Additional License Authorizations

For HP Service Management Center Software products

Products and suites covered

Products	E-LTU or E-Media available *	Non-Production use category **
HP Propel	Yes	Class 1
HP Release Control	Yes	Class 1
HP ServiceCenter	Yes	Class 1
HP ServiceCenter Automation	Yes	Class 1
HP Service Desk	Yes	Class 1
HP Service Manager	Yes	Class 1

Suites	E-LTU or E-Media available *	Non-Production use category **
HP IT Service Performance Suite 6.2	Yes	Class 1
HP IT Service Performance Suite 7.x	Yes	Class 1
HP IT Change Management Suite	Yes	Class 1
HP Service Management Subscription Suite	Yes	Class 1
HP Service Manager Starter Suite	Yes	Class 1
HP Service Manager Enterprise Suite	Yes	Class 1
HP Service Manager Enterprise Suite without Connect-It	Yes	Class 1

* Any product sold as E-LTU or E-Media shall be delivered electronically regardless of any contrary designation in a purchase order.

** Non-production use rights, if any, can be found at **www.hp.com/go/SWlicensing**.

Note: HP Asset Manager, HP Connect-It and HP Asset Manager based suites are covered in the ALA document for HP Asset Management Center.

Definitions

Capitalized terms not otherwise defined in this ALA document are defined in the governing agreement.

Term	Definition
Bundle or *Bdl*	means an offering which includes a Term LTU, Term Support and SaaS.
Connector or Conn	means an integration element to a certain software, format or function through use of the HP software product.
Concurrent User or *CC Users*	means the software is licensed by the amount of users that simultaneously Use the software. 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.

Term	Definition
E-LTU and *E-Media*	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.
Enterprise Use	means Unlimited Use as specified in the software specific license terms below.
Floating Users or *Flt Users*	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.
Implementation	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.
Instance	means each implementation of the application installed on a Server.
Internal Use	means access and Use of the software for purposes of supporting the internal operations or functions of Licensee.
Interval Billing	means periodic billing associated with the Subscription.
LTU	means License To Use.
Managed Configuration Item (CI)	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.
Named User or *Nmd User*	means a specific individual authorized by Licensee to access the software regardless of whether they are actively using the software.
SaaS	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).
Server	means any designated computer system in which an Instance or Instances of the software is installed.
Subscription or *Sub* or *SUB*	means an offering which includes a license and support for the time period of the subscription and includes Interval Billing.
Suite	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 License to Use or *Term LTU*	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.
Term Support	means a fixed period support offering that is only valid during the time period of the associated Term LTU.
Unlimited or *Unl*	means without restrictions in terms of number of systems, devices or media, depending on the context.

Software specific license terms

For software products with software specific license terms, these terms are described below. Software products covered by ALA document (as listed above) and not covered in this section do not have software specific license terms.

HP Propel

HP Propel Portal and HP Propel Service Exchange are licensed by Named User. A Named User license may not be transferred from one individual to another unless the original Named User no longer requires, and is no longer permitted to access.

HP ServiceCenter

The Self-Service Ticketing functionality 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 Expandsion, 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 functionality 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 Service Management Center Suite offerings

HP Change Management Suite, HP IT Service Performance Suite, HP Release Control, HP Service Manager and HP Service Manager Enterprise Suite Concurrent User licenses listed in this paragraph previously were called Floating User licenses.

Suite	Offering includes
HP IT Service Performance Suite Floating User 6.2	▪ 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
HP IT Service Performance Suite Floating User 6.2 without DecisionCenter IT Performance Analytics	▪ 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 Service Management Center Suite offerings (continued)

Suite	Offering includes
HP IT Service Performance Suite Named User 6.2	▪ 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
HP IT Service Performance Suite Named User 6.2 without DecisionCenter IT Performance Analytics	▪ 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
HP IT Service Performance Suite Concurrent User 7.x	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP DecisionCenter IT Performance Analytics Named User
HP IT Service Performance Suite Concurrent User 7.x without DecisionCenter IT Performance Analytics	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User
HP IT Service Performance Suite Named User 7.x	▪ 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
HP IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Named User ▪ 1 HP Service Manager Help Desk Named User
HP IT Change Management Suite Concurrent User	▪ 1 HP Service Manager Change Management Concurrent User ▪ 1 HP Release Control Change Edition Concurrent User
HP IT Change Management Suite Named User	▪ 1 HP Service Manager Change Management Named User ▪ 1 HP Release Control Change Edition Named User

HP Service Management Center Suite offerings (continued)

Suite	Offering includes
HP Service Management Subscription Concurrent User Suite	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP IT Change Management Suite Concurrent User ▪ 1 HP Service Manager Service Level Management Concurrent User ▪ 1 HP Service Manager Request Management Concurrent User ▪ 1 HP Service Manager Knowledge Management Concurrent 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
HP Service Management Subscription Named User Suite	▪ 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
HP SM Starter Suite Named User LTU	▪ 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
HP SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User LTU	▪ 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
HP SM Enterprise Suite with Connect-It and without Knowledge Management Named User LTU	▪ 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

HP Service Management Center Suite offerings (continued)

Suite	Offering includes
HP SM Enterprise Suite without Connect-It and with Knowledge Management Named User LTU	▪ 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
HP SM Enterprise Suite without Connect-It and without Knowledge Management Named User LTU	▪ 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 SM Enterprise Suite with Connect-It and with Knowledge Management Concurrent User LTU	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP IT Change Management Suite Concurrent User ▪ 1 HP Service Manager Service Level Management Concurrent User ▪ 1 HP Service Manager Request Management Concurrent User ▪ 1 HP Service Manager Knowledge Management Concurrent 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
HP SM Enterprise Suite with Connect-It and without Knowledge Management Concurrent User LTU	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP IT Change Management Suite Concurrent User ▪ 1 HP Service Manager Service Level Management Concurrent User ▪ 1 HP Service Manager Request Management Concurrent 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
HP SM Enterprise Suite without Connect-It and with Knowledge Management Concurrent User LTU	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP IT Change Management Suite Concurrent User ▪ 1 HP Service Manager Service Level Management Concurrent User ▪ 1 HP Service Manager Request Management Concurrent User ▪ 1 HP Service Manager Knowledge Management Concurrent User ▪ 2,000 HP Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HP Service Manager Catalog Employee Self Service Users

HP Service Management Center Suite offerings (continued)

Suite	Offering includes
HP SM Enterprise Suite without Connect-It and without Knowledge Management Concurrent User LTU	▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Concurrent User ▪ 1 HP Service Manager Help Desk Concurrent User ▪ 1 HP IT Change Management Suite Concurrent User ▪ 1 HP Service Manager Service Level Management Concurrent User ▪ 1 HP Service Manager Request Management Concurrent 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.

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