

Planning Guide

HEWLETT  PACKARD

*Miss Huntington  
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# HP 3000 Series II Systems

A computer advance in data  
processing price/performance



# Plan for A Successful Installation

This planning guide is provided to aid you in the installation of your HP 3000 Series II Computer System. Contained in this publication is a brief summary of the services, documents and procedures which Hewlett-Packard has defined in order to help make new HP 3000 Series II owners successful.

Also included is a summary of most of the factors which should be considered during installation of your system. Depending upon your particular business or application, it may be necessary to include additional factors, or eliminate some which are not required. This publication is intended as a planning tool; as such, it should be marked-up as needed. Additional copies are available free of charge.

A number of people are assigned to help you be successful with your HP 3000 Series II Computer System:

Your **HP Sales Representative** — not only your sales representative while you're considering the HP 3000 Series II, but the person responsible for handling your account on a continuing basis. If you have questions or problems or need new solutions, additional system capability, extra training courses, technical consulting — this is the person you contact.

Sales Representative

A **Systems Engineer (SE)** — The technical specialist who works with the Sales Representative to insure that your application is successful with your HP 3000.

Systems Engineer

The **District Sales Manager (DM)** — An occasional visitor to your site, this individual is the behind-the-scenes back-up responsible for reviewing the status of your account. The Sales Representative and System Engineer report to this individual.

District Sales Manager

A **Customer Engineer (CE)** — Your service representative. Upon purchase of a system maintenance contract, Hewlett-Packard assigns an individual C.E. to be responsible for your system. The C.E. can help you with any service problem, carries a complete set of tools and spare parts and has been trained to quickly troubleshoot and maintain HP 3000 systems. The C.E. will also call-in any other help that may be required to keep your HP 3000 Series II System up and running.

Customer Engineer

The **Customer Engineering District Manager** — Reviews the service status of your account, occasionally visiting your site. The Customer Engineer reports to this individual.

Customer Engineering District Manager

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## Steps in The Plan

### STEP 1: SYSTEM CONFIGURATION AND SPECIFICATIONS

The first thing to do is to make sure your system is properly configured. Your Hewlett-Packard Sales Representative is responsible for helping you configure the system properly. If necessary, an HP Systems Engineer will be asked to help analyze your application. In order to make the configuration task easy, the publication titled "Performance, Prices and Configurations" provides direction on what questions to ask about your application in order to determine the proper system configuration. It tells you how to select the necessary elements for your system, and lists product and system specifications (including system performance), so that you know exactly what you're buying. The booklet presents the official statement relating to the HP 3000's specifications, and is available at no charge from your Hewlett-Packard Sales Representative.

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Customer Data Processing Manager

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HP Sales Representative

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Target Configuration-Complete Date

**STEP 2: PRICE QUOTATION**

Once you and the HP Sales Representative have agreed on a configuration, a formal quotation will be prepared; the prices stated therein are official at the time the quote is issued. The reverse side of the quotation form contains a statement of Hewlett-Packard's Standard Terms and Conditions of Sale.

The monthly charge for HP's on-site system maintenance service is also included on the formal price quotation.

This service includes preventive maintenance, emergency repairs, automatic software updates, reference manual updates, and a software information service in the form of a bi-monthly publication – "The Computer Systems Communicator". Details of this service can be found in the publication "Support Services", which is available without charge from your Sales Representative.

Your HP 3000 Series II system also includes a 90-day on-site warranty for parts and labor. This warranty includes all the services which are part of the system maintenance agreement. Coverage under terms of the warranty is provided Monday through Friday, 8 A.M. to 5 P.M., and provides for typical 4-hour response times within a 100-mile radius of major metropolitan areas. If you require extended coverage, either during the warranty period or later, your HP Sales Representative can provide you with a quotation for services tailored to your specific needs.

Most customers find the outright purchase of computer equipment yields the most benefits to them because the computer system costs less in the long run. In the United States and some other parts of the world, full payout leases are also available for periods extending up to 60 months. Your Hewlett-Packard Sales Representative can provide you with information on locally available lease programs.

