be performed during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays. The expected duration of this phase is one week. The implementation and testing activities will be performed on two (2) consecutive weekends. During implementation and testing each system that is a member of the MC/Service Guard cluster must be available with exclusive access to the HP consultant for at least 12 hours each day (Saturday and Sunday) of each weekend.	\$92,020
Manufacturing			
H6969A-XSP	Investment Optimization Advisor	This service will help companies improve the efficiency of their SAP environment by identifying opportunities for SAP Landscape Optimization (SAP related consolidation) and for performance improvements of their existing environment. There are two main objectives to the service: 1) Get more from the existing SAP infrastructure 2) Identify opportunities to reduce the cost and improve efficiency of the SAP landscape A number of factors govern the performance and size of the system: <input type="checkbox"/> Business transaction volumes <input type="checkbox"/> Future application extensions <input type="checkbox"/> Configuration parameter settings <input type="checkbox"/> Application implementation techniques employed during the design and configuration of SAP applications <input type="checkbox"/> Archiving potential The last point has an important impact on the performance of an R/3 system but is often the least understood factor during the ramp-up stage of a project. The HP Investment Optimization Advisor for SAP R/3 service provides a direct measurement of business transaction volumes and a detailed database analysis that outlines the archiving potential of an SAP R/3 system. The service offers vital insight into the details affecting the performance of the system and timely information regarding any changes that might be required to the hardware environment. This insight is then used to develop a more efficient architecture for the SAP landscape.	\$25,800
H6969A-XSP	My SAP	HP brings authentic experience, methodologies, and best practices to your project, leveraging a mature approach for performing mySAP installations in a repeatable manner. Our team of experienced SAP certified consultants are	\$8,600

		ready to assist you to install mySAP solutions (such as R/3 Enterprise, APO, BW, CRM, Enterprise Portal, EBP/SRM, and other NetWeaver-enabled products) on Unix, Windows and Linux platforms. SAP installations performed by HP are ready for immediate customization. Upon completion of this service a customer will have a SAP instance ready for developers to customize.	
H6969A-XSP	SAP Migration First Step	The SAP heterogeneous System Migration allows one to migrate between hardware (o/s) platforms and database platforms. In order to change either platform or database requires careful planning and execution. HP has a team of experienced, SAP certified consultants ready to assist you with your migration. The Development platform migration will allow you to assess the validity of the migration and begin testing the new platform/database. HP consultants will perform the migration of the development instance. On completion of this service a customer will have a copy of the R/3 development instance running on the new hardware platform or RDBMS.	\$15,480
H6969A-XSP	SAP Performance Assessment	The HP SAP Performance/Disk Subsystem Assessment service will help companies not only tweak and tune their systems to squeeze out the last bit of performance and throughput, but ultimately extend the life of the SAP technology investment as well. Upon completion of this service, the customer will not only have a repeatable performance assessment approach to leverage before and after future changes to their SAP system, but will also benefit from our SAP application-layer and hardware-layer base-lining of the system as-is.	\$21,500
H6956A-XSP	PDMLink	The company PTC offers customers already using their PDMLink PLM software a QuickStart service to get up and running fast—in about six weeks. But there are some prerequisites that need to be met, and that's where the HP Infrastructure Readiness service comes in. HP helps companies fulfill those requirements—including setting up the infrastructure, deciding on the type of configuration, configuring the server and installing the operating systems. The HP Infrastructure Readiness for PTC PDMLink QuickStart service provides timely readiness of any hardware infrastructure for the PDMLink QuickStart project to begin. HP has conducted extensive benchmarking of PDMLink to deliver the right infrastructure for the right number of users.	\$20,640
H6969A-XSP	SAP IT Consolidation Assessment	HP has crafted a comprehensive approach to analyze whether the customer's SAP implementation is a good candidate for SAP IT consolidation. Consisting of five (5) core steps, HP's approach draws upon financial, business and technological analyses. HP also leverages the impressive HP SAP Competency Center and experienced team of SAP certified consultants to assess SAP implementations.	\$20,640
H6956A-XSP	Product Lifecycle User Simulation	We will work with you to recreate your company's global product design chain in a single room and enable your selected user community to create and refine your PLC processes. Armed with this hands-on knowledge, your project leaders can facilitate successful implementation of your final, live PLC system. Using proven best practices to reduce risk and using best-of-breed partners to speed implementation will enable you to create a new way to manage the entire lifecycle of your products. The HP Product Lifecycle User Simulation offers you a unique opportunity to create a Conference Room Pilot prior to full deployment of your PLC solution.	\$81,700
Mainframe and Peripheral Network Support (e.g., monitoring and maintenance)			
Network & System Management			
H9152A-XSP	Network Node Manager	HP Consulting's HP OpenView Network Node Manager (NNM) Express service is designed to maximize the productivity of your network management staff and increase the availability of your networked environment, whether you have a single Local Area Network (LAN) or many interconnected LANs. HP's Technical Consultants will perform the following tasks: <ul style="list-style-type: none"> • Facilitate up to two half-day Analysis and Planning Workshop with your network management staff to determine the networks and nodes to be managed, the events to be reported, the configuration requirements of the Management Server, and identify additional requirements necessary to successfully deploy NNM in your environment • Install and configure the current version of NNM and related patches on the Management Server • Perform network discovery of up to 2500 local campus nodes on a single 	\$36,120

		<p>Management Server and create one NNM map</p> <ul style="list-style-type: none"> • Load five (5) standard MIBs and one (1) customer provided MIB • Configure up to fifteen (15) NNM events (SNMP traps) and SNMP polling for up to fifteen (15) nodes • On-site knowledge transfer workshop • Recommendations concerning the go forward plan 	
H9152A-XSP	Network Node Manager FirstStep	<p>HP Consulting's HP OpenView Network Node Manager (NNM) FirstStep Express service is designed to maximize the productivity of your network management staff and increase the availability of your networked environment, whether you have a single LAN or many interconnected LANs. HP's Technical Consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate a half-day Analysis and Planning Workshop with your network management staff to determine the networks and nodes to be managed, the events to be reported, the configuration requirements of the Management Server, and identify additional requirements necessary to successfully deploy NNM in your environment • Install and configure the current version of NNM and related patches on the Management Server • Perform network discovery of up to 500 local campus nodes on a single Management Server and create one NNM map • Load four (4) standard MIBs and one (1) customer provided MIB • Configure up to ten (10) NNM events (SNMP traps) and SNMP polling for up to five (5) nodes • On-site knowledge transfer workshop • Recommendations concerning the go forward plan 	\$19,780
H9152A-XSP	Open View Operations	<p>HP Consulting's HP OV/Operations <i>Express</i> service is designed to accelerate the implementation of OV/O by ensuring the successful installation and configuration of the OV/O Management Server, the deployment of OV/O Agents, and the configuration of events that affect your environment. During the <i>OV/O Express</i> consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OV/O environment as your business needs evolve. HP's Technical Consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate up to two half-day Analysis and Planning Workshop with your systems management staff to determine the systems to be managed, events to be reported, configuration requirements of the Management Server (MS), and identify additional requirements necessary to successfully deploy OV/O into your environment • Analyze and validate the target systems and network environment to identify configuration changes that will be required for the successful implementation of OV/O • Install and configure HP-UX and related patches on the MS • Install and configure OV/O and related HP patches on the MS • Install and configure an OV/O-supported Oracle Database on the MS • Within the OV/O environment, the OV/O Node Bank, Node Groups, Message Groups, Operator Bank, and Application Desktop will be configured in accordance with the requirements defined in the Analysis and Planning Workshop • Install OV/O Agents on up to ten (10) systems and provide instructions for installing additional agents • Customize up to twenty-five (25) events templates designed to meet your environment • Provide on-site "knowledge transfer" to your systems management staff regarding the use of OV/O in your environment and the customization required to complete the implementation • Provide recommendations on the components of OV/O that best satisfy your requirements for monitoring and maintaining your Network Environment • Provide recommendations for future customizations that will enhance the functionality of your enterprise management Environment 	\$42,140
H9152A-XSP	Open View Operations FirstStep	<p>HP Consulting's HP OV/Operations FirstStep <i>Express</i> service is designed to accelerate the implementation of OV/O by ensuring the successful installation and configuration of the OV/O Management Server, the deployment of OV/O Agents, and the configuration of events that affect your environment. During the <i>OV/O Express</i> consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OV/O environment as your business needs evolve.</p>	\$29,240

H9152A-XSP	Open View Operations for Windows	HP Consulting's HP OV/Operations <i>Express</i> service is designed to accelerate the implementation of OV/O by ensuring the successful installation and configuration of the OV/O Management Server, the deployment of OV/O Agents, and the configuration of events that affect your environment. During the OV/O <i>Express</i> consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OV/O environment as your business needs evolve.	\$40,420
H9152A-XSP	Open View Operations FirstStep for Windows	HP Consulting's HP OV/Operations <i>FirstStep Express</i> service is designed to accelerate the implementation of OV/O by ensuring the successful installation and configuration of the OV/O Management Server, the deployment of OV/O Agents, and the configuration of events that affect your environment. During the OV/O <i>Express</i> consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OV/O environment as your business needs evolve.	\$25,800
H9152A-XSP	OV Service Desk	HP's OpenView Service Desk <i>Express</i> service is designed to help Support Organizations operate proactively through interoperability with industry standards such as Microsoft Desktop applications; generic open interfaces and best practices functionality. HP's OpenView Service Desk <i>Express</i> service offers an unparalleled combination of integrated support processes such as helpdesk management and problem management, together with quality management processes: configuration, inventory, change and workflow management. HP's OpenView Service Desk <i>Express</i> Service provides consulting to quickly prototype the IT helpdesk processes leveraging the "out-of-the-box" functionality of HP OpenView Service Desk.	\$80,840
H9152A-XSP	OV Service Desk Migration Mentoring	This integrated approach enables support and IT organizations to work together and share information so the businesses can keep up with the pace of technology and grow in the new millennium. HP Consulting recognizes that purchasing Service Desk is only one step in the path to solving your major business needs. In today's competitive business environment the faster you can get started the further ahead you will be. This is the reason HP Consulting is pleased to offer the HP OpenView Service Desk <i>Express</i> service. HP's OpenView Service Desk <i>Express</i> Service provides consulting to quickly prototype the IT helpdesk processes leveraging the "out-of-the-box" functionality of HP OpenView Service Desk.	Starting at \$9460
H9152A-XSP	OV Tivoli Service Desk Migration	Hewlett-Packard's Tivoli to HP OpenView Service Desk Migration <i>Express</i> Service is designed to help IT support organizations migrate their Tivoli Helpdesk environment to HP OpenView Service Desk quickly and create an integrated service delivery process organization, while maintaining the continuity of their helpdesk operations. The Tivoli to HP OpenView Service Desk Migration <i>Express</i> Service quickly prototypes one or more of your IT service support processes, leveraging the "out-of-the-box" functionality of HP OpenView Service Desk.	\$83,420
H9152A-XSP	OV Performance Insight	HP consultants will install the purchased application components, Performance Insight for Networks Report Packs as a minimum (Interfaces, Frame, ATM and Device Resources Report Packs with Generic MIB-II SPI), the OVPI server, and the application server and configure these components to integrate the installation into your IT Environment.	\$11,180
H9152A-XSP	Enhanced Administration Facility	The main goals of this service are to enable the customer to: <input type="checkbox"/> Automate administrative tasks in its OpenView Operations (OVO) for Unix environment. <input type="checkbox"/> Take advantage of a convenient and powerful web-based front-end to perform OVO for Unix administration <input type="checkbox"/> Reflect organizational structures and constraints in the use of OVO for Unix (domain administrators). Now it's easy for companies to extend the value of their original product with the HP Enhanced Administration Facility (EAF) service for OpenView (OVO for UNIX).	\$72,240
HA124A1 5L6	HP OpenView Performance Insight Implementation Service	OVPI Implementation service provides a rapid implementation of HP OpenView Performance Insight for Networks (OVPI) by experienced HP engineers who will perform tasks that focus on quickly and effectively deploying an operations-ready platform. It provides a single server deployment of this product through installation and configuration of standalone Performance Insight Application Server, Collection and	\$7,800

