

Additional License Authorizations

for HP Service Management Center Software products and for HP Release Control Software



Product use authorizations

This document provides Additional License Authorizations for the following Software products in the Service Management Center of HP's Business Technology Optimization Software:

- HP AssetCenter
- HP Asset Manager
- HP Connect-It
- HP DecisionCenter
- HP IT Analytics
- HP ServiceCenter
- HP ServiceCenter Automation
- HP Service Desk
- HP Service Manager

and for the following product in the UCMDB/Discovery & Dependency Mapping Center of HP's Business Technology Optimization Software:

- HP Release Control

Definitions

Capitalized terms not otherwise defined in this Additional License Authorizations document are defined in the governing Agreement.

Term	Definition
<i>Connector or Conn</i>	means an integration element to a certain software, format or function through use of the HP Software Product.
<i>Connect-It Database Device License</i>	means the right to expose data in one database to another database when the originating database is licensed by number of Devices. One license is required for each 100 managed Devices.
<i>Connect-It Server License</i>	means the right to use the respective Connector without Connect-It Device License, Connect-It User License or Instance restrictions.
<i>Connect-It User License</i>	means one Named User or Floating User in an AssetCenter or Asset Manager Instance or one Named User or Floating User in a ServiceCenter or Service Manager Instance or one Named User or Floating User in a Service Desk Instance in any Scenario with a respective Connector.
<i>Device</i>	means an addressable entity including but not limited to router, switch, bridge, hub, server, PC, laptop, handheld device or printer that resides within the range defined for interrogation and asset tracking.
<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.

Term	Definition
<i>Floating Users or Flt Users</i>	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.
<i>Guest Users</i>	means a specific individual authorized by the Licensee to have access to the Software.
<i>Instance</i>	means each implementation of the application installed on a Server.
<i>IT Employees</i>	means those personnel employed by Licensee within Licensee's IT department.
<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 Licensee to access the Software regardless of whether they are actively using the Software.
<i>Scenario</i>	means configuration sets within Connect-It that define data exchanges between multiple endpoints, using a Connector to each endpoint.
<i>Server</i>	means any designated computer system in which an Instance or Instances of the Software is installed.
<i>Suite</i>	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.
<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(IM), One Year(1Y) etc. Term LTU's are not perpetual licenses.

Software specific license terms

For Software Products with software specific license terms, these terms are described below. Software Products covered by this additional license authorization (as listed on the first page under Product use authorizations) and not covered in this section do not have software specific license terms.

HP AssetCenter Web Tailoring Kit

For each license purchased, Licensee shall have the right to Use one copy of the Software in a development environment only, for the sole purpose of developing enhancements to the HP AssetCenter Software.

HP AssetCenter 5.0 plus HP Asset Manager 5.10 and later releases

Each Guest User will have the ability to log into AssetCenter but use of the Software is restricted to the following activities:

- View assets
- View requested items for the licensed individual or the licensed users defined workgroup
- View and update tickets in AC helpdesk
- View employees, departments, locations and tax tables
- View workflows as they apply to the licensed user (such as tasks and phases)
- Review departmental budgets and cost centers
- Approve and view requests
- Submit requests

HP Asset Manager 5.10

The "HP Asset Manager Service Catalog Foundation" limits production use of Service Manager to five (5) Named Users for the sole purpose of Service Catalog administration, including:

- management of Operator Profiles
- synchronization of reference data to/from Asset Manager
- back-office management of the Service Catalog
- support of Guest User client sessions initiated from Asset Manager
- automated submission of Service Catalog Requests to Asset Manager
- enables Asset Manager Guest Users access to Service Manager's Service Catalog and Shopping Cart functionality through the Asset Manager web client. Self-service access is limited by the quantity of Asset Manager Guest Users licensed by the customer.



HP Asset Manager 5.20 and later releases

Administration of the HP Asset Manager Procurement module Self-Service Catalog is limited to five (5) Named Users of Service Manager Foundation for the sole purpose of administration of this module. Authorized Service Manager administration functions include:

- management of operator profiles
- synchronization of reference data to/from HP Asset Manager
- back-office management of the Self-Service Catalog
- support of Guest User client sessions initiated from HP Asset Manager
- automated submission of Self-Service Catalog Requests to HP Asset Manager
- enables HP Asset Manager Guest Users access to HP Service Manager's Self-Service Catalog and shopping cart functionality through the HP Asset Manager web client. Self-service access is limited by the quantity of HP Asset Manager Guest Users licensed by the Licensee.

HP Connect-It

Licensee shall not be limited to the number of Instances of the Software licensed provided Licensee does not exceed the number of Connect-It Database Device Licenses or Connect-It user licenses required in each Scenario. For example, a Scenario exposing 700 Devices through HP UCMDB, Enterprise Discovery or HP DDM Inventory to a non-HP product requires 7 Connect-It Device licenses. Further, a HP Connect-It Connector being used where there is one Instance of HP AssetCenter and/or HP Asset Manager with 20 total Named Users and Floating Users and one Instance of HP ServiceCenter and/or HP Service Manager with 80 total Named Users and Floating Users requires 100 Connect-It User Licenses for each licensed HP Connect-It Connector. There are no restrictions on the number of data sources a specific HP Connect-It Connector can integrate with provided the Licensee does not exceed the number of HP Connect-It Database Device licenses or Connect-It User Licenses required in each Scenario. There are no Instance or user restrictions on Connect-It Server Licenses

HP Enterprise Discovery and HP DDM Inventory

The Software shall be restricted to monitoring the number of Devices for the licenses purchased.