If you have need for more than one HP computer system over the next twelve months, a quantity purchase agreement entitles you to discounts based on the number and type of HP computer systems you purchase. Your HP Sales Representative can provide you with information and copies of the HP purchase agreement that meets your needs.



\_\_\_\_\_  
HP Sales Representative

\_\_\_\_\_  
Date Quotation Issued

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**STEP 3: PURCHASE ORDER**

Once you've identified the configuration of your system and the method of finance, the next step is your purchase order to Hewlett-Packard and your signature on the HP Service Agreement for on-site maintenance of your system.

\_\_\_\_\_  
Data Processing Manager

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Date Purchase Order Issued

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**STEP 4: ORDERING PROCESSING**

Once you've issued the purchase order to Hewlett-Packard, it is transmitted to the appropriate HP factory, and equipment under production is allocated. When this process is complete, you will receive a delivery acknowledgement (normally within 10 working days from receipt of purchase order at Hewlett-Packard), stating the week when shipment of equipment is anticipated.

If your order includes HP 2640A, 2644A, 2762A, 2762B, or 2749B terminals, these will be shipped directly to your facility from a different HP location than the one which produces the HP 3000 Series II system. HP will coordinate the shipments from these factories, with the objective that any coordinated shipments will arrive at your facility within 10 working days of each other.

\_\_\_\_\_  
HP Sales Representative

\_\_\_\_\_  
Date of Acknowledgement of Order

## STEP 5: PHYSICAL SITE PLANNING

Included in the price of your HP 3000 Series II is site planning consulting service. After the placement of your order, an HP Customer Engineer will contact you and make arrangements to visit your site and assist you in planning your physical computer facility. The C.E. will provide you with an HP 3000 Series II Site Preparation Manual (HP Part No. 30000-90016), which explains in detail the site requirements of the system. It is your responsibility to implement the site preparation plan prior to the installation of the HP 3000 Series II System.

\_\_\_\_\_  
Customer System Manager

\_\_\_\_\_  
Customer Facilities Manager

\_\_\_\_\_  
HP Customer Engineer

\_\_\_\_\_  
Date of Site Preparation Consulting

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## STEP 6: TRAINING YOUR PERSONNEL

In order to successfully manage your HP 3000 installation, you should identify a System Manager and a System Operator. These functions may be assigned to the same person or different individuals, but they need to have the following responsibilities:

**System Manager** – design and be responsible for implementing the user account structure, assigning capabilities to various users, assigning security codes, and planning the job flow or schedule for the system.

**System Operator** – day-to-day console operation of the system, back-up procedures, routine peripheral maintenance (e.g., changing printer ribbons).

HP offers a Start-Up Package of training and consulting designed to help you get your installation up and running as quickly as possible. It consists of on site instruction:

1. HP 3000 Comprehensive Introduction – a 5-day training course. This course is a prerequisite for all other HP training.
2. HP 3000 System Management and Operation – a 4-day training course.
3. Three days of “HP 3000 Installation Start-Up Consulting” conducted by a Hewlett-Packard Systems Engineer, following the two training modules. This consulting is intended to help your people review the training courses, answer questions they may have, and provide the opportunity for your people to receive helpful special information from the HP Systems Engineer, based on his wide field of experience.

At least your Systems Manager/Operator should attend these training courses. HP strongly recommends the purchase of the “Start-Up Package”, or attendance at an HP training center, for “HP 3000 Comprehensive Introduction” and “HP 3000 System Management and Operation”.

HP Training Module or Course	Customer Personnel	Course Date	Place
<b>Start-UP Package</b>			
HP 3000 Comprehensive Introduction	_____ System Manager/Operator	_____	_____
HP 3000 System Management and Operation	_____ System Manager/Operator	_____	_____
HP 3000 Installation Start-Up Consulting	_____ _____	_____	_____
HP System Engineer	_____		

**STEP 6: TRAINING YOUR PERSONNEL (continued)**

**Additional Training Courses and Attending Personnel**

In addition to the Start-Up Package, HP offers a comprehensive set of support services and training courses to help you in training your users, your programmers,

and to assist you in doing a conversion if one is necessary. You can find a complete description of these services in "Support Services", a no-charge document which your Sales Representative can provide you.