		Summarization engine and Standard Report Packs. A multi-server installation is obtained through purchase of this service plus additional options for each targeted server. .Base Service one server Installation	
HA124A1 5L7	OV Performance Insight Implementation Service	One Additional Report Pack or NNM integration Installation: (to be ordered on top of base service)	\$1,560
HA124A1 5L8	OV Performance Insight Implementation Service	One additional PI Server (to be ordered on top of base service)	\$3,120
LAN/WAN Support Services			
	LAN/WAN Support Services	<p>Through HP global network operations centers, we provide diverse Network services ranging from proactive availability risk reduction...to 24x7 remote monitoring for early detection of device failure...to fully outsourced network management.</p> <p>We provide a comprehensive portfolio of Network hardware and software services for HP and multivendor products, including products with embedded network features and functionality. We deliver onsite and remote hardware and software support to sustain high availability and productivity across your LAN/WAN infrastructure. Our packaged and custom offerings give you wide flexibility to choose the service levels, response times, and coverage periods that suit your IT Network and business needs.</p>	Packaged and custom offerings dependent on Network infrastructure components and Service Level required.
	IP Telephony Support Services	<p>HP Services delivers comprehensive proactive and reactive support services to help you enhance the performance, availability, and stability of your IP telephony infrastructure. Our offerings include:</p> <ul style="list-style-type: none"> • Availability review - This offering helps you define the required level of IT and network infrastructure availability and develop a plan to achieve it. Skilled consultants analyze the six key environmental domains - hardware, software, applications, network, physical environment, and management processes - and compare the current state of your IT and network installation with your business and availability goals. • Gold support for network products - Meet or exceed operational and availability goals for your network infrastructure equipment with 24x7 coverage from a dedicated team, a technical account manager who serves as your single point of contact to expedite problem resolution, and proactive support to address potential problems before they impact your IP telephony network operations. • Availability Partnership - HP Services consultants apply a proven methodology to help you continually improve the performance of your IT and network infrastructure. We work with you to develop a customized improvement plan to manage change and optimize availability to meet business and operational goals. This service includes contingency, escalation, and service restoration plans for a rapid return to full operations should downtime occur. • Support for Cisco IP telephony systems 	Packaged and custom offerings dependent on Network infrastructure components and Service Level required.
	Network Life Cycle Support Services	HP Services delivers a comprehensive portfolio of multivendor support services spanning the lifecycle of your wireless or wired network and available anywhere you do business. Whether you need to design, build, integrate, manage, or evolve your network - or transition from an IPv4 to an IPv6 infrastructure - experienced HP Services professionals can help. Our uniquely collaborative approach provides the exact assistance you require.	Custom Statement of Work
LAN Implementation Services			
U3664AC See Labor Table for SOW Rates	Network Integration Services	HP coordinates the integration and deployment of your network, quickly bringing a new environment online or managing your integration initiative. Services can include multivendor project management and product procurement, staging and distribution, installation, configuration, and testing.	Custom Statement of Work
U3664A1 See Labor Table for SOW Rates	Wireless and Mobility Services	<p><u>Mobility Fast-start Trial Solution</u> - to provide a low-risk, cost-effective way to test your chosen mobility solution</p> <p><u>Mobility Infrastructure Staging, Integration & Implementation Services</u> - to speed and simplify every phase of your mobility implementation</p> <p><u>Managed Mobility Services</u> - to deliver end-to-end outsourcing solutions including applications, server and network management, security asset management, and ongoing user support</p>	Custom Statement of Work

		Wireless Security Services- to help protect your infrastructure against the special security risks mobile computing brings	
U3664AF U3664AC See Labor Table for SOW Rates	IP Telephony Services	<ul style="list-style-type: none"> • IP Telephony Assessment- to evaluate the impact of IP telephony on your environment • IP Telephony Pilot- to help you evaluate the benefits and viability of an IP telephony system • IP Telephony Implementation- including a detailed project plan, phased implementation, and integration with your existing infrastructure <p>Knowledgeable HP Services network consultants can help you reduce risks, costs, and deployment time. With our extensive experience in high availability and telecommunications solutions - combined with our global coverage - you'll reap the benefits of a total lifecycle approach for your IP telephony solution.</p> <p>IP Telephony Implementation is a complex, multifaceted undertaking. There's the need for meticulous planning; pre-installation configuration and testing; upgrading or migration of your multivendor network infrastructure to accommodate your new technology; product installation, integration, start-up, and provisioning; orientation and training of your technical staff - the list goes on and on.</p> <p>Collaborate with HP Services to take time, trouble, and cost out of the implementation process. Our IP telephony specialists deliver world-class project management, pre-installation planning, procurement, integration, staging, installation, and start-up services for your multivendor network.</p>	Custom Statement of Work
Network Integration Services (e.g., custom planning and installation)			
U3664AC See Labor Table for SOW Rates	Network Integration Services	HP coordinates the integration and deployment of your network, quickly bringing a new environment online or managing your integration initiative. Services can include multivendor project management and product procurement, staging and distribution, installation, configuration, and testing.	Custom Statement of Work
U3664AI See Labor Table for SOW Rates	Wireless and Mobility Services	Mobility Infrastructure Staging, Integration & Implementation Services- to speed and simplify every phase of your mobility implementation	Custom Statement of Work
U3664AC See Labor Table for SOW Rates	IP Telephony Services	IP Telephony Implementation- including a detailed project plan, phased implementation, and integration with your existing infrastructure.	Custom Statement of Work
Network Consulting Services			
HA540AE See Labor Table for SOW Rates	Network Consulting Services	HP Network Consulting Services are appropriate for enterprises planning to expand or consolidate their networks or migrate to new technologies. HP can help you construct a comprehensive strategic plan that addresses a variety of critical network issues. HP Network consultants can assess the benefits of networking tools, technologies, and products as well as the impact of introducing them into your existing infrastructure. We can also work with you to evaluate the benefits of prospective network architectures and protocols and their potential effects on your network environment.	Custom Statement of Work
U3664AD U3667AL See Labor Table for SOW Rates	Wireless and Mobility Services	<p>Art of the Possible Workshop- to identify high-impact targets for wireless and mobility solutions in your business</p> <p>Mobility Infrastructure & Architecture Services- to help ensure that your wireless and mobility initiatives are aligned with your business objectives</p>	Custom Statement of Work
U3664AG See Labor Table for SOW Rates	IP Telephony Services	IP Telephony Architecture, Plan & Design- including needs analysis, solution design, and identification of critical success factors	Custom Statement of Work
U3664AG See Labor Table for SOW Rates	Adaptive Network Architecture Services	<p>The HP Adaptive Network Architecture (ANA) is HP's design of a flexible and responsive enterprise network - one that can keep pace with fast changing business requirements. ANA essentially redesigns the network into business-oriented compartments that expose services and applications to users anytime, anywhere, while extending these compartments regardless of location and providing centralized policy management.</p> <p>HP Services offers ANA as a complete end-to-end business solution - from an initial assessment to design, architecture, deployment, management, and support. ANA is provided either as part of enterprise networking solutions,</p>	Custom Statement of Work

		such as IP Telephony and network consolidation, or a network transformation. HP Services professionals will work with you to implement ANA through this phased approach.	
Security Management (e.g., firewalls, security policy, intrusion detection plans, and best practices) Security			
H9157A-XSP	e-Firewall	As part of e-Firewall <i>Express</i> service, Hewlett-Packard consultants will perform the following tasks: <ul style="list-style-type: none"> • Assess the environment and pre-requisites: network security policy and traffic inventory • Design the implementation strategy and plan for future phases • Install e-Firewall software on the target HP-UX, Windows NT or Solaris platform • Configure application-specific security proxies and set-up firewall filtering rules • Operational verification of the implemented network traffic control platform • Provide mentoring to the customer's administration and operations personnel • Move the installed platform to production mode 	\$15,480
H9157A-XSP	e-Security Probe	As part of the HP e-Security Probe <i>Express</i> Service, Hewlett-Packard's technical consultants will perform the following tasks: <ul style="list-style-type: none"> • Test your information systems from the perspective of a highly motivated team of hackers • Perform all penetration tests from a state-of-the-art facility by using the same tools and techniques commonly used by hackers, including commercial software and HP-developed tools • Challenge incident response plans, intrusion detection systems and firewall effectiveness as well as system security • Demonstrate real-world consequences associated with vulnerabilities by providing examples of possible losses • Provide a detailed report that identifies suspected weaknesses and provides recommended fixes • All tests are performed by an experienced team of HP professionals who specialize in penetration testing 	\$15,480
H9157A-XSP	Firewall Functionality Assessment	As part of the Firewall Functionality Assessment <i>Express</i> service, Hewlett-Packard's technical consultants will perform the following tasks: <ul style="list-style-type: none"> • Comprehensive discovery, exploitation and analysis of all known firewall vulnerabilities • Detailed report that identifies suspected weaknesses and provides recommended fixes • Demonstration of real-world consequences associated with vulnerabilities by providing examples of possible losses • Assessments carried out from a state-of-the-art facility, using the same tools and techniques commonly used by hackers, commercial software and HP-developed tools • Assessment performed by an experienced team of HP professionals who specialize in penetration testing 	\$25,800
H9157A-XSP	Telecom Access Assessment	With HP's Telecom Access Assessment <i>Express</i> service, our team of security experts will scan your phone system to discover and identify all modems and touch-tone-based systems connected to your network, whether authorized or not. We look beyond the Internet to provide you with a report detailing hosts found, an analysis of which ones are most vulnerable to attack, and suggested fixes. You get the peace of mind that comes from knowing attackers have one less method to find a way into your network, and that your administrators have one less break-in to clean up.	\$9,460
H9157A-XSP	Wireless Access Assessment	With HP's Wireless Access Assessment <i>Express</i> service, you can find out if you are vulnerable to attacks over your 802.11/WiFi wireless network. Our security experts use cutting-edge tools to discover and map your wireless network's access points, identify which security and privacy measures you have enabled and how well they're working, demonstrate which data is at risk by capturing live traffic as it goes through the air, and even show you from how far away outsiders can listen in. You receive a detailed report that you can use as a blueprint for securing your wireless network, so your users can continue to enjoy the freedom of wireless networking, your administrators can deploy with confidence and most importantly, your secrets can stay secret.	\$16,340
H9157A-XSP	Web Integrity Testing	With HP's Web Integrity Testing Service, find out where the weaknesses are	\$18,060

