



Additional License Authorizations

For HP Service Management Center Software products

The software described in this Additional License Authorization (“ALA”) is governed by the agreement set forth on the quote for the order referencing this software. The terms of this ALA shall govern delivery of the software and specifically take precedence over any different terms in such agreement to the extent of a conflict.

Product use authorizations

This document provides Additional License Authorizations for the following software products in the Service Management Center of HP’s IT Performance Suite software:

Products	Suites
HP AssetCenter	HP Asset Manager Enterprise Suite
HP Asset Manager	HP Asset Tracking Suite
HP Connect-It	HP IT Service Performance Suite 6.2
HP Release Control	HP IT Service Performance Suite 7.x
HP ServiceCenter	HP IT Change Management Suite
HP ServiceCenter Automation	HP Service Manager Starter Suite
HP Service Desk	HP Service Manager Enterprise Suite
HP Service Manager	HP Service Manager Enterprise Suite without Connect-It



Definitions

Capitalized terms not otherwise defined in this Additional License Authorizations document are defined in the governing agreement.

Term	Definition
<i>Bundle or Bdl</i>	means an offering which includes a Term LTU, Term Support and SaaS.
<i>Connector or Conn</i>	means an integration element to a certain software, format or function through use of the HP software product.
<i>Concurrent User or CC Users</i>	means the software is licensed by the amount of users that simultaneously Use the software at any one point in time. The software can be installed on any number of computers provided that the actual usage of the software does not exceed the number of licenses purchased.
<i>Connect-It Database Device License</i>	means the right to expose data in one database to another database when the originating database is licensed by number of Devices. One license is required for each 100 managed Devices.
<i>Connect-It Server License</i>	means the right to use the respective Connector without Connect-It Device License, Connect-It User License or Instance restrictions.
<i>Connect-It User License</i>	means one Named User or Floating User in an AssetCenter or Asset Manager Instance or one Named User or Floating User in a ServiceCenter or Service Manager Instance or one Named User or Floating User in a Service Desk Instance in any Scenario with a respective Connector.
<i>Device or Dev</i>	means an addressable entity including but not limited to router, switch, bridge, hub, server, PC, laptop, handheld device or printer that resides within the range defined for interrogation and asset tracking.
<i>E-LTU and E-Media</i>	means products which are electronically delivered only, and as such any references to FOB Destination or delivery methods that are stated on Licensee's purchase order other than electronic shall be null and void with respect to these E-LTU or E-Media products.
<i>Enterprise Use</i>	means Unlimited Use as specified in the software specific license terms below.
<i>Floating Users or Flt Users</i>	means the maximum number of individuals out of a total user population, authorized by the Licensee to access the software at a given point in time.
<i>Guest Users</i>	means a specific individual authorized by the Licensee to have access to the software.
<i>Implementation</i>	means an installation of the software on a single Server or installed on a cluster of Servers which work together as a single installation of the software.
<i>Instance</i>	means each implementation of the application installed on a Server.
<i>Internal Use</i>	means access and Use of the software for purposes of supporting the internal operations or functions of Licensee.
<i>LTU</i>	means License To Use.
<i>Managed Configuration Item (CI)</i>	means a component of an IT Infrastructure, including a documentary item such as a Service Level Agreement or a Request for Change which is (or is to be) under the control of Configuration and therefore subject to formal change control.
<i>Named User or Nmd User</i>	means a specific individual authorized by Licensee to access the software regardless of whether they are actively using the software.
<i>SaaS</i>	means Software as a Service which is a service which allows access to the software, support and related professional services, as described in an order document, datasheet or a Statement of Work (SOW).
<i>Scenario</i>	means configuration sets within Connect-It that define data exchanges between multiple endpoints, using a Connector to each endpoint.
<i>Server</i>	means any designated computer system in which an Instance or Instances of the software is installed.
<i>Suite</i>	means two or more software products combined into a single license offering. The specific software products included in a Suite are specified in the software specific license terms below. Software products included in a Suite are governed by the individual authorizations and use restrictions associated with each software product.

Term	Definition
<i>Term License to Use or Term LTU</i>	means a software license to use (LTU) which indicates in its license description that the license is valid for a specific period of time such as One Month(1M), One Year(1Y) etc. Term LTU's are not perpetual licenses.
<i>Term Support</i>	means a fixed period support offering that is only valid during the time period of the associated Term LTU.
<i>Unlimited or Unl</i>	means without restrictions in terms of number of systems, devices or media, depending on the context.
<i>Use</i>	means to install, store, load, execute and display one copy of the software.

