HP Software Services   February 1, 2009

HP Service Desk

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP Service Desk (SD) 5.0x & 5.1x, effective as of the dates set forth below. And HP is very happy to announce the availability of Service Manager 7.10, the successor product to Service Desk 4.5.

This letter is being sent to HP Service Desk 5.0x & 5.1x support customers worldwide to inform you of the end of support plans.

Product Status and Information Notification

In December of 2005, Hewlett-Packard (HP) announced its intent to converge the HP Service Desk and HP ServiceCenter products as a result of the Peregrine Systems acquisition. With the successor product, Service Manager 7, generally available today, this notification letter is being sent to HP Service Desk customers worldwide to make you aware of the product discontinuance decision and to inform you of what steps HP is taking to help protect your investment in HP Service Desk. This notification is intended to help you plan for available migration opportunities when it makes the best business sense for you and your organization.

HP wants to ensure that this migration is a positive experience for you. HP intends to do this through a program that consists of:
- A beneficial license entitlement
- Little to no impact to support contract prices.
- HP Consulting and Integration and certified partners that can help you with your migration.
- A migration specialist team built to reduce the cost of migration through the elimination of common tasks.
- Extensive migration tools that ease migration efforts.
- Several on-line HP Education courses to train your administrators and end-users on Service Manager 7.
- New features and functions in Service Manager 7 retaining some of the ease of use functionality from HP Service Desk and additional new capabilities for HP Service Desk customers including:
  o Full function web based client included in the entitlement.
  o Web services API included in the entitlement.
  o Scheduled Maintenance module to track regular ongoing operational work activity included in the entitlement.
  o Robust Service Catalog and Knowledge Management modules to extend self-service for consumers of IT services, available for purchase during or after the migration project.
  o Scalable and flexible to meet the needs of small and large companies
  o Service Lifecycle Management – The ability to establish, maintain, order and track all goods and services delivered by IT to the consumers of IT services
  o Enhanced Integrations – tighter integrations with the HP Software BTO portfolio.

February 1, 2009

Page 2

Hewlett-Packard is committed to making the migration as smooth as possible. By converging onto Service Manager, HP will be able to deliver greater return for your ongoing investment both in terms of value and innovation.

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 HP SD 5.0x & 5.1x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
February 1, 2009	Product discontinuance announced
January 1, 2010	End of Sale (no longer orderable or available for purchase)
December 31, 2010	End of Support
December 31, 2012	End of Self-Help Support

Please note that all HP SD 5.0x & 5.1x customers with active support contracts are eligible to migrate to HP Service Manager 7.10 via a license exchange.

While HP SD 5.0x & 5.1x may continue to meet your immediate needs, HP recommends that all customers migrate to HP Service Manager 7.10.

Please refer to attached Appendices A and B for definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

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/hpsoftwaresupport

Additional information, webinars and whitepapers, will be available on HP Customer Connection: www.hp.com/go/swcustomerconnection

HP once again wishes to thank you for choosing HP Service Desk as your preferred service management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

For more information, go to www.managementsoftware.hp.com

2/2009.

February 1, 2009

Page 3

Appendix A: Definitions
This product version obsolescence is covered by version 4.2 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: www.hp.com/go/hpsoftwaresupport/support-lifecycle

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

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2/2009.

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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 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 – End of availability for these product numbers in use by Service Desk version 4.5.

Product #	Description
BA200AA	HP OpenView Helpdesk Manager 5 LTU
BA200AAE	HP OpenView Helpdesk Manager 5 Software ELTU
BA201AA	HP OpenView Change Manager 5 LTU
BA201AAE	HP OpenView Change Manager 5 Software ELTU
BA202AA	HP OpenView SLM 5 LTU
BA202AAE	HP OpenView SLM 5 Software ELTU
BA203AA	HP OpenView SD 5.0 Windows Media
BA203AAE	HP OpenView SD 5.0 Windows Emedia
BA203BA	HP OpenView SD 5.10 Windows Media
BA203BAE	HP OpenView SD 5.10 Windows Emedia
BA204AA	HP OpenView SD 5.0 HP-UX Media
BA204AAE	HP OpenView SD 5.0 HP-UX Emedia
BA204BA	HP OpenView SD 5.10 HP-UX Media
BA204BAE	HP OpenView SD 5.10 HP-UX Emedia
BA205AA	HP OpenView SD 5.0 Solaris Media
BA205AAE	HP OpenView SD 5.0 Solaris Emedia
BA205BA	HP OpenView SD 5.10 Solaris Media
BA205BAE	HP OpenView SD 5.10 Solaris EMedia
BA207AA	HP OpenView SD 5 1 Named User LTU
BA207AAE	HP OpenView SD 5 1 Named User ELTU
BA208AA	HP OpenView SD 5 1 Concurrent User LTU
BA208AAE	HP OpenView SD 5 1 Concurrent User ELTU
BA211AA	HP OpenView SD 5/MoM Media LTU
BA211AAE	HP OpenView SD 5/MoM Media ELTU
BA212AA	HP SLM 5 25 Services Pack Software LTU
BA212AAE	HP SLM 5 25 Services Pack Software ELTU

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2/2009.