		<p>before the hackers do. Our security experts will test the security of your web site using the same tools hackers do, as well as commercial scanners and custom tools developed at our North American Security Services Center. Then, using a login and password to you web application (provided by you), HP will probe for weaknesses that can only be found and abused by an authenticated user. We will demonstrate the access an attacker could get and the restricted data they can modify, using our tested HP methodology to give you the most value while minimizing the risk to your network. To summarize the test findings, you'll receive a detailed report that tells you what your vulnerabilities are and how to fix them.</p> <p>Armed with that knowledge, you could have less downtime and be able to spend more time planning for the future, not fixing the mistakes of the past. And you'll rest easier knowing you won't find out you have a security problem by seeing it on the evening news.</p>	
H9157A-XSP	Security Policy	<p>The HP Security Policy Service distills the knowledge and experience that HP has gained in developing and implementing security policies at all kinds of organizations in all parts of the world. Our consultants are trained in and our approach is compliant with the ISO 17799 standard. HP can help your organization write policies quickly that will be useful, practical and provide you with a way to measure compliance.</p> <p>Even if you already have security policies, you may find this service to be of value. If you are experiencing poor levels of compliance, if you have significant security problems, or if your policies are over three years old, you should consider writing new, more relevant and effective policies.</p> <p>Option 1—Basic service: The basic security policy service is appropriate for organizations that would like to get a good baseline set of policies.</p> <p>Option 2—Add on to the HP Security and Privacy Workshop Service This option is ideal if you have chosen to purchase the HP Security and Privacy Workshop. The results of that workshop are used as inputs to the security policy instead of the questionnaire used in the basic service. Since considerable time and effort were put into the development of your security strategy in the workshop, this option will provide you with a set of policies closely aligned to your business situation and risk profile.</p> <p>Option 3: Customized policy service: This option is perfect for all organizations that want to quickly develop a finished set of policies customized for their environment. It is appropriate for medium-sized organizations or business units of very large organizations.</p>	\$14,620 Opt 1 \$13,760 Opt 2 \$26,000 Opt 3
H9157A-XSP	Security Strategy and Privacy	<p>The HP Security Strategy and Privacy Workshop will:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Help your organization focus and make important decisions on how to address the important topics of security and privacy <input type="checkbox"/> Be led by a trained professional, experienced in providing guidance on security and strategy policies <input type="checkbox"/> Educate your key personnel about the business impacts of today's critical security and privacy issues <input type="checkbox"/> Use proven consensus facilitation techniques to bring the participants to agreements <input type="checkbox"/> Provide a strategy report that can be used for planning projects and building a case for resource allocation 	\$11,180
H9157A-XSP	Host Hardening	<p>With the HP Host Hardening Service, you can be assured that a procedure will be developed describing an operating system load that will match your organization's requirements. Our security experts will evaluate your requirements to determine what operating system features are necessary and which ones can be disabled or removed. The step-by-step procedures for the installation of the hardened operating system will be documented and these procedures used during an installation on one of your systems.</p> <p>As part of the HP Host Hardening Service, HP's technical consultants will perform the following tasks:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify your host hardening requirements with a comprehensive discovery and analysis <input type="checkbox"/> Generate a detailed report that identifies the steps necessary to create a hardened OS that meets your specific needs <input type="checkbox"/> Loading of a hardened OS using the pre-defined steps on a system of your choosing 	\$11,180
H9157A-XSP	Security Infrastructure Snapshot	<p>The HP Security Infrastructure Snapshot enables companies to engage one of the world's top IT companies to review their information security initiatives and architecture quickly and effectively.</p> <p>The HP Security Infrastructure Snapshot consists of two phases to deliver a</p>	\$22,360 Opt 1 \$33,540 Opt 2

		complete overview of information security. Information security status review: HP consultants will work with the customer to assess existing information systems security initiatives from the perspective of existing and future business requirements. Information security architecture review: HP consultants will work with the customer to evaluate the technical components of their security architecture and make future recommendations.	
H9157A-XSP	OpenVMS System Security Audit	The goal of the HP OpenVMS System Security Audit service is to provide OpenVMS customers with: <input type="checkbox"/> A security audit to assess OpenVMS system security <input type="checkbox"/> A complete report that identifies vulnerabilities and suggests actions to correct exposures <input type="checkbox"/> A comprehensive understanding of their OpenVMS security settings <input type="checkbox"/> A solution for continued security management and system auditing The HP OpenVMS System Security Audit service has three main components that you can choose from, depending on your needs. Option Service name Components Service overview: 1 Active Audit service - A & B Snapshot security audit and installation of PointSecure's PointAudit software 2 Proactive Security service - A & C Snapshot security audit, installation and configuration of the System Detective monitoring environment 3 Ultimate Security and Audit service - A&B&C Snapshot security audit, installation of PointSecure's PointAudit software, installation and configuration of the System Detective monitoring environment	Active Audit Starting at \$14,620 Pro-Active Audit Starting at \$24,080 Ultimate Audit Starting at \$29,240
H9157A-XSP	Identity and Access Management Readiness Workshop	The Identity and Access Management Readiness Workshop Service allows you to get an outside review on where you are today on your Identity and Access Management journey. The workshop will identify areas of improvement, highlight inefficiencies, and point toward business benefits to help you compile the business case. The main goal of this service is to review your IT environment and existing plans in the area of Identity and Access Management and identify areas of improvement and the potential for business value. HP does this by: <input type="checkbox"/> Reviewing your business requirements. <input type="checkbox"/> Reviewing existing Identity and Access Management situation and plans. <input type="checkbox"/> Confirming business capabilities and operating improvements required to achieve potential business benefits. <input type="checkbox"/> Determining next steps to achieve business goals for Identity and Access Management.	\$35,260
Architecture and Capacity Planning Performance			
H9147A-XSP	System Performance Review	HP's System Performance Review Express Service is designed to determine the utilization of the primary system resources. System Resources to be measured include the CPU, Memory, and Disk I/O subsystem. Utilization of System Resources will be depicted by application workload. The performance metrics will be interpreted to indicate the effective capacity of the primary system resources. The consultant will create a comprehensive report with presentation quality graphs depicting the key performance metrics with explanatory text. The report will include an executive summary with specific recommendations to optimize performance on the HP servers.	\$12,040 (1 server) \$17,200 (2 server) \$23,220 (3 server)
H9147A-XSP	System Capacity Planning	HP Express Services System Capacity Planning gives you the information you need to improve your server performance for current and future application loads. This service will enable you to understand the implications of adding new workloads, and plan for system processing capacities to meet the demands of your projected business growth. HP consultants invoke time-tested processes that encompass all the variables necessary to give you an expert appraisal of your current configuration, and to give you the information you need to maximize your investment. During the analysis of your system(s), HP consultants will measure the key system resources, including CPU, memory, and disk I/O, and will review the database environment, initialization parameters, and logging subsystem.	\$17,200 (1 server) \$23,220 (2 server) \$29,240 (3 server)
H9147A-XSP	IT Consolidation Value Workshop	HP offers a comprehensive suite of services featuring our proven IT consolidation methodology. The very first step in this process is the HP IT Consolidation Customer Value Workshop. This workshop supports the	\$13,760

		Client's IT consolidation team by level setting IT consolidation knowledge, developing consensus on IT consolidation objectives and metrics, and identifying potential IT consolidation projects in the Client's infrastructure.	
U1503A-XSP	AOG Inventory & Performance Analysis for Windows	<p>This HP service:</p> <ul style="list-style-type: none"> _ Inventories the server population (can be purchased in blocks of 100 servers. _ Identifies legacy servers from which consolidation should be performed _ Identifies target servers (from inventory or a catalog) to which consolidation should be performed _ Recommends legacy server to target server consolidation action—by server name _ Forecasts the resultant performance of the target servers after consolidation—by server name _ Quantifies the benefits to expect from following the recommendations <p>And it does that <i>without installing agents on the servers</i>.</p> <p>The HP Inventory and Performance Analysis for Windows Service is able to provide this service because HP uses the AOG CapacityPlanner software. The service provides data collection by CapacityPlanner for up to 30 calendar days, and the customer's access to that data via the AOG web site for up to a further 30 days.</p>	\$22,360
H9147A-XSP	IvI Web Testing	<p>HP Web Testing services (WTS) provide a convenient and comprehensive method for stress testing any preproduction or production website. This allows for the determination of a host site's capabilities and identification of potential weaknesses. This includes identifying potential solution design problems in the infrastructure, application and database.</p> <p>HP has partnered with Compuware to provide customers with access to industry-leading tools such as Compuware's QACenter Performance Edition and their Vantage product suite to complement HP's industry leading OpenView product suite to provide customers with a comprehensive view of their total web solution environment.</p> <p>Option 1— Web load test: The web load test is a method of stressing a customer's web solution with an anticipated quantity of virtual users in order to determine if the solution will perform and scale as anticipated.</p> <p>A consultant will work with the customer for a five-day period of time, either onsite, at an HP Solution Center or remotely to develop the test scripts. A five-day testing period will then be conducted by executing the customer's previously developed test scripts and directing the virtual user load from an HP Solution Center to the customer's targeted website.</p> <p>Option 2—Customer site solution triage</p> <p>The site solution triage services provide the customer an opportunity to see the particular issues plaguing the expected performance of their web-based solution, in depth at the transaction or application level. Depending upon the level of the web solution problems, there are two specific types of triage services available:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Transaction triage with five days of onsite consulting services <input type="checkbox"/> Application triage with ten days of onsite consulting services <p>Up to five defined tasks can be analyzed with either of the triage services above.</p>	\$52,460 (Opt 1a) \$56,760 (Opt 1b) \$29,240 (Opt 2a) \$49,020 (Opt 2b)
Customization, Integration, and Configuration of Software Owned or Controlled by the Contractor			
U1503A-XSP	Insight Manager 7 First Step	<p>HP Consulting's Insight Manager FirstStep Service is designed to accelerate the implementation of Insight Manager by ensuring the successful installation and configuration of the Insight Management server, the deployment and configuration of ProLiant and HP UX agents, and the configuration of notifications that affect your hardware, configuration of Remote Management Interfaces, and uses of Version Control agents. During the consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the Insight Manager environment as your business needs evolve.</p> <p>HP's technical consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate a half-day analysis and planning workshop with your systems management staff to determine the systems to be managed, events to be reported and configuration requirements of the management server, and identify additional requirements necessary to successfully deploy Insight Manager into your environment • Analyze and validate the target systems and network environment to identify configuration changes that will be required for the successful implementation of Insight Manager 	\$7,740

		<ul style="list-style-type: none"> • Install and configure Insight Manager and review product features • Review Insight Manager and agent security features and determine best fit implementation • Configure and Install Insight Manager agents on up to five (5) systems and provide instructions for installing additional agents • Customize discovery filters, home page view, public queries and reports • Set up and demonstrate group configuration capabilities for setting hardware thresholds, driver and agent basis levels • Provide on site knowledge transfer to your systems management staff regarding the use of Insight Manager to view agents, set up single sign-on, version control repository manager configuration, custom tasks, queries, and reports • Provide recommendations on the components of Insight Manager beyond this service that best satisfy your requirements for monitoring and maintaining your network • Provide recommendations for future customizations that will enhance the functionality of your enterprise management environment, such as integration with higher level end-to-end process managers like HP OpenView Operations 	
U1503A-XSP	Rapid Deployment Pack First Step	<p>HP Consulting's Rapid Deployment Pack FirstStep Service is designed to accelerate the implementation of Rapid Deployment Pack by ensuring the successful installation and operation of your ProLiant Server Deployment infrastructure. During the consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the Rapid Deployment Pack environment as your business needs evolve.</p> <p>HP's technical consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate a half-day analysis and planning workshop with your server engineering staff to : • Determine the optimum configuration of the Deployment Server, • Understand your specific system and network requirements • Identify systems to be deployed through scripts and/or images, • Decide on the operating system settings, and • Identify any other requirements unique to your environment • Analyze and validate the target systems and network environment to identify configuration changes that will be required for the successful implementation of Rapid Deployment Pack. • Install and configure Rapid Deployment Pack on the target Deployment Server and review product features. • Review Rapid Deployment Pack features and determine best fit implementation based on requirements • Configure and launch an unattended, scripted operating system installation on up to three (3) HP Proliant systems and provide instructions for installing additional systems • Create an operating system image based on the previous an unattended, scripted operating system installation on up to three (3) HP Proliant systems and provide instructions for capturing additional systems • Deploy an operating system image to a server based on the previous image capture on up to three (3) HP Proliant systems • Deploy a system BIOS update with Rapid Deployment Pack. • Deploy a Proliant Support Pack with Rapid Deployment Pack. • Create one Rapid Install Package and demonstrate how they are used • Review the actions done above with your server engineering staff. • Provide recommendations on the components of Rapid Deployment Pack beyond this service that best satisfy your requirements for deploying and managing your HP Proliant Server monitoring network • Provide recommendations for future customizations that will enhance the functionality of your Proliant server deployment environment, such as integration with higher level end-to-end process managers like HP Insight Manager and/or HP OpenView Operations. 	\$7,740
Architecture and Capacity Planning Consolidation			
H9147A-XSP	IT Consolidation Value Workshop	<p>HP offers a comprehensive suite of services featuring our proven IT consolidation methodology. The very first step in this process is the HP IT Consolidation Customer Value Workshop. This workshop supports the Client's IT consolidation team by level setting IT consolidation knowledge, developing consensus on IT consolidation objectives and metrics, and identifying potential IT consolidation projects in the Client's infrastructure.</p>	\$13,760
U1503A-XSP	AOG Inventory &	The HP Inventory and Performance Analysis for Windows Service is able to	\$22,360

