



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 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

* 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
<i>Bundle or Bdl</i>	means an offering which includes a Term LTU, Term Support and SaaS.
<i>Connector or Conn</i>	means an integration element to a certain software, format or function through use of the HP software product.
<i>Concurrent User or CC Users</i>	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
<i>E-LTU and E-Media</i>	means products which are electronically delivered only, and as such any references to FOB Destination or delivery methods that are stated on your purchase order other than electronic shall be null and void with respect to these E-LTU or E-Media products.
<i>Employee Self-Service User or ESS User</i>	means a specific individual authorized by your IT department to directly submit a self-service or knowledge request using the self- service interface.
<i>Enterprise Use</i>	means Unlimited use as specified in the software specific license terms below.
<i>Floating Users or Flt Users</i>	means the maximum number of individuals out of a total user population, authorized by you to access the software at a given point in time.
<i>Implementation</i>	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.
<i>Instance</i>	means each implementation of the application installed on a Server.
<i>Internal Use</i>	means access and Use of the software for purposes of supporting your internal operations or functions.
<i>Interval Billing</i>	means periodic billing associated with the Subscription.
<i>LTU</i>	means License To Use.
<i>Managed Configuration Item (CI)</i>	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.
<i>Named User or Nmd User</i>	means a specific individual authorized by you to access the software regardless of whether they are actively using the software.
<i>SaaS</i>	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).
<i>Server</i>	means any designated computer system in which an Instance or Instances of the software is installed.
<i>Subscription or Sub or SUB</i>	means an offering which includes a license and support for the time period of the subscription and includes Interval Billing.
<i>Suite</i>	means two or more software products combined into a single license offering or a single software product which includes two or more licenses. 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, except where specified in the specific Suite software specific license terms below..
<i>Term License to Use or Term LTU</i>	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.
<i>Term Support</i>	means a fixed period support offering that is only valid during the time period of the associated Term LTU.
<i>Unlimited or Unl</i>	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 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 Expansion, 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

HP Service Manager requires a Server license and a Foundation Named User or Concurrent User license.

HP ServiceCenter SOAP API SDK is included with the HP Service Manager Foundation license.

The following HP Service Manager Modules licenses are available as separate licenses and can only be used with an HP Service Manager Server license:

Module	Licensing Metric (each license metric requires a separate license)
HP Service Manager Helpdesk	Licensed by Named User or Concurrent User
HP Service Knowledge Management*	Licensed by Employee Self-Service User or Named User or Concurrent User
HP Service Manager Request Management	Licensed by Named User or Concurrent User
HP Service Manager Service Level Management	Licensed by Named User or Concurrent User
HP Service Manager Service Catalog *	Licensed by Employee Self-Service User or Named User or Concurrent User
HP Service Manager Smart Analytics	Licensed by Named User or Concurrent User

* Includes Self Service Ticketing functionality which allows your employees to open, monitor, update and close self- service tickets. Employee Self Service Users are limited when accessing the Self Service Ticketing functionality and are only authorized to access the ITIL Service Desk functions within HP Service Manager. Employee Self Service Self Service Users cannot open an incident or change or request directly from Self-Service Ticketing.

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
<i>HP IT Service Performance Suite Floating User 6.2</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Floating User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Named User 6.2</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Named User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Concurrent User 7.x</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Concurrent User 7.x without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Concurrent User▪ 1 HP Service Manager Help Desk Concurrent User
<i>HP IT Service Performance Suite Named User 7.x</i>	<ul style="list-style-type: none">▪ 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
<i>HP IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Server▪ 1 HP Service Manager Foundation Named User▪ 1 HP Service Manager Help Desk Named User
<i>HP IT Change Management Suite Concurrent User</i>	<ul style="list-style-type: none">▪ 1 HP Service Manager Change Management Concurrent User▪ 1 HP Release Control Change Edition Concurrent User
<i>HP IT Change Management Suite Named User</i>	<ul style="list-style-type: none">▪ 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
<i>HP Service Management Subscription Concurrent User Suite</i>	<ul style="list-style-type: none"> ▪ 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
<i>HP Service Management Subscription Named User Suite</i>	<ul style="list-style-type: none"> ▪ 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
<i>HP SM Starter Suite Named User LTU</i>	<ul style="list-style-type: none"> ▪ 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
<i>HP SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> ▪ 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
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> ▪ 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
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 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
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none">▪ 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
<i>HP SM Enterprise Suite with Connect-It and with Knowledge Management Concurrent User LTU</i>	<ul style="list-style-type: none">▪ 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
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Concurrent User LTU</i>	<ul style="list-style-type: none">▪ 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
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Concurrent User LTU</i>	<ul style="list-style-type: none">▪ 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
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Concurrent User LTU</i>	<ul style="list-style-type: none">▪ 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.

hp.com/go/SWlicensing

Latest version of software licensing documents

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