Course \_\_\_\_\_ Date \_\_\_\_\_ Place \_\_\_\_\_

Personnel \_\_\_\_\_

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Course \_\_\_\_\_ Date \_\_\_\_\_ Place \_\_\_\_\_

Personnel \_\_\_\_\_

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Course \_\_\_\_\_ Date \_\_\_\_\_ Place \_\_\_\_\_

Personnel \_\_\_\_\_

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**STEP 7: CONVERSION PLANNING**

If you are converting one or more applications to the HP 3000 Series II from some other computer system, you will need to go through several steps for each application or job which is to be converted. Since

thorough, detailed planning is one of the keys to a successful conversion, a worksheet format is provided below to help you plan this process.

**APPLICATIONS TO BE CONVERTED**

Application No. _____	Person Responsible	Est. Comp. Date	Actual Comp. Date
1. Programs compiled on HP 3000	_____	_____	_____
2. JCL converted	_____	_____	_____
3. Successful file conversion	_____	_____	_____
4. Special forms or supplies on order	_____	_____	_____
5. Run trial job stream on HP 3000	_____	_____	_____
6. Compare results to current process	_____	_____	_____
7. Repeat steps 5 and 6 as needed	_____	_____	_____

**STEP 8: INSTALLATION**

HP will install your new HP 3000 Series II at no additional charge. A complete description of this service can be found in the publication "Support Services". This service will be provided by your HP 3000 Customer Engineer; installation is complete when the HP C.E. successfully completes all the HP-supplied test and diagnostic procedures. At that time you will be asked to formally accept the system.

\_\_\_\_\_  
Customer Data Processing Manager

\_\_\_\_\_  
HP Customer Engineer

\_\_\_\_\_  
Date Installation Complete

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**STEP 9: ACTIVATING THE SERVICE AGREEMENT**

Your local HP office will automatically activate your Service Agreement at the end of your system's warranty period.

\_\_\_\_\_  
HP Customer Engineer

\_\_\_\_\_  
Date Maintenance Agreement Activated

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**STEP 10: ACCOUNT REVIEW**

About six months after your system has been installed, Hewlett-Packard reviews your system implementation with you to see how we've performed and to determine what further assistance you may need. This review will be conducted in a meeting at your site between the HP District Sales Manager, HP Sales Representative, and the responsible executive in your organization. At this point

(and at other times if you like – let your HP Sales Representative know), we'd like your "feedback". Please grade us on the "report card" (adjacent). The HP District Sales Manager will be asked to review these report cards with his management on a regular basis, as part of our effort to continually improve the products and services we offer you.

### HEWLETT-PACKARD PERFORMANCE

	Excellent	Good	Fair	Poor	Unacceptable
1. Application Definition and System Configuration Assistance (Did we help you determine if our system could do your job?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Order Processing (Were our delivery commitments timely and accurate?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Site Preparation Assistance (Did we give you the help you needed?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Training your People (Were our training courses relevant and worthwhile?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Installation (Was it accomplished in a timely and professional manner?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Six-month reliability (Do you judge our system reliable enough to meet your needs?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. System Performance (Does the system perform according to your expectations?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Service (Has our maintenance service been timely, competent and professional?)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments \_\_\_\_\_  
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	Excellent	Good	Fair	Poor	Unacceptable
Overall satisfaction with your HP 3000 Series II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Customer Firm or Organization \_\_\_\_\_ HP District Sales Manager \_\_\_\_\_

Customer Executive \_\_\_\_\_ HP Sales Representative \_\_\_\_\_

Date System Installed \_\_\_\_\_ Performance Review Date \_\_\_\_\_

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