	Performance Analysis for Windows	<p>provide this service because HP uses the AOG CapacityPlanner software. The service provides data collection by CapacityPlanner for up to 30 calendar days, and the customer's access to that data via the AOG web site for up to a further 30 days.</p> <p>The legacy servers may be running a Windows OS natively or may be running the Windows OS within a Virtual Machine, as supported by VMWare ESX. The target servers may be drawn from your existing inventory or from a catalog of server models stored within AOG CapacityPlanner. The target servers may also run the Windows OS natively or they may run VMWare ESX or GSX with the application load running in a VM.</p> <p>The standard HP Inventory and Performance Analysis for Windows Service includes an account and password providing:</p> <ul style="list-style-type: none"> _ Access to AOG's CapacityPlanner tool _ Access to the standard reports _ Access enabling ad-hoc reports to be created _ Access enabling data to be downloaded from which additional inventory, performance and consolidation analysis may be done by you (the customer) or by HP <p>The service offers standard reports and optional reports. The standard reports include:</p> <ul style="list-style-type: none"> _ Inventory of server hardware, software, shares and services _ Servers with abnormal performance when compared with OS and application vendor's guidelines _ Servers with abnormal performance when compared with AOG's database of 50,000 production servers (and 1 billion data points) by industry and application type _ Servers with serious performance issues that should be excluded from consolidation _ Groups of named legacy servers that should be consolidated; named target servers onto which legacy application loads should be consolidated and for which resultant performance is forecast _ Obsolete servers that should be removed from service after consolidating has taken place _ Modern servers that should be made available for alternative workloads after consolidation has taken place <p>The service includes the following optional reports:</p> <ul style="list-style-type: none"> _ Inventory-only of servers not being monitored for performance _ Rack space reduction opportunity _ Electrical power usage reduction opportunity _ Heat output reduction opportunity _ Windows server license reduction opportunity <p>This service can be purchased in blocks of 100 servers.</p>	
U1503A-XSP	Consolidation Client Infrastructure Proof of Concept	<p>The Consolidated Client Infrastructure (CCI) Proof of Concept Service is designed to introduce end users, support teams and server administration personnel to the desktop computing paradigm shift introduced by the CCI Solution. During the proof of concept, users will be migrated to a thin client device and have their compute and storage resources moved to the data center. Operations will be able to take control of building and maintaining the desktop image and layered products for the targeted users. These changes will uncover characteristics about the existing desktop environment and CCI infrastructure that need to be considered and reviewed as part of the subsequent design and planning process required for a full-scale implementation.</p> <p>The CCI Proof of Concept service helps companies understand how the CCI Solution is best suited to their environment. It helps provide some of the insight necessary to design and plan for a larger implementation that will deliver benefits.</p>	\$55,900
Microsoft Services			
U1503A-XSP	Microsoft Exchange Design	<p>Careful planning and design is needed to ensure you get the needed benefits from Microsoft Exchange 2000/2003 Server, the new version of Exchange that exploits advanced features of Windows® 2000/2003. As a current Exchange user, this service will plan and design the messaging and collaboration environment your organization needs to meet its business goals. The Microsoft Exchange 2000/2003 Design Service provides the detailed design documents based on your requirements for a new Exchange 2000/2003 server messaging environment up to 1000 users.</p>	\$57,620
U1503A-XSP	Microsoft Exchange Review	<p>The Microsoft 2000/2003 Review Service is a primary entry point into the implementation process. The review is targeted to companies still identifying</p>	\$33,540

		<p>how best to employ Windows and Exchange technology to meet defined business objectives.</p> <p>HP provides this service in a workshop forum with your key technical leaders. This service reviews your business requirements and issues, reviews your current infrastructure, identifies advantages of moving to Windows and Exchange, and then assesses your readiness to proceed with the required preparatory steps. After gathering and assessing the information, HP documents the key findings and recommendations.</p>	
U1503A-XSP	IT Consolidation Value Workshop	<p>HP offers a comprehensive suite of services featuring our proven IT consolidation methodology. The very first step in this process is the HP IT Consolidation Customer Value Workshop. This workshop supports the Client's IT consolidation team by level setting IT consolidation knowledge, developing consensus on IT consolidation objectives and metrics, and identifying potential IT consolidation projects in the Client's infrastructure.</p>	\$13,760
U1503A-XSP	Open View Operations for Windows	<p>HP's OVOW Service is designed to accelerate the implementation of OVOW by ensuring the successful installation and configuration of the OVOW management server, the deployment of OVOW agents, and the configuration of events that affect your environment.</p> <p>During the OVOW consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OVOW environment as your business needs evolve.</p> <p>HP's technical consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate a one-day (1) analysis and planning workshop with your systems management staff to determine the systems to be managed, events to be reported and configuration requirements of the management server, and identify additional requirements necessary to successfully deploy OVOW into your environment • Analyze and validate the target systems and network environment to identify configuration changes that will be required for the successful implementation of OVOW • Install and configure OVOW and related patches on the management server • Configure the OVOW node groups, message groups, Microsoft® Windows® NT/2000 operator privileges and default service mappings in accordance with the requirements defined in the analysis and planning workshop • Configure up to five (5) propagation and/or calculation rules for your default service mappings • Install OVOW agents on up to ten (10) systems and provide instructions for installing additional agents • Customize up to twenty-five (25) OVOW default events designed to meet your environment • Streamline the message browser using advanced OVOW event filtering techniques • Provide on site knowledge transfer to your systems management staff regarding the use of OVOW in your environment and the customization required to complete the implementation • Provide recommendations on the components of OVOW beyond this service that best satisfy your requirements for monitoring and maintaining your network • Provide recommendations for future customizations that will enhance the functionality of your enterprise management environment 	\$40,420
U1503A-XSP	Open View Operations FirstStep for Windows	<p>HP Consulting's OVOW FirstStep Service is designed to accelerate the implementation of OVOW by ensuring the successful installation and configuration of the OVOW management server, the deployment of OVOW agents, and the configuration of events that affect your environment. During the consulting process, your IT staff will have the opportunity to actively participate and obtain the knowledge required to update the OVOW environment as your business needs evolve.</p> <p>HP's technical consultants will perform the following tasks:</p> <ul style="list-style-type: none"> • Facilitate a half-day analysis and planning workshop with your systems management staff to determine the systems to be managed, events to be reported and configuration requirements of the management server, and identify additional requirements necessary to successfully deploy OVOW into your environment • Analyze and validate the target systems and network environment to identify configuration changes that will be required for the successful implementation of OVOW • Install and configure OVOW and related patches on the management server 	\$25,800

		<ul style="list-style-type: none"> • Configure the OVOW node groups, message groups, Microsoft® Windows® NT/2000 Operator privileges and default service mappings in accordance with the requirements defined in the analysis and planning workshop • Install OVOW agents on up to five (5) systems and provide instructions for installing additional agents • Customize up to fifteen (15) OVOW default events designed to meet your environment • Provide on site knowledge transfer to your systems management staff regarding the use of OVOW in your environment and the customization required to complete the implementation • Provide recommendations on the components of OVOW beyond this service that best satisfy your requirements for monitoring and maintaining your network • Provide recommendations for future customizations that will enhance the functionality of your enterprise management environment 	
U1503A-XSP	Windows Server Migration Design	The Windows Server 2003 Readiness and Design Review combines two essential elements necessary for preparing your existing NT environment for a rapid transition to Microsoft's newest release of their Windows Server 2003 architecture for current Windows NT users. Prior to upgrading to Windows 2003, it is important to review and assess the existing infrastructure to determine the best design approach and subsequent implementation to Windows 2003. After gathering and assessing the information, HP Services will develop a customized design to ensure you get the added benefits from Microsoft Windows 2003 Server to meet your needs. This packaged service will design the Windows 2003 infrastructure to meet the needs of your organizational and administrative goals for enterprises up to one thousand users. Customized quotes are available for user environments outside this offer.	\$34,400
U1503A-XSP	Windows Server Migration Review 2500 users	HP Services has extensive knowledge and years of experience in migrating Windows environments within enterprises around the world. HP believes that prior to upgrading to Windows 2003, it is important to review and understand the existing infrastructure to determine the best approach to planning, designing and implementing Windows 2003. To do this HP delivers a set of well-defined tasks at the customer's site. This service gives guidelines for delivery, and it is customized to meet specific requirements. After gathering and assessing the information, HP documents the key findings and recommendations. The HP Windows Server 2003 Readiness Review is offered in two packages: 1) environments up to 2,500 users, and 2) environments up to 5,000 users. Both options ensure a firm understanding of the business needs and issues in the context of the customer's current Windows NT operating environment.	\$38,700
U1503A-XSP	Windows Server Migration Review 5000 users	The HP Windows Server 2003 Readiness Review is offered in two packages: 1) environments up to 2,500 users, and 2) environments up to 5,000 users. Both options ensure a firm understanding of the business needs and issues in the context of the customer's current Windows NT operating environment.	\$56,760
U1503A-XSP	AOG Inventory & Performance Analysis for Windows	The HP Inventory and Performance Analysis for Windows Service is able to provide this service because HP uses the AOG CapacityPlanner software. The service provides data collection by CapacityPlanner for up to 30 calendar days, and the customer's access to that data via the AOG web site for up to a further 30 days. The legacy servers may be running a Windows OS natively or may be running the Windows OS within a Virtual Machine, as supported by VMWare ESX. The target servers may be drawn from your existing inventory or from a catalog of server models stored within AOG CapacityPlanner. The target servers may also run the Windows OS natively or they may run VMware ESX or GSX with the application load running in a VM.	\$22,360
U1503A-XSP	Consolidation Client Infrastructure Proof of Concept	The Consolidated Client Infrastructure (CCI) Proof of Concept Service is designed to introduce end users, support teams and server administration personnel to the desktop computing paradigm shift introduced by the CCI Solution. During the proof of concept, users will be migrated to a thin client device and have their compute and storage resources moved to the data center. Operations will be able to take control of building and maintaining the desktop image and layered products for the targeted users. These changes will uncover characteristics about the existing desktop environment and CCI	\$55,900

		<p>infrastructure that need to be considered and reviewed as part of the subsequent design and planning process required for a full-scale implementation.</p> <p>The CCI Proof of Concept service helps companies understand how the CCI Solution is best suited to their environment. It helps provide some of the insight necessary to design and plan for a larger implementation that will deliver benefits.</p>	
U4120A-XSP	e-Channel Strategy	<p>Enterprise e-Channel solutions enable corporations to transform business processes by eliminating redundancies and by making processes more rigorous, efficient and less costly. e-Channel solutions combine in one place traditional legacy information sources and procedures with other information and services from your Intranet and the Internet. This empowers your employees, customers and partners by providing them effective self-service access to the information they need—within the context of the enterprise’s processes. The result can significantly improve process efficiency while lowering operational costs.</p> <p>e-Channel solutions will change the way an enterprise’s key stakeholders work, simplifying access and providing them a one-stop source for their information needs.</p> <p>The HP Enterprise e-Channel Strategy Service is the first of a set of services built around HP’s expertise in this area.</p> <p>HP’s unique capability to provide this service comes from years of experience with building Internet and Intranet solutions. And by having successfully implemented solutions both within HP and for customers worldwide, HP Consulting and Integration has a proven and comprehensive set of services that effectively address the overall business and technical needs of your organization.</p>	\$52,460
U4120A-XSP	CRM Health Check	<p>HP CRM Health Check Express Services is designed for Clients who wish execute their CRM strategy using a CRM roadmap approach in successive phases while ensuring complete alignment between people, processes and technologies required for customer experience management. The CRM Health Check Express Services utilizes a fixed time; fixed cost; workshop-oriented approach to assess the current state, develop future vision for customer relationship management based on a blue print for success. The result includes a well-communicated CRM strategy, a well-anchored CRM business case, and a well-planned implementation approach.</p>	\$93,740
U4120A-XSP	Contact Center Assessment	<p>HP Contact Center Assessment Express Services is designed for Clients who wish execute their Customer Service strategy using a CIS roadmap approach in successive phases while ensuring complete alignment between people, processes and technologies required for customer experience management. The Contact Center Assessment Express Services utilizes a fixed time; fixed cost; workshop-oriented approach to assess the current state, develop future vision for customer relationship management based on a blue print for success. The result includes a well-communicated CIS strategy, a well-anchored CIS business case, and a well-planned implementation approach.</p>	\$93,740
U4120A-XSP	Business Intelligence Assessment	<p>HP Business Intelligence Assessment Express Services is designed for Clients who wish execute their Analytics projects using a consolidated CRM roadmap approach in successive phases while ensuring a rapid delivery of business results. The HP Business Intelligence Assessment Express Services utilizes a fixed time; fixed cost; workshop-oriented approach to assess the current state, develop future vision for business performance management based on a blue print for success. The result includes a well-designed and comprehensive Analytics data model, a well-designed set of business metrics, and a well-planned implementation approach.</p>	\$93,740
U4120A-XSP	Application Integration Feasibility Study	<p>The HP Integration and Architecture Services Feasibility Study Service is designed to provide you with the information you need to plan your application integration. This service focuses on providing an understanding of the technical complexity and challenges associated with the integration. With a documented report and presentation, the service also delivers accurate estimations of time and cost that can be used for business planning. The HP Services Global Method for IT Strategy and Architecture Methodology ensures we leverage best practices and a well-understood analytical approach to the study. Customers may choose the service option that best suits their most pressing needs:</p> <p><input type="checkbox"/> Architecture definition</p>	\$16,340

