



Hewlett-Packard Company
690 East Middlefield Road
Mt. View, CA 94043
www.hp.com

HP Support July 2011

DecisionCenter IT Performance Analytics

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of DecisionCenter IT Performance Analytics, effective as of the dates set forth below.

This letter is for DecisionCenter IT Performance Analytics support customers worldwide, to inform you of our end of support plans.

End of Sale / End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your DecisionCenter IT Performance Analytics products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
July 1, 2011	Internal announcement
July 15, 2011	Product discontinuance announced
October 1, 2011	End of sale
January 15, 2012	End of 6 month purchase promotion for HP IT Executive Scorecard
July 31, 2012	End of Full Support; after this date, no additional updates, patches or fixes will be engineered
January 31, 2013	End of 18 month purchase promotion for Westbury's SMI product
July 31, 2013	End of Support
July 31, 2015	End of Self-Help support

HP has decided to exit the business for DecisionCenter IT Performance Analytics. However, in the context of this obsolescence, you can take advantage of promotions on the following complementary products:

1. **HP IT Executive Scorecard:** Customers with active DC ITPA support contracts are eligible to take advantage of the 6 month purchase promotion for HP IT Executive Scorecard. The HP IT Executive Scorecard serves your strategic dashboarding and scorecarding needs, by consolidating the key elements of IT performance in one place using data merged from different operational IT systems. For more details on the HP IT Executive Scorecard promotion, please contact your HP Sales Representative.



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2. Westbury's Service Management Intelligence (SMI):

Customers with active DC ITPA support contracts are eligible to take advantage of the purchase promotion for Westbury's SMI product. 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.

For more details on the SMI promotion, please contact Marc Kuijpers (marc.kuijpers@westbury-it.com).

Dependent Component:

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.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected DecisionCenter IT Performance Analytics product numbers.

For more information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

In addition, for technical assistance and information, please visit Software Support Online: www.hp.com/go/hpssoftwaresupport

HP once again wishes to thank you for choosing DecisionCenter IT Performance Analytics. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

APPENDIX A: Definitions

This product version obsolescence is covered by version 4.3 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: www.hp.com/go/hpssoftwaresupport/support-lifecycle

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Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support

Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HP's intent to communicate with affected HP Software product/product versions customers in a timely manner. However, there are cases where HP does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HP Software product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported

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adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

APPENDIX B: Affected product SKUs

Product Number	Description
T4760AA	HP DecisionCenter 1.00 Software Media
T4760AAE	HP DecCtr 1.0 Software E-Media
T4760BA	HP DecisionCenter 2.00 Eng SW Media
T4760BAE	HP DecisionCenter 2.00 Eng SW E-Media
T4763AA	HP DC Foundatn Bndl Flt Usr Software LTU
T4764AA	HP DC Foundatn Bndl Nmd Usr Software LTU
T4765AA	HP DC Foundatn Bndl Nmd Usr SW LTU
T4766AA	HP DC Foundtn Stndaln NmdUsr SW LTU
T4767AA	HP DC ITPA Incident Flt Usr Software LTU
T4768AA	HP DC ITPA Incident Nmd Usr Software LTU
T4769AA	HP DC ITPA Help Dsk Flt Usr Software LTU
T4770AA	HP DC ITPA Help Dsk Nmd Usr Software LTU
T4771AA	HP DC ITPA Svc Lvl Mgt FltUsr SW LTU
T4772AA	HP DC ITPA Svc Lvl Mgt NmdUsr SW LTU
T4773AA	HP DC ITPA Bus Impct Flt Usr Sftware LTU
T4774AA	HP DC ITPA Bus Impct Nmd Usr Sftware LTU
T4831AA	HP DC ITPA (w/ BO) Named User SW LTU
T4831AAE	HP DC ITPA (w/ BO) Named User SW ELTU
T4832AA	HP DC ITPA (w/o BO) Named User SW LTU
T4832AAE	HP DC ITPA (w/o BO) Named User SW ELTU

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