Software specific license terms

For software products with software specific license terms, these terms are described below. Software products covered by this additional license authorization (as listed on the first page under Product use authorizations) and not covered in this section do not have software specific license terms.

HP AssetCenter Web Tailoring Kit

For each license purchased, you shall have the right to Use one copy of the software in a development environment only, for the sole purpose of developing enhancements to the HP AssetCenter software.

HP AssetCenter 5.0 plus HP Asset Manager 5.10 and later releases

Each Guest User will have the ability to log into AssetCenter / Asset Manager but use of the software is restricted to the following activities:

- View assets
- View requested items for the licensed individual or the licensed users defined workgroup
- View and update tickets in AC/AM helpdesk
- View employees, departments, locations and tax tables
- View workflows as they apply to the licensed user (such as tasks and phases)
- Review departmental budgets and cost centers
- Approve and view requests
- Submit requests.

HP Asset Manager 5.10

The "HP Asset Manager Service Catalog Foundation" limits production use of Service Manager to five (5) Named Users for the sole purpose of Service Catalog administration, including:

- management of Operator Profiles
- synchronization of reference data to/from Asset Manager
- back-office management of the Service Catalog
- support of Guest User client sessions initiated from Asset Manager
- automated submission of Service Catalog Requests to Asset Manager
- enables Asset Manager Guest Users access to Service Manager's Service Catalog and Shopping Cart functionality through the Asset Manager web client. Self-service access is limited by the quantity of Asset Manager Guest Users licensed by the customer.

HP Asset Manager Software Asset Management Enterprise Use license provides the ability to Use as many Floating Users and Named Users as necessary for the Software Asset Management module in the limits of the number of users licensed for the Portfolio module.

HP Asset Manager 5.20 and later releases

Administration of the HP Asset Manager Procurement module Self-Service Catalog is limited to five (5) Named Users of Service Manager Foundation for the sole purpose of administration of this module. Authorized Service Manager administration functions include:

- management of operator profiles
- synchronization of reference data to/from HP Asset Manager
- back-office management of the Self-Service Catalog
- support of Guest User client sessions initiated from HP Asset Manager
- automated submission of Self-Service Catalog Requests to HP Asset Manager
- enables HP Asset Manager Guest Users access to HP Service Manager's Self-Service Catalog and shopping cart functionality through the HP Asset Manager web client. Self-service access is limited by the quantity of HP Asset Manager Guest Users licensed by you.

HP Asset Manager Software Asset Management Enterprise Use license provides the ability to Use as many Floating Users and Named Users as necessary for the Software Asset Management module in the limits of the number of users licensed for the Portfolio module.

HP Connect-It

You shall not be limited to the number of Instances of the software licensed provided you does not exceed the number of Connect-It Database Device Licenses or Connect-It user licenses required in each Scenario. For example, a Scenario exposing 700 Devices through HP UCMDB, HP Universal Discovery or HP DDM Inventory to a non-HP product requires 7 Connect-It Device licenses. Furthermore, an HP Connect-It Connector being used where there is one Instance of HP Asset Manager with a total of 20 Named Users and Floating Users, one Instance of HP Service Manager with a total of 80 Named Users and Floating Users and one Instance of HP Project & Portfolio Manager with a total of 50 Named Users, requires 150 Connect-It User Licenses for each licensed HP Connect-It Connector. There are no restrictions on the number of data sources a specific HP Connect-It Connector can integrate with provided you do not exceed the number of HP Connect-It Database Device licenses or Connect-It User Licenses required in each Scenario. There are no Instance or user restrictions on Connect-It Server Licenses.

HP ServiceCenter

The Self-Service Ticketing module is licensed as part of HP ServiceCenter, licensee has the additional right for all employees of licensee to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Management software is licensed as part of HP Service Manager Employee Self Service (ESS) Users are based on the number of authorized users indicated in the software license. Users accessing the Self Service Ticketing capabilities of HP ServiceCenter are only authorized to access the ITIL Service Desk functions within HP ServiceCenter. Licensed users cannot open an incident or change or request directly from Self-Service Ticketing. Self-service approvals can only be setup via the Service Catalog module's employee self service access using the self service functions via the catalog.

The Web Control module of HP ServiceCenter is for internal and private website use only and is not authorized for any use on any public websites or internet services.

HP ServiceCenter SOAP API SDK

You shall not have the right to use the SOAP API SDK to replicate any existing HP software or to circumvent licensing usage of such software.

HP Service Desk Concurrent User Capacity Expansion, HP Service Desk Named User Capacity Expansion

HP Service Desk Capacity Expansion (CE) products are intended for use by you who require additional Service Desk capacity to their existing Service Desk installations, after the official end of sales date of June 30, 2011. Service Desk CE Licenses have additional use restrictions which include: License for the HP Service Desk CE product are for capacity increase only and can only be used with the Service Desk physical system which has been licensed by customer previously.

