



System Installation Report

Customer Organization: Indian Immunologicals Ltd				
Customer Name (Pri): Mr. Satyanarayana		Customer Name (Sec): Mr. Atul		
Customer Contact (Pri): +91 9948035959		Customer Contact (Sec): +91 9666655017		
Customer Email ID (Pri): satya@indimmune.com		Customer Email ID (Sec): atul@indimmune.com		
System Installed Address: Indian Immunologicals Ltd Opposite GMC Balayogi Stadium Rakshapuram Gachibowli Hyderabad - 500032		Customer Communication Address : Indian Immunologicals Ltd Opposite GMC Balayogi Stadium Rakshapuram Gachibowli Hyderabad - 500032.		
HP Order Numbers :		J92301444001 , J92301444002 , J92301444004 , J92301445003 , J92301445004 , J92301445005		
HP Case Numbers:		4712305444-471		
PID or Project ID: (If applicable)		N/A		
System Handle (Mention the Main system's Hostname)		N/A		
Installation Type: <input checked="" type="checkbox"/> New Installation <input type="checkbox"/> Re-Installation <input type="checkbox"/> Upgrade <input type="checkbox"/> Demo <input type="checkbox"/> Other				
Note: For Upgradation Please mention the Main System Serial No.				
Installed Product :				
S.No	MAIN PRODUCT#	MAIN SERIAL#	Is detailed BOM attached?	Remarks
1.	HP rx2800 i4 Server	SGH3394N3Y	<input checked="" type="checkbox"/>	Completed
2.	HP rx2800 i4 Server	SGH3394N40	<input checked="" type="checkbox"/>	Completed
3.	MSL 2024 Tape Library	MXA336Z071	<input checked="" type="checkbox"/>	Completed
4.	MSA 2040 Storage	2S6337B090	<input checked="" type="checkbox"/>	Completed
5.	D2700 Disk Enclosure	5C7333P0JR	<input checked="" type="checkbox"/>	Completed
6.	HP 8/8 (8)-ports Enabled SAN Switch	CZC335TE6G	<input checked="" type="checkbox"/>	Completed
7.	HP 8/8 (8)-ports Enabled SAN Switch	CZC335TE6L	<input checked="" type="checkbox"/>	Completed
Installation Checklist:				
Is the order shipment delivery complete?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Is all the Hardware installed and working fine ?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Is Call logging procedures explained to customer?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Is IRS, RSP, ITRC and CAB process shared with customer?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Is IRS or RSP Implemented for the systems Installed?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Is this SIR prepared for Multiple order Numbers?		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Engineer Comment:				
All Hardware has been delivered as per BOM. Installation Completed all servers and SAN devices are working fine.				
Customer Feedback:				

Installation Sign off:

	For Indian Immunologicals Ltd		For HP India
Name:	Mr. Satyanarayana KSVV	Name:	P.Rakesh Kumar
Title:	Executive (IT)	Title:	Field Technical Support Engineer
Installation completed Date:	21 th Nov 2013	Installation Completed Date:	21 th Nov 2013
Seal and Signature:		Seal and Signature:	

This Certifies that the system or items listed have been installed and functionally tested to Hewlett-Packard specification. Any Shortage or discrepancies have been noted above and Hewlett-Packard will correct these deficiencies in the shortest possible time.

Note: Attach delivery packing list or Sandy order report as Annexure



IRS- Insight Remote Support

HP Insight Remote Support delivers secure remote support for your HP servers and storage 24x7... so you can spend less time solving problems and more time focused on your business. It avoids support issues before they become a problem and grows your business while reducing both cost and risk.

- 24 x 7 automated, secure remote event monitoring, notification and dispatch for hardware and operating systems.
- Optimized for operational simplicity, cost efficiency and limited functionality with management applications.
- Works stand alone or with HP or third party management software. Optimized for HP System Insight Manager

For more details please visit www.hp.com/go/insightremotesupport



RSP- Remote Support Pack

The HP Service Essentials Remote Support Pack (RSP) is a plug-in to HP Systems Insight Manager (SIM) that allows organizations to be more proactive if any part of their extended infrastructure is either failing or has already failed. The result is a powerful, unified, management solution for onsite and remote management and a more proactive approach to support.

- Streamline proactive problem-resolution with automated monitoring and fault diagnosis for Enterprise.
- Reduce downtime, Cut support costs, Improve resource utilization and efficiency with closed-loop fault management

For more details please visit www.hp.com/services/remotesupportpack



ITRC - IT Resource Center

The IT Resource Center is a web site where you can get services and support for your HP-UX, Linux, MPE/iX, NT, OpenVMS, and Tru64 UNIX servers and workstations. From hardware and software support for your HP and Compaq products to multi vendor tools and information, you'll find the expert resources to manage your complex IT environment. The ITRC is your fastest connection to HP support. We've grouped our services into three logical areas, which reflect the most common needs of IT organizations.

- System administrators can quickly find answers to problems, log and track hardware and software cases, get customized software updates and patch bundles, download individual patches, download firmware, and access software manuals and licensing information. And specialized HP and Compaq maintenance and support sections give you fast access to tools, software updates, case management, and more for both your HP and Compaq products.
- Tackle IT questions and share your ideas with peers and HP experts. Join forums to discuss HP-UX, Linux, OpenVMS, printers, servers, Tru64 UNIX, Microsoft, workstations, and more.
- Get high-quality education at your convenience with instructor-led seminars, self-paced training, white papers and FAQs. Choose from more than 3,000 courses covering HP-UX, MPE/iX, HP Superdome, OpenView, e-services (CRM, Java, Broad vision, Bluestone, and others), Microsoft, Linux, Cisco, and many more.
- Check warranty information for your installed product

For more details please visit <http://www.itrc.hp.com>



CAB - Change Advisory Board

HP being pioneer in ITIL (Information Technology Infrastructure Library) Practice, CAB process ensures customer's IT changes are carried out through a well planned HP's Technical change management (TCM) process.

HP Believes in spending more time on the planning of changes in the customer's IT environment is an investment which will reduce downtime and customer escalations, and improve customer satisfaction. The TCM document prepared by HP engineer performing the change would capture;
Business impact of the change, detailed action plan to execute the change with timeline and clear ownership, Risk assessment, Contingency plan
Rollback plan, Sign-off/approval by change sponsor (customer) before implementation.

Following changes are recommended by HP to be followed through CAB process which takes minimum 4-5 working days to execute:

- Hardware add/remove on production system like CPU, Memory, and Storage etc.
- Software or Firmware upgrades on live environment.
- Patch implementation on live environment.
- Licenses upgrade on live environment.
- Server/Storage /SAN Configuration changes on live setup.
- Re-location of equipments
- Any other change on live environment

Please contact in advance and log a call at hpi.rc@hp.com to perform any changes.

Note: HP's Technical Change Management process, focused primarily to plan changes related to infrastructure is not intended to replace your internal Change Management process. This is only an extension of your internal Change Management process if exists.