



# HP Software DecisionCenter IT Performance Analytics Obsolescence Announcement

## Frequently Asked Questions

On July 15, 2011, HP announced the end of sale date and end of support dates for DecisionCenter IT Performance Analytics.

This document provides answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing DecisionCenter IT Performance Analytics?

**Answer** Effective July 15, 2011, HP is announcing the discontinuance of DecisionCenter IT Performance Analytics. Current customers may continue to purchase additional licenses of DecisionCenter IT Performance Analytics until October 1, 2011. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

**Question** What product numbers are affected by this obsolescence?

**Answer** Please refer to Appendix B in the customer letter for the list of affected product numbers.

**Question** When is the last date I can order DecisionCenter IT Performance Analytics?

**Answer** DecisionCenter IT Performance Analytics will continue to be available for purchase to current support customers through October 1, 2011. As of that date, you will no longer be able to purchase additional licenses of the product.

**Question** Can I still purchase additional licenses for DecisionCenter IT Performance Analytics? If yes, how?

**Answer** Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

**Question** Who can I contact if I have more questions with regards to this product discontinuance?

**Answer** You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner:  
[h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:

- [www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)  
HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

**Question** What options do I have for my enterprise class reporting solutions ?

**Answer** Two complementary solutions are available to you:

Solution 1 for your strategic dashboarding and scorecarding needs:  
Purchase HP IT Executive Scorecard through a promotion. All customers with active DC ITPA support contracts (either directly or through IT Service Performance Suite LTUs) are eligible to take advantage of a 6 month purchase promotion for HP IT Executive Scorecard (from July 15, 2011 – January 15, 2012).  
HP IT Executive Scorecard features and functionality include Balanced Scorecard, Persona based views, KPI Library and Data Warehouse. Please contact your HP Sales Representative for additional details.

Solution 2 for your operational reporting needs:  
Purchase Westbury's Service Management Intelligence (SMI) 2011 licenses at a discounted price. All customers with active DC ITPA support contracts (either directly or through IT Service Performance Suite LTUs) are eligible to take advantage of this offer from Westbury (from July 15, 2011- January 31, 2013).  
Westbury SMI is an HP certified operational reporting solution for HP Service Manager, putting the power of reporting in the hands of the people who need the data.  
Please contact Marc Kuijpers ([marc.kuijpers@westbury-it.com](mailto:marc.kuijpers@westbury-it.com)) for additional details.

You can take advantage of one or both of the promotions, depending on your reporting requirements.

### Support contract related questions

**Question** What is the end of support date?

**Answer** BOE (SAP) is a dependent component within DC ITPA. SAP will end the support for the included BOE version in 2012. For this reason, after July 31, 2012, HP will no longer engineer additional updates, patches or fixes. This is in agreement with the [Obsolescence Policy](#).

From August 1, 2012 to July 31, 2013 HP will offer support as usual, but without engineering additional updates, patches or fixes.

As of July 31, 2013 all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates

**Question** Are there any other key dates I need to be aware of?

**Answer** Please see Customer Letter page 1 for key dates.

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using DecisionCenter IT Performance Analytics. HP will stop providing support for DecisionCenter IT Performance Analytics on July 31, 2013. Self-Help Support will continue to be available through July 31, 2015. Customers are encouraged to begin reviewing their business requirements for DecisionCenter IT Performance Analytics. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business

Partner for help in determining replacement options that meet your business needs.

**Question** Can I get a support contract for technical support only, without having to pay for upgrades?

**Answer** No, support contracts include both technical support and software updates.

**Question** Should there be a defect with a version of DecisionCenter IT Performance Analytics for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

**Answer** HP may choose to offer defect fixes at a premium price, depending on available resources.

**Question** If I am on a support contract, what will I be entitled to?

**Answer** You will receive support until July 31, 2013. After that date, your support contract will be expired. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to benefit from the promotion for HP IT Executive Scorecard.

### **For more information**

For more information on HP IT Executive Scorecard and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[www.hp.com/go/software](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

[www.hp.com/go/hpssoftwaresupport/supportlifecycle](http://www.hp.com/go/hpssoftwaresupport/supportlifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)  
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