HP Service Manager

The Self Service Ticketing module is licensed as part of HP Service Manager, licensee has the additional right for all employees of licensee to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Management software is licensed as part of HP Service Manager Employee Self Service (ESS) Users are based on the number of authorized users indicated in the license. Users accessing the Self Service Ticketing capabilities of HP Service Manager are only authorized to access the ITIL Service Desk functions within HP Service Manager. Licensed users cannot open an incident or change or request directly from Self-Service Ticketing. Self-service approvals can only be setup via the Service Catalog module's employee self service access using the self service functions via the catalog.

HP SC SOAP API SDK is included with the HP Service Manager Foundation license, licensee shall not have the right to use the SOAP API SDK to replicate any existing HP Service Manager functionality or to circumvent licensing of such software.

HP IT Service Delivery Suite offerings

Suite	Offering includes
<i>HP Asset Manager Enterprise Suite – Named User</i>	<ul style="list-style-type: none">▪ 1 HP Asset Manager Server▪ 1 HP Asset Manager Portfolio Named User▪ 1 HP Asset Manager Contracts Named User▪ 1 HP Asset Manager SAM Named User▪ 1 HP Asset Manager Procurement Named User▪ 1 HP Asset Manager Financial Management Named User▪ 100 HP Asset Manager Guest Users
<i>HP Asset Manager Enterprise Suite – Floating User</i>	<ul style="list-style-type: none">▪ 1 HP Asset Manager Server▪ 1 HP Asset Manager Portfolio Floating User▪ 1 HP Asset Manager Contracts Floating User▪ 1 HP Asset Manager SAM Floating User▪ 1 HP Asset Manager Procurement Floating User▪ 1 HP Asset Manager Financial Management Floating User▪ 100 HP Asset Manager Guest Users
<i>HP Asset Tracking Suite</i>	<ul style="list-style-type: none">▪ 1 HP Asset Manager Server▪ 10 HP Asset Manager Portfolio Named Users▪ 2,000 DDM Inventory Devices
<i>HP IT Service Performance Suite Floating User 6.2</i>	<ul style="list-style-type: none">▪ 1 HP ServiceCenter Service Support Foundation Floating User▪ 1 HP ServiceCenter Windows Client Floating User▪ 1 HP ServiceCenter Web Client Floating User▪ 1 HP ServiceCenter Problem Management Floating User▪ 1 HP ServiceCenter Scheduled Maintenance Floating User▪ 1 HP Connector for Email User▪ 1 HP Connector for LDAP User▪ 1 HP Connector for Web Service User▪ 1 HP DecisionCenter IT Performance Analytics Named User
<i>HP IT Service Performance Suite Floating User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none">▪ 1 HP ServiceCenter Service Support Foundation Floating User▪ 1 HP ServiceCenter Windows Client Floating User▪ 1 HP ServiceCenter Web Client Floating User▪ 1 HP ServiceCenter Problem Management Floating User▪ 1 HP ServiceCenter Scheduled Maintenance Floating User▪ 1 HP Connector for Email User▪ 1 HP Connector for LDAP User▪ 1 HP Connector for Web Service User

HP IT Service Delivery Suite offerings (continued)

Suite	Offering includes
<i>HP IT Service Performance Suite Named User 6.2</i>	<ul style="list-style-type: none"> ▪ 1 HP ServiceCenter Service Support Foundation Named User ▪ 1 HP ServiceCenter Windows Client Named User ▪ 1 HP ServiceCenter Web Client Named User ▪ 1 HP ServiceCenter Problem Management Named User ▪ 1 HP ServiceCenter Scheduled Maintenance Named User ▪ 1 HP Connector for Email User ▪ 1 HP Connector for LDAP User ▪ 1 HP Connector for Web Service User ▪ 1 HP DecisionCenter IT Performance Analytics Named User
<i>HP IT Service Performance Suite Named User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none"> ▪ 1 HP ServiceCenter Service Support Foundation Named User ▪ 1 HP ServiceCenter Windows Client Named User ▪ 1 HP ServiceCenter Web Client Named User ▪ 1 HP ServiceCenter Problem Management Named User ▪ 1 HP ServiceCenter Scheduled Maintenance Named User ▪ 1 HP Connector for Email User ▪ 1 HP Connector for LDAP User ▪ 1 HP Connector for Web Service User
<i>HP IT Service Performance Suite Floating User 7.x</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP DecisionCenter IT Performance Analytics Named User
<i>HP IT Service Performance Suite Floating User 7.x without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User
<i>HP IT Service Performance Suite Named User 7.x</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Named User ▪ 1 HP Service Manager Help Desk Named User ▪ 1 HP DecisionCenter IT Performance Analytics Named User
<i>HP IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Named User ▪ 1 HP Service Manager Help Desk Named User
<i>HP IT Change Management Suite Floating User</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Change Management Floating User ▪ 1 HP Release Control Change Edition Floating User
<i>HP IT Change Management Suite Named User</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Change Management Named User ▪ 1 HP Release Control Change Edition Named User