		<input type="checkbox"/> Application server migration <input type="checkbox"/> Application server upgrade	
U4132A-XSP	Linux Value Discovery Workshop	<p>The primary objective of the HP Linux Value Discovery Workshop is to uncover those “justification proof points” within an enterprise that promise to unlock the value of incorporating Linux into the environment. The key to the puzzle is finding business and technology-based objectives and drivers that corroborate the case for adopting Linux.</p> <p>This workshop will help uncover the target areas of Linux opportunity in your enterprise and develop strategic recommendations that identify where Linux will bring the greatest value and contribution in the shortest amount of time. The recommendations provide a framework that enables the creation of an action plan and roadmap that will rationalize, justify, prioritize and guide further Linux efforts.</p>	\$43,860
Porting and Migration			
H9147A-XSP	MPE Migration Assessment	The HP MPE Application Migration Feasibility Study Services provides you with a detailed document that describes the technical situation with respect to your MPE application and an initial cost estimate for MPE application migration. This service researches and quantifies the complexity and challenges associated with migration to assist with strategic planning. That means you’ll get a rundown of all your options, quickly and easily.	\$73,100
H9147A-XSP	Software Feasibility Study	<p>Using an established porting methodology, including the use of tools provided by HP Labs and other vendors, the HP Software Feasibility Study includes assessing application source code and defining the scope of work required to port applications from a UNIX-like operating environment to HP-UX or LINUX. These can include:</p> <input type="checkbox"/> Solaris to HP-UX or LINUX <input type="checkbox"/> AIX to HP-UX or LINUX <input type="checkbox"/> Tru64 to HP-UX or LINUX <input type="checkbox"/> Other UNIX to HP-UX or LINUX	Starting at \$12,900
Storage Management (e.g., managed storage services)			
U3247A Optimized Startup Service			
Option 612*	Optimized Startup Service for rp54xx/L-Class	<p>HP Optimized Startup Service is part of a suite of four Startup Services packages: Basic, Basic+, Managed and Optimized. These Startup Services have specifically been designed to offer smooth, customized implementation of enterprise servers.</p> <p>HP Optimized Startup Service builds on the foundation of Basic, Basic+ and Managed Startup Services. HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are “operation ready” at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP’s Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$9,632
Option 615*	Optimized Startup Service for rp74xx	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are “operation ready” at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and</p>	\$10,922

		<p>availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	
Option 6BA*	Optimized Startup Service for rp84xx	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$13,502
Option 101	MC/ServiceGuard Load and Test	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$2,752
Option 102	OmniBack II Load and Test	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$3,440
Option 103	Oracle Database Load	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and</p>	\$860

		<p>availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	
Option 201	Vxxxx Storage Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$4,042
Option 202	XP128 Storage Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$6,450
Option 203	XP1024 Storage Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$9,288
Option 204	EMC Storage Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and</p>	\$6,020

		<p>availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	
Option 205	Midrange Tape Library Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$1,978
Option 206	High-end Tape Library Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$3,784
Option 207	Layer 2 Network Switch Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical.</p> <p>Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.</p>	\$1,204
Option 208	Layer 3 Network Switch Integration	<p>HP Optimized Startup Service provides industry-leading infrastructure design expertise with the integration and configuration of your new server(s). This service helps ensure optimally configured systems that are "operation ready" at your site far sooner than would otherwise be possible.</p> <p>During the design phase, an HP consultant works directly with you to recommend and develop the technical design specifications required to meet your objectives. The HP consultant manages your deployment from start to finish and recommends a system configuration optimized for performance and</p>	\$1,462

		availability based on HP best practices, knowledge and experience. This design includes partitioning tailored to your needs, whether asymmetrical or symmetrical. Experienced HP engineers, will configure, integrate and test the server(s) at one of HP's Integration Centers. Each server is then packed and shipped, along with detailed solution documentation, to your site for installation. An HP consultant will be onsite to perform the final system integration with your network and knowledge transfer regarding the system configuration to your staff.	
*when ordering quantity 3 or more of the 6xx option, a credit of \$1,700 per additional server (beyond the first 2 servers) is available. Use option "SEC" to activate this credit			
Mainframe and Enterprise Server Management (e.g., command center, systems operation and monitoring, production control, automation, technical support, and software support)			
QS-SA0A9-CH QS-CP2A9-CH	Backup Implementation Services	Backup Implementation Services consists of Enterprise backup implementation planning Backup solution installation and initial implementation Knowledge transfer Backup solution further implementation as agreed between NYS and HP, potentially including additional SAN-based backups, disk-to-disk backups, disk staging, zero downtime backups (ZDB), and/or Instant Recovery (IR). Back Implementation Services entails 120 hours SAN Consultant (QS-SA0A9-CH) and 40 hours PM (QS-CP2A9-CH)	Starting at \$31,648 SOW Required
QS-SA0A9-CH QS-CP2A9-CH	Backup & Storage Assessment Consulting Services	The focus of this Backup & Storage Assessment Consulting Service will be on: 1) assessing NYS's enterprise backup requirements at its data center; and 2) recommending an appropriate architecture and design for an enterprise backup solution for that environment. Back Implementation Services entails 40 hours SAN Consultant (QS-SA0A9-CH) and 20 hours PM (QS-CP2A9-CH)	Starting at \$12,263.60 SOW Required
QR-SMNCON-BC	Data Center Environmental Assessment	During the Data Center Environmental Assessment Service (96 hours), the following topics will be discovered, reviewed and reported on: 1. Space Utilization a. Evaluation of Data Center floor space (in use & available for use). b. Also include present and future possible floor plans. 2. Electric Power Utilization- a. UPS & HVAC equipment b. Power Distribution Totals c. Total KVA 3. Data Center HVAC- a. Heat Load Profile b. Type of Air Conditioning Equipment c. Tonnage Capacity d. Back-Up Capacity e. Review of outside heat rejection equipment 4. Raised floor system- a. Evaluate its overall status and the condition of the under floor plenum to support: i) HVAC ii) Data Cabling iii) Power Cabling 5. Environmental monitoring- a. Comment on the existing Data Center Environmental monitoring components. 6. Shutdown controls- a. Evaluate existing Shutdown Control System components.	Starting at \$18,988.80 SOW Required
Database Services			
H9147A-XSP	Oracle Configuration and Planning	HPs' Database Configuration and Planning Express Service is designed to provide you with a set of "Best Practices" for configuration and planning of the HP-UX, Database, and Disk Array environments. This service focuses on providing an understanding of the interaction between HP-UX, Database, and common Disk Arrays. Specific recommendations for achieving optimum performance will be provided for your environment.	\$10,320
U1506A-XSP	Microsoft Server 2000 (64SQL-bit)	This Express Service will likely be provided in conjunction with client hardware evaluations of Integrity Itanium servers. The likeliest candidates for this service are those currently facing headroom issues in a 32-bit SQL Server 2000 production environment. This service is designed for a rapid implementation, giving clients an initial exposure to SQL Server (64-bit) running on HP Integrity Servers while they evaluate the performance of such	\$28,380

		<p>solution.</p> <p>HP's Express Service for SQL Server 2000 (64-bit) includes the following tasks:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assess and document the current environment – HP will work with the client to assess the current operational database environment. The assessment will focus on current system hardware configurations, processing loads, performance constraints, and usage trends. <input type="checkbox"/> Prepare an evaluation plan - Based upon the current environment and assessed processing bottlenecks, HP will prepare an evaluation plan focusing upon the highest priority concerns and those most likely to benefit from a 64-bit migration to 64-bit SQL on HP Integrity Servers. <input type="checkbox"/> Install and configure the evaluation server software - HP will help install and configure Windows 2003 Server 64-bit and SQL Server 2000 (64-bit) on the client's HP Integrity evaluation server, duplicating legacy database settings where appropriate. <input type="checkbox"/> Transfer test files to the HP Integrity evaluation 64-bit system - Depending upon the planned evaluations, HP will help copy input files, or the test database itself, from the production environment to the HP Integrity evaluation server. <input type="checkbox"/> Execute evaluation tests and monitor performance - HP will execute the planned evaluation tests while monitoring system performance. Performance data can be compared to legacy results from the current computing environments. In addition to performance tests, limited functional tests may be done to assure third-party tools work in the Itanium environment. <input type="checkbox"/> Report results and transfer knowledge – The information collected during the evaluation will be documented in a summary report. Depending upon the availability of legacy performance data, the report may include comparisons against current production systems and against projected usage trends. 	
Applications Hosting and Monitoring			
U1502A-XSP	Microsoft Sharepoint Collaboration Portal	<p>The HP Microsoft SharePoint Collaboration Portal Service is designed to provide you with the key for a successful implementation of an employee portal within your Intranet environment.</p> <p>The service offers HP expertise, project experience and best practices working in close relationship with Microsoft, in the form of project road maps, plan templates, resource maps, design templates, pre-tested scripts and configuration guidelines.</p> <p>This integrated approach is designed for a rapid proof-of-concept implementation, to give you the opportunity to evaluate the HP collaboration portal solution technology. Using a proven phased approach methodology, HP consultants work with your business and IT teams to generate a detailed set of business and functional requirements.</p> <p>The end result is a fully-deployed knowledge-based workspace with web-based collaborative team services, information management and discovery, and delivery of business communications to every employee desktop. It also provides a foundation for other add-on services such as mobile device access, conferencing, broadcast communications and other enhanced collaboration components.</p>	\$88,580
	Monitoring	See OpenView Services under Mainframe and Peripheral Network Support (e.g., monitoring and maintenance) and OpenView Software products	
Facilities Management (e.g., hardware planning, cabling, and site preparation)			
H2519A	Equipment Relocation Services	<p>HP Relocation Services offer complete management of equipment relocation activities at a known fixed price.</p> <p>Whether your relocation involves the move of a few servers or a complete data center, we can help. HP coordinates all of the diverse activities and appropriate resources necessary to implement and conclude a successful move.</p> <p>These flexible services can be tailored to your company's needs. We also offer a fully insured equipment moving service, whether you are moving across a room, or across the country. Includes transportation Services.</p>	Custom statement of work
	Datacenter Environment Services	HP's modular Datacenter Environment Services portfolio includes site preparation and verification, assessment, refresh, design, and relocation; equipment layout and installation; site selection; and ongoing maintenance. A dedicated HP Services project manager functions as your single point of contact and accountability from start to finish. This highly experienced	Custom Statement of Work

