Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com

May 1, 2013

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of Service Manager 7.1x and 9.2x, effective as of the dates set forth below.

This letter is for Service Manager 7.1x and 9.2x 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 Service Manager 7.1x and 9.2x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity Service Manager 7.1x
May 1, 2013	Product discontinuance announced
February 1, 2014	End of sale (no longer orderable or available for purchase)
May 31, 2015	End of Support for: • Service Manager 7.1x • HP IT Service Performance Suite 7.10 and 7.11 • HP IT Change Management Suite 7.10 and 7.11
May 31, 2017	End of Self-Help Support for: • Service Manager 7.1x • HP IT Service Performance Suite 7.10 and 7.11 • HP IT Change Management Suite 7.10 and 7.11

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Date	Program Activity Service Manager 9.2x
May 1, 2013	Product discontinuance announced
July 1, 2014	End of sale (no longer orderable or available for purchase)
October 31, 2015	End of Support for Service Manager 9.2x
October 31, 2017	End of Self-Help Support Service Manager 9.2x

While these Service Manager 7.1x and 9.2x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Service Manager 9.3x.

Service Manager 7.1x:
Some customers may have upgraded their RTE to version 9.x while their apps is still on version 7.1x. To continue to be able to receive support, these customers should upgrade their 7.1x apps before May 1, 2015.

Along with the obsolescence of Service Manager 7.1x, we are also obsolescing HP IT Service Performance Suite 7.10 and 7.11. Customers will receive the SM9.30 media. The description of the licenses will change to reflect they also support SM9.3x.

Along with the obsolescence of Service Manager 7.1x, we are also obsolescing HP IT Change Management Suite 7.10 and 7.11. Customers will receive the SM9.30 media. The licenses will not change.

Service Manager 9.2x:
Some customers may have upgraded their RTE to version 9.3x while their apps is still on version 9.2x. To continue to be able to receive support, these customers should upgrade their 9.2x apps before October 31, 2015.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Manager 7.1x and 9.2x product numbers.

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.

For more information, go to hp.com/go/software

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

HP once again wishes to thank you for choosing Service Manager 7.1x and 9.2x. 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 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: 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 is 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

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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 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

SKU	Product Description
T5001BA	HP SM 7.10 English SW Media
T5001BAE	HP SM 7.10 English SW E-Media
T5001BC	HP SM 7.10 Czech SW Media
T5001BCE	HP SM 7.10 Czech SW E-Media
T5001BD	HP SM 7.10 Grm SW Media
T5001BDE	HP SM 7.10 Grm SW E-Media

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T5001BE	HP SM 7.10 Spn SW Media
T5001BEE	HP SM 7.10 Spn SW E-Media
T5001BF	HP SM 7.10 Frn SW Media
T5001BFE	HP SM 7.10 Frn SW E-Media
T5001BH	HP SM 7.10 Hung SW Media
T5001BHE	HP SM 7.10 Hung SW E-Media
T5001BJ	HP SM 7.10 Jpn SW Media
T5001BJE	HP SM 7.10 Jpn SW E-Media
T5001BK	HP SM 7.10 Kor SW Media
T5001BKE	HP SM 7.10 Kor SW E-Media
T5001BO	HP SM 7.10 Pol SW Media
T5001BOE	HP SM 7.10 Pol SW E-Media
T5001BP	HP SM 7.10 B.Prt SW Media
T5001BPE	HP SM 7.10 B.Prt SW E-Media
T5001BS	HP SM 7.10 S.Chs SW Media
T5001BSE	HP SM 7.10 S.Chs SW E-Media
T5001BU	HP SM 7.10 Dut SW Media
T5001BUE	HP SM 7.10 Dut SW E-Media
T5001BV	HP SM 7.10 Rus SW Media
T5001BVE	HP SM 7.10 Rus SW E-Media
T5001BZ	HP SM 7.10 Itl SW Media
T5001BZE	HP SM 7.10 Itl SW E-Media
T5001CA	HP SM 7.11 English SW Media
T5001CAE	HP SM 7.11 English SW E-Media
T5001CC	HP SM 7.11 Czh SW Media
T5001CCE	HP SM 7.11 Czh SW E-Media
T5001CD	HP SM 7.11 Ger SW Media
T5001CDE	HP SM 7.11 Ger SW E-Media
T5001CE	HP SM 7.11 Spa SW Media
T5001CEE	HP SM 7.11 Spa SW E-Media
T5001CF	HP SM 7.11 Frn SW Media
T5001CFE	HP SM 7.11 Frn SW E-Media
T5001CH	HP SM 7.11 Hun SW Media
T5001CHE	HP SM 7.11 Hun SW E-Media
T5001CJ	HP SM 7.11 Jpn SW Media
T5001CJE	HP SM 7.11 Jpn SW E-Media
T5001CK	HP SM 7.11 Kor SW Media
T5001CKE	HP SM 7.11 Kor SW E-Media
T5001CO	HP SM 7.11 Pol SW Media
T5001COE	HP SM 7.11 Pol SW E-Media