HP IT Service Delivery Suite offerings (continued)

Suite	Offering includes
<i>HP SM Starter Suite Named User LTU</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 25 HP Service Manager Foundation Named User▪ 25 HP Service Manager Help Desk Named User▪ 25 HP Service Manager Change Management Named User▪ 25 HP Service Manager Service Level Management Named User
<i>HP SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Named User▪ 1 HP Service Manager Help Desk Named User▪ 1 HP IT Change Management Suite Named User▪ 1 HP Service Manager Service Level Management Named User▪ 1 HP Service Manager Request Management Named User▪ 1 HP Service Manager Knowledge Management Named User▪ 1,000 HP Service Manager Knowledge Management Employee Self Service Users▪ 1,000 HP Service Manager Catalog Employee Self Service Users▪ 1 HP Connector for Database User▪ 1 HP Connector for Email User▪ 1 HP Connector for LDAP User
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Named User▪ 1 HP Service Manager Help Desk Named User▪ 1 HP IT Change Management Suite Named User▪ 1 HP Service Manager Service Level Management Named User▪ 1 HP Service Manager Request Management Named User▪ 1,000 HP Service Manager Catalog Employee Self Service Users▪ 1 HP Connector for Database User▪ 1 HP Connector for Email User▪ 1 HP Connector for LDAP User
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Named User▪ 1 HP Service Manager Help Desk Named User▪ 1 HP IT Change Management Suite Named User▪ 1 HP Service Manager Service Level Management Named User▪ 1 HP Service Manager Request Management Named User▪ 1 HP Service Manager Knowledge Management Named User▪ 1,000 HP Service Manager Knowledge Management Employee Self Service Users▪ 1,000 HP Service Manager Catalog Employee Self Service Users
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Named User▪ 1 HP Service Manager Help Desk Named User▪ 1 HP IT Change Management Suite Named User▪ 1 HP Service Manager Service Level Management Named User▪ 1 HP Service Manager Request Management Named User▪ 1,000 HP Service Manager Catalog Employee Self Service Users

HP IT Service Delivery Suite offerings (continued)

Suite	Offering includes
<i>HP SM Enterprise Suite with Connect-It and with Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP IT Change Management Suite Floating User ▪ 1 HP Service Manager Service Level Management Floating User ▪ 1 HP Service Manager Request Management Floating User ▪ 1 HP Service Manager Knowledge Management Floating User ▪ 2,000 HP Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HP Service Manager Catalog Employee Self Service Users ▪ 1 HP Connector for Database User ▪ 1 HP Connector for Email User ▪ 1 HP Connector for LDAP User
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP IT Change Management Suite Floating User ▪ 1 HP Service Manager Service Level Management Floating User ▪ 1 HP Service Manager Request Management Floating User ▪ 2,000 HP Service Manager Catalog Employee Self Service Users ▪ 1 HP Connector for Database User ▪ 1 HP Connector for Email User ▪ 1 HP Connector for LDAP User
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP IT Change Management Suite Floating User ▪ 1 HP Service Manager Service Level Management Floating User ▪ 1 HP Service Manager Request Management Floating User ▪ 1 HP Service Manager Knowledge Management Floating User ▪ 2,000 HP Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HP Service Manager Catalog Employee Self Service Users
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP IT Change Management Suite Floating User ▪ 1 HP Service Manager Service Level Management Floating User ▪ 1 HP Service Manager Request Management Floating User ▪ 2,000 HP Service Manager Catalog Employee Self Service Users

Additional license terms

Term

- A. Software contains software and associated specifications licensed from third parties that are confidential to, and trade secrets of, such parties. You will not take any action other than to Use it as authorized under the agreement as part of the software products and will not disclose it to third parties.
- B. You shall install and use the software as authorized in the applicable agreement only as a complete product and may not use portions of such software on a standalone basis separate from the complete software unless expressly authorized in the Supporting Material, specifications or an applicable agreement.
- C. Unless stated otherwise, you are authorized to Use one Device at a time for your Internal Use.

hp.com/go/SWlicensing

Latest version of software licensing documents

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