		<p>professional works closely with you to determine the most economical solution and coordinate all the diverse activities and resources required for project success.</p> <p>Datacenter services - Choose from a comprehensive suite of scalable, single-source services extending from conceptual facility design to network and system start-up. Deliverables include consulting, evaluation/assessment, and multidisciplinary architectural and engineering services complete with facility commissioning and sign-off, as well as IT relocation, move-in, and system set-up.</p> <p>Relocation services - Whether you're moving a few servers or an entire datacenter, HP Services takes responsibility for coordination and management of all equipment relocation activities for a predictable fixed price. These services are fully tailorable to your company's needs. Deliverables include site preparation and verification; equipment preparation, de-installation, and re-installation; relocation of multivendor IT hardware; fully insured equipment handling; and more.</p> <p>System asset inventory - Get the accurate record of your IT assets you need to help ensure that you're covered by adequate support levels, and that you're not paying for unneeded support. An HP Services professional inventories assets across your environment and discusses warranty and recommended support requirements. Coverage includes both HP and other vendors' systems and peripherals. A detailed inventory report is provided for your reference..</p>	
Installation, Implementation, and Deployment Services Specific to Contractor's Hardware			
HA176AC HA113A1 HA115A1	Installation Services	The Installation Offer provides for the installation, reconfiguration, deinstallation, and/or disposition of HP branded servers, workstations, desktop systems, notebook PCs, thin clients, storage devices, and networking and software products, as well as HP-supported equipment and software from other vendors. The service also covers the installation of additional hardware components or software into a customer's existing system or environment, or the installation of software updates as they are made available.	Custom Statement of Work or Care Pack if applicable to specific product.
Training Services (e.g., training specific to Contractor's software or hardware; level of certification or curriculum only available from Contractor)			
Education Services:: www.hp.com/education			
This price sheet is per person attending a training class at an HP training center. There are over 30 training centers in the US. This pricing sheet does not include travel expense. Most classes hold up to 14 students. A copy of all materials is provided to each student attending class. These materials are for the student to take back to their job with them for future reference.			
U8489S	Break/Fix	hp color LaserJet 9500	\$1,241
U8546S	Break/Fix	EFI Software Applications	\$2,068
U8729S	Break/Fix	Servicing HP ProLiant server products (APS certification)	\$1,261
U8730S	Break/Fix	open system services (OSS)—basic commands and utilities for NonStop Servers	\$1,241
U8731S	Break/Fix	hp DesignJet 500 series and 800 series LF printers	\$682
U8732S	Break/Fix	HP DesignJet 5000/5500 series LF printers	\$682
U8733S	Break/Fix	hp color LaserJet University - version 320/340	\$1,241
U8741S	Break/Fix	hp DesignJet 1000 lf series printers	\$682
U8742S	Break/Fix	Servicing hp DesignJet cc800ps/815MFP	\$682
H7100AAE	HPVC	HPVC Train the trainer on line (4 hours)	\$537
U3272AAE	HPVC	HP Virtual Classroom 10 seat - 1 month	\$496
U3273AAE	HPVC	HP Virtual Classroom 25 seat - 1 month	\$1,241
U8499S	Indigo	hp Indigo press 1000 press operation for new press operators	\$4,292
U8500S	Indigo	hp Indigo press ws2000 press operation for new press operators	\$4,292
U8501S	Indigo	hp Indigo press 3000 operation for new press operators	\$3,978
U8502S	Indigo	hp Indigo press 3000 accelerated press operation for experienced hp Indigo press operators	\$2,919
U8503S	Indigo	ws4000 press operation for new press operator	\$5,748
U8504S	Indigo	hp Indigo press ws4000 accelerated press operation for experienced hp Indigo press operators	\$3,126
U8505S	Indigo	w3200 press operation for new press operator	\$7,030

U8506S	Indigo	hp Indigo press w3200 accelerated press operation for experienced hp Indigo press operators	\$5,136
U8507S	Indigo	hp Indigo press 1000 shared maintenance	\$4,152
U8508S	Indigo	hp Indigo press ws2000 shared maintenance	\$4,152
U8509S	Indigo	hp Indigo press 3000 shared maintenance	\$2,498
U8510S	Indigo	hp Indigo press ws4000 shared maintenance	\$4,623
U8511S	Indigo	HP Indigo Press 3200 Maintenance for partners program	\$10,338
U8512S	Indigo	Front end tools for PrePress - hp Indigo press 1000/3050	\$1,447
H3217S	MPE	MPE/iX Fundamentals	\$2,212
H3219S	MPE	MPE/iX System Management	\$2,212
U1621S	MPE	MPE/iX 7.0 Express 1 Hands-On Wkshp	\$1,323
U3959S	NonStop	Web Foundations for NonStop Systems	\$2,688
U4141S	NonStop	An IT Manager's Introduction to Zero Latency Enterprise (ZLE)	\$372
U4142S	NonStop	Architecture & Tools for (ZLE)	\$2,688
U4143S	NonStop	C Programming in the Guardian Environment	\$885
U4144S	NonStop	C Programming on Tandem Non-Stop Systems	\$1,323
U4146S	NonStop	Remote Database Facility (RDF) Workshop	\$2,150
U4147S	NonStop	Concepts and Facilities	\$1,489
U4148S	NonStop	CORBA for NonStop Systems	\$1,770
U4150S	NonStop	DSM/SCM Operations & Management	\$1,770
U4152S	NonStop	Guardian API Programming	\$2,212
U4153S	NonStop	Integrity S4000 Administraton & Troubleshooting	\$2,688
U4155S	NonStop	S4000/S5000 System Configuration & Administration	\$2,212
U4156S	NonStop	Integrity S5000 DNP Administration	\$1,770
U4157S	NonStop	Introduction to NonStop Himalaya K2000 Servers	\$5,582
U4158S	NonStop	Introduction to NonStop Himalaya S-Series	\$10,751
U4159S	NonStop	Open System Services (OSS) for Guardian Developers	\$1,770
U4160S	NonStop	iTP WebServer Workshop	\$1,770
U4161S	NonStop	Native Mode Compiling & Debugging	\$1,770
U4162S	NonStop	NonStop Himalaya K20000 Server Support	\$1,770
U4163S	NonStop	NonStop Himalaya K/S Series Differences	\$1,770
U4164S	NonStop	NonStop K/S Series & Planning Management	\$1,770
U4165S	NonStop	NonStop S-Series Basic Operator Tasks	\$1,116
U4166S	NonStop	NonStop Himalaya S-Series Communication Products	\$4,424
U4167S	NonStop	NonStop S-Series Configuration & Change Management	\$1,323
U4168S	NonStop	NonStop API Test Preparation	\$2,212
U4169S	NonStop	NonStop Data Communicatons Basics API Test Prep	\$2,212
U4170S	NonStop	NonStop S-Series Field Support Training	\$4,424
U4171S	NonStop	NonStop S-Series Introduction for Tandem Operators	\$744
U4172S	NonStop	NonStop S-Series Problem Management	\$2,212
U4173S	NonStop	NonStop Himalaya S-Series Production Management	\$1,770
U4174S	NonStop	NonStop S-Series ServerNet Cluster Workshop	\$1,613
U4175S	NonStop	NonStop SWAN Troubleshooting & Maintenance Workshop	\$2,150
U4176S	NonStop	NonStop S-Series TCP/IP System Management	\$2,212
U4177S	NonStop	NonStop Himalaya S-Series Tools Workshop	\$2,688
U4178S	NonStop	Non-Stop Kernel Architecture	\$4,300
U4179S	NonStop	NonStop Kernel Principles	\$1,770
U4180S	NonStop	NonStop SQL/MP Database Management	\$2,212
U4181S	NonStop	NonStop SQL/MP Essentials	\$1,489
U4182S	NonStop	NonStop SQL/MP Programming	\$2,150
U4183S	NonStop	NonStop SQL/MP Query Design for Performance	\$2,150
U4184S	NonStop	NonStop SQL/MX Basics	\$1,861
U4185S	NonStop	NonStop SQL/MX Database Quick Start	\$2,688

U4186S	NonStop	NonStop Transaction Mgr/MP Operations & Management	\$1,489
U4187S	NonStop	Open Systems Services (OSS) for UNIX Application Developers	\$1,489
U4188S	NonStop	Open Systems Services (OSS) Ops & Management	\$2,688
U4189S	NonStop	Pathway Application Programming I (C Language)	\$1,770
U4190S	NonStop	Pathway Application Programming I (COBOL)	\$2,212
U4191S	NonStop	Pathway Application Programming II	\$1,770
U4192S	NonStop	Pathway iTS	\$885
U4193S	NonStop	Pathway Performance Workshop	\$1,613
U4194S	NonStop	Pathway System Management	\$1,323
U4195S	NonStop	Performance Analysis and Tuning	\$2,688
U4196S	NonStop	Securing Guardian Systems	\$1,489
U4197S	NonStop	Security for Auditors	\$2,212
U4198S	NonStop	TAL/pTAL Programming	\$1,770
U4199S	NonStop	TACL Programming	\$2,212
U4203S	NonStop	Using the Zero Latency Development Kit	\$1,323
U4204S	NonStop	Veritas Volume Manager & File System Administration	\$2,212
U5081S	NonStop	enterprise toolkit	\$744
U5082S	NonStop	NonStop SQL/MP physical database design	\$885
U5083S	NonStop	basic network management and troubleshooting workshop	\$1,770
U5084S	NonStop	NonStop Kernel basics AIS exam preparation	\$2,047
U5085S	NonStop	NonStop systems and technologies AIS exam preparation	\$2,047
U5091S	NonStop	Java API programming for NonStop servers	\$2,212
U5448S	NonStop	NonStop S-series accelerated operator training	\$1,861
U5449S	NonStop	NonStop S-series server admin training	\$2,212
U5512S	NonStop	NonStop SQL/MX programming	\$2,212
U5515S	NonStop	open system services (OSS)—NonStop server fundamentals	\$744
U5516S	NonStop	open system services (OSS)—basic commands and utilities for NonStop Servers	\$744
U5517S	NonStop	open system services (OSS)—advanced commands and utilities	\$885
U7373S	NonStop	Troubleshooting for HP NonStop Servers	\$2,212
U7381S	NonStop	A Consultant's Technical View of ZLE (Zero Latency Enterprise)	\$1,613
U8439S	NonStop	NonStop Open System Management (OSM) Overview	\$744
U8449S	NonStop	Java API programming for NonStop Server database-extended	\$885
U8450S	NonStop	Java on NonStop server	\$372
U8452S	NonStop	NonStop Java API programming for Pathway environment	\$442
U8453S	NonStop	NonStop Java API programming for Pathway environment-extended	\$885
U8454S	NonStop	NonStop S-series server - administrator update with OSM overview	\$372
U8455S	NonStop	introduction to NonStop SQL/MX for SQL/MP users	\$372
U8456S	NonStop	getting to know your NonStop system	\$372
U8527S	NonStop	Quick Introduction to Web Services for NonStop Server	\$442
U8530S	NonStop	Quick Introduction to NonStop SQL/MX Programming	\$442
U8541S	NonStop	Quick Introduction to Open Systems Services (OSS) Programming Fundamentals for NonStop Servers	\$372
U8543S	NonStop	S5000 Dual Noda Puma (DNP) Installation, Configuration, and Administration	\$2,977
U8558S	NonStop	Java 4 API Programming for NonStop Pathway Environment	\$442
U8559S	NonStop	Java 4 API Programming for NonStop Pathway Environment - Extended	\$885
U8560S	NonStop	Java 4 API Programming for NonStop Servers	\$2,212
U8561S	NonStop	Java 4 on NonStop Server	\$442
U8563S	NonStop	Java 4 API programming for NonStop Server database-extended	\$885
H6867S	NT/UNIX	Integrating UNIX and MS Windows 2000 Key Technologies	\$2,212
U3585S	OpenVMS	HP OpenVMS Bootcamp	\$5,376
U3716S	OpenVMS	HP OpenVMS Fundamentals	\$1,861