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T5001CP	HP SM 7.11 Brz SW Media
T5001CPE	HP SM 7.11 Brz SW E-Media
T5001CS	HP SM 7.11 Sch SW Media
T5001CSE	HP SM 7.11 Sch SW E-Media
T5001CU	HP SM 7.11 Dut SW Media
T5001CUE	HP SM 7.11 Dut SW E-Media
T5001CV	HP SM 7.11 Rus SW Media
T5001CVE	HP SM 7.11 Rus SW E-Media
T5001CZ	HP SM 7.11 Ita SW Media
T5001CZE	HP SM 7.11 Ita SW E-Media
T5028AAE	HP SM KM ESS Usr for SM7.x+9.2x SW E-LTU
T5028AA	HP SM KM ESS Usr for SM7.x+9.2x SW LTU
T5026AAE	HP SM KM Flt Usr for SM7.x+9.2x SW E-LTU
T5026AA	HP SM KM Flt Usr for SM7.x+9.2x SW LTU
T5027AAE	HP SM KM Nmd Usr for SM7.x+9.2x SW E-LTU
T5027AA	HP SM KM Nmd Usr for SM7.x+9.2x SW LTU
T4903BAE	HP IT Svc Perf Suite 7.10 SW E-Media
T4903BA	HP IT Svc Perf Suite 7.10 SW Media
T4903CAE	HP IT Svc Perf Suite 7.11 SW E-Media
T4903CA	HP IT Svc Perf Suite 7.11 SW Media
T9767BAE	HP IT Chg Mgmt Suite 7.10 Eng SW E-Media
T9767BA	HP IT Chg Mgmt Suite 7.10 Eng SW Media
T9767CAE	HP IT Chg Mgmt Suite 7.11 Eng SW E-Media
T9767CA	HP IT Chg Mgmt Suite 7.11 Eng SW Media
T5001DAE	HP SM 9.20 English SW E-Media
T5001DA	HP SM 9.20 English SW Media
T5001DCE	HP SM 9.20 Czh SW E-Media
T5001DC	HP SM 9.20 Czh SW Media
T5001DDE	HP SM 9.20 Ger SW E-Media
T5001DD	HP SM 9.20 Ger SW Media
T5001DEE	HP SM 9.20 Spa SW E-Media
T5001DE	HP SM 9.20 Spa SW Media
T5001DFE	HP SM 9.20 Frn SW E-Media
T5001DF	HP SM 9.20 Frn SW Media
T5001DHE	HP SM 9.20 Hun SW E-Media
T5001DH	HP SM 9.20 Hun SW Media

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T5001DJE	HP SM 9.20 Jpn SW E-Media
T5001DJ	HP SM 9.20 Jpn SW Media
T5001DKE	HP SM 9.20 Kor SW E-Media
T5001DK	HP SM 9.20 Kor SW Media
T5001DOE	HP SM 9.20 Pol SW E-Media
T5001DO	HP SM 9.20 Pol SW Media
T5001DPE	HP SM 9.20 Brz SW E-Media
T5001DP	HP SM 9.20 Brz SW Media
T5001DSE	HP SM 9.20 Sch SW E-Media
T5001DS	HP SM 9.20 Sch SW Media
T5001DU	HP SM 9.20 Dut SW Media
T5001DUE	HP SM 9.20 Dut SW E-Media
T5001DV	HP SM 9.20 Rus SW Media
T5001DVE	HP SM 9.20 Rus SW E-Media
T5001DZE	HP SM 9.20 Ita SW E-Media
T5001DZ	HP SM 9.20 Ita SW Media

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