The Enterprise Discovery and DDM Inventory Linux Scanner and Agent link to a version of the Linux libc library which is licensed under the Lesser Gnu Public License (LGPL). As required by the LGPL, HP provides Licensee with the right to re-link the scanner and agent object code with a different version of the libc library. As a specific exception to the general restriction on "reverse engineering" of HP's Products as described in the Agreement, the supplied object files ("scanner.a" and "agent.a") may be reverse engineered using object code inspection and modified to the extent necessary to make the process of linking against a different version of the libc library possible. Versions of the Enterprise Discovery and DDM Inventory scanners and agents that have been linked with an alternate version of libc may behave differently than the version provided by HP and will not be covered by HP's standard support and maintenance terms.

HP ServiceCenter

The Self-Service Ticketing module is licensed as part of HP Software ServiceCenter, Customer has the additional right for all employees of Customer to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Mgmt software is licensed as part of HP Service Manager Enterprise 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 Software 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 enterprise self service access using the self service functions via the catalog.

The Web Control module of ServiceCenter is for internal and private website use only and is not authorized for any use on any public websites or internet services.

HP Service Manager

The Self Service Ticketing module is licensed as part of HP Software Service Manager, Customer has the additional right for all employees of Customer to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Mgmt software is licensed as part of HP Service Manager Enterprise 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 Service Manager are only authorized to access the ITIL Service Desk functions within HP Software 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 enterprise self service access using the self service functions via the catalog.

The Web Control module of Service Manager is for internal and private website use only and is not authorized for any use on any public websites or internet services.

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

Customer 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 IT Service Delivery Suite and HP Service Manager Suite offerings

Suite	Offering includes
<i>HP Asset Tracking Suite</i>	<ul style="list-style-type: none"> ▪ 1 HP Asset Manager Server ▪ 10 HP Asset Manager Portfolio Named Users ▪ 2,000 DDM Inventory Devices
<i>HP IT Service Performance Suite Floating User LTU</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 Named User LTU</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 Floating User 7.00 LTU</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Server ▪ 1 HP Service Manager Foundation Floating User ▪ 1 HP Service Manager Help Desk Floating User ▪ 1 HP DecisionCenter IT Performance Analytics Named User
<i>HP IT Service Performance Suite Named User 7.00 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 DecisionCenter IT Performance Analytics Named User
<i>HP IT Change Management Suite Floating User</i>	<ul style="list-style-type: none"> ▪ 1 HP Service Manager Change Management Floating User ▪ 1 HP Release Control Change Edition Floating 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
<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

HP IT Service Delivery Suite and HP Service Manager Suite (continued)

Suite	Offering includes
<i>HP SM Enterprise Suite Named User LTU</i>	<ul style="list-style-type: none">1 HP Service Manager Server1 HP Service Manager Foundation Named User1 HP Service Manager Help Desk Named User1 HP IT Change Management Suite Named User1 HP Service Manager Service Level Management Named User1 HP Service Manager Request Management Named User1,000 HP Service Manager Catalog Enterprise Self Service Users1 HP Connector for Database User1 HP Connector for Email User1 HP Connector for LDAP User
<i>HP SM Enterprise Suite without Connect-It Named User LTU</i>	<ul style="list-style-type: none">1 HP Service Manager Server1 HP Service Manager Foundation Named User1 HP Service Manager Help Desk Named User1 HP IT Change Management Suite Named User1 HP Service Manager Service Level Management Named User1 HP Service Manager Request Management Named User1,000 HP Service Manager Catalog Enterprise Self Service Users

HP Client Asset & Configuration Management Suite offerings

Suite	Offering includes
<i>HP Client Asset & Configuration Management Suite LTU</i>	<ul style="list-style-type: none">1,000 HP Configuration Management Application Manager PC1,000 HP Configuration Management Application Self-Service Manager PC1,000 HP Configuration Management Patch Manager PC1,000 HP Configuration Management Application Usage PC1,000 HP Configuration Management OS Manager PC1 HP Enterprise Discovery Auto Inventory for 1,000 Devices100 HP Configuration Management Settings Migration Manager 10 Pk. PC2 HP AssetCenter Base Floating Users1 HP AssetCenter Base Named User2 HP AssetCenter Portfolio Floating Users1 HP AssetCenter Portfolio Named User2 HP AssetCenter Financial Mgmt. Floating Users1 HP AssetCenter Financial Mgmt. Named User2 HP AssetCenter Chargebacks Floating Users1 HP AssetCenter Chargebacks Named User2 HP AssetCenter Contracts Floating Users1 HP AssetCenter Contracts Named User1 HP AssetCenter Software Asset Management Named User

Technology for better business outcomes

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