U3717S	OpenVMS	OpenVMS V7.3 Alpha Programming Features I	\$2,212
U3718S	OpenVMS	OpenVMS V7.3 Alpha Programming Features II	\$2,212
U3719S	OpenVMS	OpenVMS V7.3 Alpha Internals I	\$2,688
U3720S	OpenVMS	OpenVMS V7.3 Alpha Internals II	\$2,688
U3721S	OpenVMS	OpenVMS V7.3 Alpha Internals III	\$1,613
U3722S	OpenVMS	OpenVMS V7.3 Galaxy and NUMA Programming and Internals	\$1,075
U3723S	OpenVMS	OpenVMS V7.3 Crash Dump Analysis	\$2,688
U3724S	OpenVMS	HP OpenVMS System Management I: Essentials for Established Systems	\$2,212
U3725S	OpenVMS	HP OpenVMS System Management II: Install, Config&Customization	\$2,212
U3726S	OpenVMS	Managing Complex HP OpenVMS Systems	\$2,212
U3727S	OpenVMS	HP OpenVMS System Performance Management	\$2,212
U3728S	OpenVMS	TCP/IP Services for HP OpenVMS	\$2,212
U3729S	OpenVMS	OpenVMS V7.3 Internals for System Managers	\$2,212
U3730S	OpenVMS	OpenVMS V7.3 Technical Update	\$442
U8548S	Output Server	hp Report Delivery: Output Distributor	\$1,075
U8549S	Output Server	hp Output Server certification II	\$2,688
U8552S	Output Server	hp Output Server certification I	\$2,212
B3305SR	OV/ITSM	HP OpenView Network Node Mgr for Operators	\$885
B4743S	OV/ITSM	HP OpenView Network Node Manager on Unix I	\$2,212
B4756S	OV/ITSM	HP OpenView Network Node Manager II	\$2,212
B5136SR	OV/ITSM	Performance Management with HP OpenView	\$1,770
H1662S	OV/ITSM	HP OpenView Network Node Manager on Windows I (esentials of use and administration)	\$2,212
H4356S	OV/ITSM	HP OpenView Operations for UNIX I (Administration)	\$2,212
H4357S	OV/ITSM	HP OpenView Operations for UNIX II (Advanced Administration)	\$2,212
H4358SR	OV/ITSM	HP OpenView Operations for Operators	\$885
H6778S	OV/ITSM	HP OpenView Operations for Windows I (Administration)	\$2,212
U5013S	OV/ITSM	OpenView SQM Fundamentals	\$2,481
U5014S	OV/ITSM	OpenView SQM Administration	\$1,985
U5015S	OV/ITSM	OpenView TeMIP Fundamentals	\$1,985
U5016S	OV/ITSM	OpenView TeMIP Administration	\$2,481
U5019S	OV/ITSM	OpenView TeMIP Development Toolkits	\$2,481
U5023S	OV/ITSM	OpenView TeMIP Client Customization	\$496
U5030S	OV/ITSM	OpenView IUM 4.5 Fundamentals	\$2,481
U5031S	OV/ITSM	OpenView IUM Development	\$992
U5089S	OV/ITSM	Advanced HP OpenView Network Node Manager	\$2,212
U5678S	OV/ITSM	HP OpenView Performance Insight Administration	\$2,208
U8565S	OV/ITSM	Managing System and Application Performance with HP OpenView	\$1,770
U8566S	OV/ITSM	HP OpenView Internet Services (OVIS) Fundamentals	\$1,239
U3976S	ProLiant	deploying hp ProLiant servers I - using rapid deployment pack	\$992
U8472S	ProLiant	HP ProLiant Blade planning & deployment workshop	\$992
U8474S	ProLiant	Installing and using HP Systems Insight Manager	\$992
U8476S	ProLiant	Implementing HP ProLiant Servers	\$1,985
U8477S	ProLiant	Integrating and Managing HP ProLiant Servers in the Enterprise	\$2,481
H6773S	Storage	HP StorageWorks XP Disk Arrays	\$2,688
U1610S	Storage	HP OpenViewStorage Data Protector 5.5 Fundamentals	\$2,688
U1611S	Storage	HP OpenView Storage Data Protector-II (Integration)	\$1,947
U2404S	Storage	Fiber Channel SAN Technology	\$1,551
U2405S	Storage	Fiber Channel Switch Management at HP	\$1,236
U2406S	Storage	Advanced Storage Networking	\$2,394
U4220AAE	Storage	StorageWorks WBT	Free
U4221AAE	Storage	SANWorks & Solutions WBT	Free
U4226S	Storage	Implementing MSA Storage Solutions	\$909

U4226S	Storage	Entry Level SAN Solutions	\$827
U4227S	Storage	Implementing HP Software Storage Solutions	\$1,985
U4228S	Storage	Designing & Implementing SAN Solutions	\$3,308
U4229S	Storage	Designing & Impl StorageWorks Enterprise Backup Solutions	\$1,323
U4235S	Storage	SAN Boot Camp	\$2,977
U4877S	Storage	Managing MSA1000 Storage	\$1,323
U4879S	Storage	Managing HP StorageWorks Enterprise Virtual Array	\$1,985
U8539S	Storage	Using and Configuring HP OpenView Storage Area Manager	\$2,646
U3631S	Tru64	Tru64 UNIX V5 Utilities and Commands	\$1,861
U3632S	Tru64	Tru64 UNIX V5.1 System Administration	\$2,212
U3633S	Tru64	Tru64 UNIX V5.1A Network Administration	\$2,212
U3634S	Tru64	TruCluster Differences	\$442
U3635S	Tru64	Tru64 UNIX V5 Differences	\$744
U3636S	Tru64	Tru64 UNIX V5.0 Basic Networking Skills	\$885
U3637S	Tru64	Tru64 UNIX V5 1 Immersion for UNIX Professionals	\$2,688
U3697S	Tru64	Tru64 UNIX V5 Security Management	\$885
U3698S	Tru64	Tru64 UNIX V5 Performance Management	\$2,212
U3701S	Tru64	Tru64 UNIX V5 1 Internals Overview	\$2,212
U3702S	Tru64	TruCluster Server Configuration and Management	\$2,212
U3703S	Tru64	Tru64 UNIX Performance on GS Series Systems	\$885
U3706S	Tru64	Tru64 UNIX V5.0 Kernal Tools	\$2,150
U3707S	Tru64	Tru64 UNIX V5.1 System Internals I	\$2,688
U3708S	Tru64	Tru64 UNIX V5.1 System Internals II	\$2,688
U3709S	Tru64	Tru64 UNIX Crash Dump Analysis	\$2,688
U3710S	Tru64	TruCluster Internals	\$2,688
U3712S	Tru64	Tru64 UNIX Tools for Application Developers	\$744
U3713S	Tru64	Tru64 UNIX V5 Programming Features	\$2,212
H3064S	UNIX	HP-UX System and Network Administration I	\$2,311
H3065S	UNIX	HP-UX System and Network Administration II	\$2,311
H4262S	UNIX	HP-UX Performance and Tuning	\$2,212
H4264S	UNIX	HP-UX System and Network Troubleshooting	\$2,212
H4310S	UNIX	HP MC/ServiceGuard II	\$1,323
H5081S	UNIX	Inside the HP-UX OS	\$2,212
H5875S	UNIX	HP-UX Sys NW Admin for Exp Admin	\$2,212
H6285S	UNIX	Hands on with LVM Mirror Disk/UX and JFS	\$1,323
H6487S	UNIX	HP Serviceguard I	\$2,212
H6704S	UNIX	HPUX High Availability Practical Exam	\$1,075
H7085SR	UNIX	VERITAS volume manager for HP-UX	\$1,737
H7086SR	UNIX	VERITAS file system for HP-UX	\$1,158
H8339S	UNIX	HP-UX Patch Management	\$1,406
U5075SR	UNIX	HP-UX partition management with vPars/nPars	\$1,613
U5447SR	UNIX	hp-ux resource management with PRM and WLM (RAIL 4 days)	\$1,323
U5523S	UNIX	HP-UX 11i v2 admin for experienced HP-UX administrators	\$1,985
U8888S	UNIX	Supporting Integrity Servers in a Windows Server 2003 Enterprise/DataCenter Edition Environment	\$1,323
H4328A		Education Consultant - Specialist (hourly)	\$272
H4329A		Education Consultant - Standard (hourly)	\$227
H4330A		Education Consultant - Staff (hourly)	\$86
H4331A		Education Consultant - Developer (hourly)	\$187
U5466S#4BA		HP Care Pack Total Education	\$827
		HP Educational Consulting Services	T&M

**SCHEDULE 1 (ATTACHMENT B) CONTRACTOR STATEMENT OF
WORK TEMPLATE**

CONTRACTOR TRANSMITTAL LETTER

Date

Authorized User

Dear,

Sincerely,

Statement of Work

Project Name
Sample SOW-1

Version 1.0

Date:

Prepared for:
Authorized User

Prepared by:
Contractor

STATEMENT OF WORK

This is Statement of Work # ____ is made under the terms of Contract No. CMS 1051 between the New York State Office of General Services and Hewlett-Packard Company ("HP") for Consulting/Technical Services and Maintenance/Support Services , dated as of <Effective Date of CSA> (the "**Agreement**"). By executing this Statement of Work, HP and <Name of Authorized User>__ ("Customer") agree to be bound by the Terms and Conditions of the Agreement with respect to the Consulting Services to be performed under this Statement of Work.

1. SCOPE OF THE STATEMENT OF WORK

Brief description of the project

2. CONFIDENTIALITY AND COPYRIGHT LEGEND

Subject to the provisions of Section 6 of the Base Agreement, this Statement of Work is proprietary to HP and is Confidential Information and shall be treated by Customer as defined in the Agreement. Except as provided in Section 6 of the Base Agreement, no portion of this Statement of Work may be duplicated or used for any purpose other than to receive the Services or Deliverables from HP described herein.

(c) Copyright 2003 Hewlett-Packard Development Company, L.P.
The information contained herein is subject to change without notice.

3. HP CONSULTING SERVICES

HP will provide Customer with the following Consulting Services:

a. The consultants will perform services related to the following tasks:

Task Name and Brief Description

b. HP will provide consultants with the requisite skills necessary to assist Customer with its needs:

Job Title of Consultants

c. Description of Services by task or project name

Description of Services

4. DELIVERABLES

A description of deliverables if any

a. List of Deliverables. HP will provide the Services described in Section 3 above to develop and deliver to Customer the following Deliverables:

Program/Project Plan

Quality Plan

Requirement Analysis

Gap Analysis

Functional Specifications

System Design Specifications

Custom Software

Acceptance Test Plan

Acceptance Test Scripts

Documentation: specify contents, number of copies

Training Manuals: specify contents, number of copies

Other Deliverables

b. Requirements for Deliverables.

1. Requirements for Document Deliverables.
2. Requirements for Complex Deliverables.

[OPTION 1]

The following Project requirements documents, included in this Statement of Work as Appendix A, define the requirements for the Deliverables identified above:

[OPTION 2]

Included in Appendix A are preliminary [Project Requirements, Program/ Project Plan, Quality Plan, Functional Specifications, System Design Specifications] for the Project. HP and Customer agree that within [number] days of the Effective Date of this Statement of Work, they will complete the final [Project Requirements, Program/Project Plan, Quality Plan, Functional Specifications, System Design Specifications]. To the extent that the final [Project Requirements, Program/Project Plan, Quality Plan, Functional Specifications, System Design Specifications] reflects work not contemplated at the time this SOW was executed or requires an increase in the fees specified herein, the parties will follow the Change in Scope Procedures set forth in Section 2.9 of Schedule 1.

In the event that the parties are unable to reach agreement on the final versions of these documents within such <number>days, each party will have the right to terminate this Statement of Work by giving written notice to such effect to the other party. In the event of a termination pursuant to this Section 4.b, HP will be entitled to payment for all work performed prior to the date of such termination.

c. Acceptance of Deliverables.

1. Document Deliverables. For Deliverables requiring acceptance by Customer, upon completion of development, HP will make available such Deliverable to Customer for its review and acceptance. Within five (5) business days of its receipt, Customer will notify HP in writing of any failure of the Deliverable to conform to Section 4.b above (“Requirements For Deliverables”). Within a reasonable time, HP will correct any such non-conformance and again make available the Deliverable to Customer for the process of review and acceptance.

The Deliverable will be accepted when Customer so advises HP or at the end of the five (5) business days period during which Customer fails to give HP written notice of non-conformances. However, if Customer, prior to either event, uses the Deliverable for productive use it will be deemed accepted upon such use.

If document Deliverables are delivered on a time-and-expense basis, all such corrections shall be done at Customer's expense. In no event shall the cost of such corrections exceed the fees specified herein unless the parties have executed a Change in Scope pursuant to the procedures set forth in Section 2.9 of Schedule 1.

