



HP Service Desk Process Insight Product Obsolescence Announcement Frequently Asked Questions

On July 1st, 2008, HP announced the product discontinuance and end of support dates for HP Service Desk Process Insight (all versions). This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Service Desk Process Insight?

Answer Effective July 1st, 2008, HP is announcing discontinuance of HP Service Desk Process Insight (all versions). Current customers may continue to purchase additional copies of HP Service Desk Process Insight products through September 1, 2008. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Service Desk Process Insight?

Answer As HP focuses its service management investments in to the Service Manager product line, HP is discontinuing the HP Service Desk Process Insight product.

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 HP Service Desk Process Insight products?

Answer These products will continue to be available for purchase to current support customers through September 1, 2008. After that date you will no longer be able to purchase additional copies of these products.

Question Can I still purchase additional licenses for versions of HP Service Desk Process Insight that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after September 1, 2008.

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
 - Web Self Solve:
www.hp.com/go/hpsoftwaresupport/
 - HP Technical Support:
www.hp.com/go/hpsoftwaresupport/casemanager/submitcase

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is Jun 30th, 2010 for HP Service Desk Process Insight. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

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 HP Service Desk Process Insight. HP will stop providing Support for these products on Jun 30, 2010. Customers are encouraged to begin reviewing their business requirements for HP Service Desk Process Insight. Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining migration options that meet your business needs.

Question How does this affect my HP Service Desk Process Insight support contract?

Answer Upon the End of Support date of HP Service Desk Process Insight your support contract will automatically be terminated. Support will no longer be available after this date.

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 HP Service Desk Process Insight 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 What migration services are available to help me upgrade?

Answer Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on HP Business Process Insight 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

www.hp.com/go/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle

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7/2008. Printed in the U.S.

