

Micro Focus SMAX Service Catalog Configuration

Micro Focus Enterprise Service Management Catalog Item Configuration enables the Service and Support Request Capabilities of SMAX

Overview

Micro Focus ESM Reference Data Load Offering supports the fast and smart way to stand-up and go live with SMAX. Micro Focus SMAX helps you to gain improved IT service availability that brings about the reduction of costs associated with business process disruption. It adds increased end user productivity fostered by IT service stability, higher user satisfaction (concerning both end users and IT support agents), which positively influences job satisfaction and ensures adoption. And finally, you will be able to use SMAX in a fraction of the time other vendors offer.

Service Implementation

The Service provides for the short track of loading and publishing new Service Offerings into Micro Focus Enterprise Service Management (SMAX) Solution and enable the consumption through the Self-Service portal. During the Service, expert Micro Focus Services specialists will:

- Publish Support Offering in the catalog.
- Publish Service Offering in the catalog.
- Combine Offering with pre-defined approval and task-plans
- Define one additional entitlement for segregation
- Define and assign four service levels to the catalog items

During the Service, expert Micro Focus Services specialists will enable the administrative members of the team to maintain the suites, so that they can:

- Add and modify additional offerings.
- Add and modify templates, models and task-plans.
- Add and modify entitlements.

Service Planning and Deployment

The Micro Focus Services specialist will schedule the delivery of This Service at a time mutually agreed upon between Micro Focus and the customer, which shall be during local Micro Focus standard business hours, excluding holidays, unless otherwise agreed by Micro Focus. Any services provided outside of standard business hours will be subject to additional charges. The Micro Focus Services specialist may perform following activities that may include:

- Facilitate an up to four (4) hour work show with customer SME to design support offerings.
- Facilitate an up to four (4) hour work show with customer SME to design service offerings.
- Facilitate a up to two (2) hour work show with customer SME to understand the request approval process

- Facilitate an up to two (2) hour work show with customer SME to design request task-plans.
- Facilitate an up to two (2) hour work show with customer SME to configure request fulfilments.
- Facilitate an up to two (2) hour work show with customer SME to configure organizational entitlement.
- Facilitate an up to two (2) hour work show with customer SME to prepare and configure inbound email requests.
- Facilitate an up to two (2) hour work show with customer SME to help the customer to configure domains.

Attendees will include:

- Representatives from the Support Organization Team
- SME for Service and Support
- Business Analysts and Service Owners

Actions will include:

- Configure one (1) support offerings in catalog as designed, verify and migrate.
- Configure one (6) service offerings as designed, verify and migrate.
- Configure two (6) request task-plans as designed, verify and migrate.
- Configure two (3) request approvals as designed, verify and migrate.

- Configure two (3) request fulfillments as designed, verify and migrate.
- Configure two (2) inbound email requests as designed, verify and migrate.
- Configure two (2) entitlements for two different organizational groups for the service catalog, verify and migrate.
- Create a knowledge article that describes the implementation

This service will be delivered under the following assumptions and dependencies:

- The service is applicable for one development suite and one production suite already running in customer environment or Micro Focus SaaS.
- The service is applicable only if the customer has defined services as a pre-requisite.
- Customization is not in scope.
- External integrations are not in scope.
- Fulfillment Automation limited to the use of out the box business rules and actions.
- A minor issue is defined as a limited additional effort of not more than 8 hours.

The Micro Focus Services specialists will be available to answer questions during the remote portions of the service.

Service Limitations

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this service:

- Racking of appliances or servers
- Performance testing or modeling services that, in the opinion of Micro Focus, are required due to unauthorized attempts by non-Micro Focus personnel to install, repair, maintain, or modify hardware, firmware, or software

- This service offering does not include the sale of additional Micro Focus products or support services, which shall require the necessary terms and conditions for such purchase pursuant to separate agreement between the parties.
- The services described in this document do not include delivery of services provided by Micro Focus Software Support, including fixing of software bugs. Customer is responsible for maintaining a valid support contract with Micro Focus and contacting Micro Focus Support for support-related issues.
- Services required due to causes external to the Micro Focus-maintained hardware or software
- Any services beyond the license limitations of the included products
- In addition, the customer will be responsible for all applicable data backup.

Customer Responsibility

- Contact a Micro Focus Services specialist within 90 days of the date of purchase to schedule the delivery of the Service.
- Coordinate Service deployment on third party-maintained hardware/software (if applicable) with Micro Focus.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this Service.
- Ensure access to architect and support organization leader familiar with the enterprise service request and support system.
- Ensure access to system administrators for the set-up of the Micro Focus SMAX infrastructure, including but not limited to Database Server, Container Deployment Platform (CDF), NFS and LDAP.

- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability of all hardware, firmware, and software required by the Micro Focus Services specialist to deliver this Service.
- Retain and provide to Micro Focus upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service.
- The customer shall provide reasonable access and working space at the site as Micro Focus may reasonably request.
- The customer will provide Micro Focus and Micro Focus subcontractor staff standard telephone and dial-up or comparable data access to Micro Focus' Network at industry standard speeds.
- Micro Focus shall observe the customer work rules and security and safety policies while performing Micro Focus Services at the site of which Micro Focus is informed of in writing in advance and that are not inconsistent with Micro Focus' own business practices.

Additional work area requirements may include but is not limited to:

- Projector with appropriate screen
- Whiteboard with markers and wiper
- Ensure the availability of all hardware, firmware, and software required by the Micro Focus Services specialist to deliver this Service
- Retain and provide to Micro Focus upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service
- The customer shall provide reasonable access and working space at the site as Micro Focus may reasonably request. The customer will provide Micro Focus and

Micro Focus subcontractor staff standard telephone and dial-up or comparable data access to Micro Focus' Network at industry standard speeds. Micro Focus shall observe the customer work rules and security and safety policies while performing Micro Focus Services at the site of which Micro Focus is informed of in writing in advance and that are not inconsistent with Micro Focus' own business practices.

Service Eligibility

The customer must provide the following for delivery of this service:

- For any remote services delivery, any requisite access to the customer's network and servers including but not limited to VPN token and client software, server names and IP addresses, and administrative usernames and passwords.
- The customer will be responsible for all applicable data backup.
- The customer will be responsible for providing all infrastructure and network resources as defined in the actual product documentation.

Duration

Delivery of this Service will not exceed a total of 160 service hours. This Service will be delivered remotely by Off-Shore Micro Focus Professional Services specialists for up to 20 contiguous days.

Terms

Micro Focus Customer Terms—Professional Services. The services described in this data sheet ("Services") are subject to the *Micro Focus Customer Terms—Professional Services* posted at www.microfocus.com/en-us/legal/end-user-agreement-terms (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

Rescheduling. Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start

date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

Change in Scope. Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

Services; Acceptance. Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by Micro Focus; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services Micro Focus may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

Authorization to Install Software. During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer's behalf.

Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

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Payment; Validity. The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding the previous sentence, Micro Focus's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

Cancellation

To avoid a Cancellation Fee as defined herein, you shall notify Micro Focus in writing of cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may reschedule only if delivery will be complete within one year from the purchase date.

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