2. Complex Deliverables. For Deliverables requiring acceptance testing, <HP or Customer or HP and Customer> will develop the Acceptance Test Plan (“*ATP*”) which must be mutually agreed upon by the parties and included in Attachment B as an Amendment to this Statement of Work. In the event that the parties are unable to reach agreement on the ATP within <number> days of the Effective Date of this Statement of Work, each party will have the right to terminate this Statement of Work by giving written notice to such effect to the other party. In the event of a termination pursuant to this Section 4.c, HP will be entitled to payment for all work performed prior to the date of such termination.

[The following is a sample. Under the provisions of Schedule 1, acceptance testing criteria, timeframes, and remedies may be established in the Statement of Work.]

HP will notify Customer when the Deliverable is ready for acceptance testing and such testing will commence within five (5) business days of such notice. Within five (5) business days after completion of testing, Customer will either sign the acceptance report provided by HP or, if HP was unable to satisfactorily complete the ATP, notify

HP in writing detailing any failure of the Deliverable to conform to Section 4.b above (“Requirements For Deliverables”). Within a reasonable time, HP will correct any such non-conformance and redeliver the Deliverable for a repeat of the ATP process described above. In the event that HP is unable to remedy the non-conformance, Customer may, as its sole and exclusive remedy, either:

- (a) accept the Deliverables without warranty, on an “AS IS” basis, subject to a reasonable price adjustment; or
- (b) return the affected Deliverables to HP and receive a refund of amounts paid to HP for such Deliverables.

The Deliverable will be accepted when Customer so advises HP or at the end of the five (5) business days period during which Customer fails to give HP written notice of non-conformances. However, if Customer, prior to either event, uses the Deliverable for productive use it will be deemed accepted upon such use. If acceptance testing is delayed for reasons attributable to Customer, acceptance will be deemed to occur on the tenth (10th) day after notice by HP that the Deliverables are ready for acceptance testing.

If complex Deliverables are delivered on a time-and-expense basis, all such corrections shall be done at Customer's expense. In no event shall the cost of such corrections exceed the fees specified herein unless the parties have executed a Change in Scope pursuant to the procedures set forth in Section 2.9 of Schedule 1.

5. PROJECT MANAGEMENT AND PROJECTED SCHEDULE FOR PERFORMANCE OF CONSULTING SERVICES

a. Project Management. In addition to its other responsibilities described herein, HP will designate Project Manager to oversee the project, manage HP resources and be the Customer’s primary contact with HP regarding the following:

- 1) Management of scope
- 2) Conducting Status Meetings
- 3) Preparing Status Reports
- 4) Other activities as specified in this Statement of Work
- 5) Add any other Project Manager responsibilities specific to this engagement.

b. Status Reports. Project Status Reports will be prepared by the HP Project Manager for review and discussion at the Status Meeting. Status Reports will contain at least the following:

- 1) Project Status Summary
- 2) Change Request Status (new, open, closed since last report)
- 3) Issue status (new, open, closed since last report)
- 4) Schedule Status
- 5) Review of significant risks

c. Status Meetings. Project status meetings will be held, at a minimum, <number> per month. Customer’s Project Coordinator and HP Project Manager will represent their organizations at these meetings. Status Meetings will include, at a minimum:

- 1) Review of progress against schedule
- 2) Review open Change Orders
- 3) Review open issues
- 4) Review achievement against milestones

Minutes will be taken at each Status Meeting, documenting decisions made, and will be distributed with a Project Status Report within one (1) week.

d. Project Schedule. The HP Project Manager will develop a Project Plan. The Project Plan will be based upon a hierarchical Work Breakdown Structure (WBS) that identifies and describes the tasks and activities required to produce the Deliverables specified in Section 4 of this Statement of Work and is used to develop the Project Schedule.

The key milestones for the Project Schedule are:

MILESTONE:	DATES:
------------	--------

These milestones relate to the Project Plan and are based upon the best estimates of Customer and HP as of the date of this SOW, or of any subsequent revision. The Schedule reflects all sections of this SOW including the Assumptions and Dependencies section. Further, the Schedule may be modified by the parties from time to time and should not be construed as a firm contractual commitment. Any proposed modification of the Project Schedule will be subject to the Change in Scope Procedures set forth in Section 2.9 of Schedule 1..

6. FEES

[OPTION 1 - TIME AND EXPENSE]

1. Prices. HP will provide the Services on a time and expense basis, at the following rates:

Insert consultant titles and rates.

2. Payment Schedule. Invoices for Services will be sent monthly.

3. Expenses. In the event that the Customer gives its prior written approval to travel and living expenses, such expenses will be reimbursed consistent with Section 2.2 of Schedule 1. The travel costs are estimated at \$_____.

Include the following if an estimated price for the project is included.

4. Estimated Price. HP's best current estimate of the total price is \$_____. The total price cannot be exceeded unless this SOW is amended pursuant to the Change in Scope Procedures set forth in Section 2.9 of Schedule 1.

This price and the resources identified by HP hereunder are HP's best estimates of the resources and price required to complete the Services (and Deliverables, if any). These estimates are for Customer's budget purposes and are not a guarantee that HP can complete all Services (and Deliverables, if any) necessary to achieve Customer's goals within the price currently estimated.

Customer agrees to issue its Purchase Order or other Spending Authorization ("*Spending Authority*") in the amount of this estimate to enable HP to begin work.

At such time as HP has invoiced 80% of the above Spending Authority, the parties will review the status and HP will provide estimates of what, if any, additional time or resources may be required to complete HP's Services (and Deliverables, if any). If HP estimates that more time or resources are needed to complete the Customer's project, the parties will negotiate a Change in Scope pursuant to the procedures set forth in Section 2.9 of Schedule 1, or, if no Change in Scope is executed, the parties agree that HP will stop work when the Services (and Deliverables, if any) provided by HP exhausts its Spending Authority.

[OPTION 2 - FIXED PRICE]

1. Price. HP will provide the Services described in Section 2 and the Deliverables listed in Section 3 above for a fixed price of \$_____.

2. Payment Schedule. HP will issue invoices in accordance with the following payment schedule:

3. Expenses.

[Option A] In the event that the Customer gives its prior written approval to travel and living expenses, such expenses will be reimbursed consistent with Section 2.2 of Schedule 1. The travel costs shall not exceed \$_____.

[Option B] Travel expenses are included in this price.

7. ASSUMPTIONS AND DEPENDENCIES.

a. Good Faith Cooperation. The parties acknowledge that successful completion of the Consulting Services will require their full and mutual good faith cooperation. Where agreement, approval, acceptance, consent or similar action by either party is required by any provision of this Agreement, such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by HP in performing its obligations under the Agreement, HP will not be liable for such failure or delay.

b. Assumptions. This Statement of Work is based upon the following assumptions:

List of Assumptions

c. Dependencies. Customer will provide HP, as reasonably necessary and as set forth in detail below, with:

- 1) use of and access to Customer's systems, facilities, working space, office services, and other resources;
- 2) access to and support of qualified personnel; and
- 3) accurate, reliable and timely Customer information, data (including test data) and documentation. Customer <and/or HP as applicable> will perform the following tasks in a) through <x> below in a timely manner:

a. Equipment, Facilities, Workspace, And Supplies

Development for this Project will be performed at Customer's facilities located at _____ utilizing the following Customer supplied hardware and software:

Customer will ensure that this system is properly configured and appropriately licensed to enable HP staff to access this system. Customer is responsible for maintaining this system in good working order. Customer's Project Manager will coordinate all the scheduling for this system. During development, the HP staff will be accorded priority access to this system <Number> contiguous hours each day <Monday through Friday or seven (7) days per week> during the primary shift period (8:00 a.m. to 5:00 p.m.) to complete the Project. Customer will be responsible for handling all security issues for such access.

b. Workspace, Telephone, And Supplies

Customer is responsible for providing HP and its subcontractors with a secure workspace. Customer will provide for each HP or HP subcontractor staff member: [Note] PCs, workstations, etc. - list equipment expectations.

Customer will provide all computing equipment supplies and media (CDs, disks, magnetic tapes, paper, etc.) that are required for this Project.

Customer will provide HP and HP subcontractor staff standard telephone and dial-up or comparable data access to HP's Network at industry standard speeds.

c. Information And Assistance

Customer agrees to respond, within two (2) business days (unless otherwise agreed by HP Project Manager and the Customer Project Manager), to requests for Customer business and technical data, documentation, and other information or assistance needed for the Project. This includes, but is not limited to, providing: (a) Documentation and information needed for design, development, testing, evaluation, installation, etc.; (b) Skilled and knowledgeable Customer personnel to assist HP in the Project; and (c) Samples of data and/or the assistance of HP personnel to prepare required data for testing.

Customer is responsible for the accuracy, completeness, and the timely provision of all information it provides. If information is incomplete or incorrect, any delay and anything required to correct problems created by the use of such incomplete or inaccurate information will be treated as a Customer requested Change Order to the scope of the work and subject to the Change Management section of this Statement of Work.

d. Customer Supplied Staff

[Note] Include if applicable

13. ADDITIONAL TERMS:

Applicable Remedies, (ie. Milestone payment plan, retainage, etc.) IP license for first developed IP, or similar type additional terms applicable this particular SOW

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be executed by their duly authorized representatives as of the date first written above. This SOW and the Agreement between the New York Office of General Services and Hewlett-Packard Company for Consulting/Technical Services and Maintenance/Support Services, Contract Number CMS 1051 is the entire agreement between the Parties with respect to the subject matter of this SOW.

BY SIGNING BELOW, THE CONTRACTOR REPRESENTS THAT, TO THE BEST OF ITS KNOWLEDGE AND BELIEF, THE SCOPE OF WORK HEREIN IS CONSISTENT WITH THE SCOPE OF THE AGREEMENT AND THAT THE PRICES SET FORTH, ABOVE, REFLECT ALL APPLICABLE DISCOUNTS UNDER THE AGREEMENT.

AGREED TO:

Customer

HP

Authorized Representative Signature

Authorized Representative Signature

Name:
Title:
Address:
Customer Contact:
Email:
Fax:

Name:
Title:
Address:
HP Contact:
Email:
Fax:

SCHEDULE 1 – (ATTACHMENT C) FORM OF LETTER AGREEMENT

Dear _____:

We request that Contractor provide the following Service under Contract No. CMS 1051(Agreement) to support XXXX operations:

<u>Qty</u>	<u>Style</u>	<u>Description</u>	<u>Price</u>	<u>Price</u>	<u>Maint.</u>	<u>Period</u>
		Authorized User Unit Warranty	Extended	Unit Monthly		
XXX	XXXX	XXXXXX	\$ XXXX	\$ XXXX	\$XXXX	12 months

Quantity of (XX) XXXX should be delivered immediately to: Authorized User, _____, New York, XXXXX, Attention: XXXXXX. The balance of the order should be delivered according to the delivery schedule to be provided by XXXXXXXX.

In accepting this order, Contractor certifies that the prices quoted are equal to or less than the pricing specified in the applicable Schedule to the Agreement including, but not limited to, New York State OGS P - Contract and Federal GSA pricing, for the same or smaller quantity of the Deliverable or Service which is the subject of the quote under the same or similar terms and conditions. Contractor also certifies that the prices quoted reflect all applicable discounts under the Agreement. The amount of this request is not to exceed \$XX,XXX.

In accepting this order, Contractor represents that the service specified herein is consistent with the scope of the Agreement

It is understood and agreed that this Transaction Document is placed under the terms and conditions of the Agreement between Contractor and the New York State Office of General Services, effective _____, 200_. It is further understood and agreed that, pursuant to Section 3 of the Base Agreement, the provisions of that Agreement supersede any inconsistent provisions of this Transaction Document. Consistent with Section 3 of the Base Agreement, however, the Contractor may, in this Transaction Document, agree to provide an Authorized User with more favorable prices, terms, warranties or other benefits than are specified elsewhere in the Agreement. This Transaction Document may not contain any terms less advantageous to the Authorized User than those set forth in this Base Agreement, an Appendix, or a Schedule.

Thank you for your attention to this matter.

Schedule 1 – (Attachment C) – Form of Letter Agreement

Sincerely,

Approved by _____
Fiscal Unit

cc: Office of the State Comptroller

Schedule 1 – (Attachment C) – Form of Letter Agreement