

Easy Migration to Hybrid Cloud Management X (HCMX) Premium

Our Professional Services migration offering helps you migrate seamlessly to HCMX Premium from OpenText Cloud Service Automation (CSA) or Hybrid Cloud Management (HCM). No upgrade hassles. No lost productivity. Just maximum value from the latest releases.

Executive Summary

OpenText Hybrid Cloud Management X (HCMX) simplifies the delivery, consumption, and governance of IT services and resources. The codeless and customizable HCMX interface—powered with workflow orchestration, a services designer, simplified catalog, and smart service portal—provides complete lifecycle management of IT services based on public and private cloud resources.

OpenText deploys its HCMX Premium solution on a shared infrastructure platform leveraging both public and private data center facilities located across the globe. OpenText Premium monitors the system for 24x7 availability and provides related 24x7 infrastructure support, including application version upgrades. The OpenText Premium platform is designed to meet an availability service-level objective (SLO) of 99.9%.

OpenText Professional Services can help you seamlessly migrate your existing CSA or HCM solutions to HCMX on Premium. We have fixed-price and fixed-scope services. Choose the offering that fits your business needs.

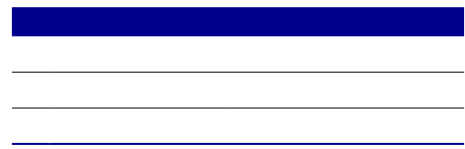
Service Summary

The HCMX Premium Migration Service is for customers who want to migrate from their

current CSA or HCM solution to HCMX Premium and take advantage of current capabilities on a stable platform managed by experts.

Service Description

We offer three outcome-based services for customers currently using OpenText CSA or HCM:



For each of these HCMX offerings, we perform the same set of tasks with different content volumes to accommodate existing CSA or HCM deployments.

Service Highlights

- **Preparation**
 - Deliver an expert-led environmental assessment.
 - Confirm all pre-requisites are met.
 - Verify remote access/VPN connectivity into the customer environment.
 - Confirm the migration blackout window.
- **Project planning and governance**
 - Establish project governance.

HCMX at a Glance:

- Build infrastructure and applications from hybrid cloud components.
- Quickly provision and manage lifecycle actions with powerful automation.
- Optimize public cloud spend with detailed reports, budget management, and auto-recommendations.
- Apply compliance policies and leverage rich, customizable dashboards.
- Map business services and track configuration items with built-in UCMDB.
- Deliver a centralized self-service portal with AI-powered virtual agents that offload IT.

Data Sheet

Easy Migration to Hybrid Cloud Management X (HCMX) Premium

Service Component	Service Highlights	Small Package	Medium Package	Large Package
Preparation	Deliver expert-led environmental assessment	●	●	●
	Confirm all pre-requisites are met	●	●	●
	Verify remote access/VPN connectivity into the customer environment	●	●	●
	Confirm the migration blackout window	●	●	●
Project Planning & Governance	Establish project governance	●	●	●
	Define stakeholder and communications plans	●	●	●
	Confirm SaaS environment readiness	●	●	●
	Establish migration scope and strategy	●	●	●
	Review customer roles and responsibilities	●	●	●
	Schedule project	●	●	●
	Manage resources	●	●	●
	Manage risk and early communications	●	●	●
	Manage budget	●	●	●
Monitor quality	●	●	●	
Upgrade to Supported Version	Migrate to the supported SaaS version (up to 2 environments)	●	●	●
Migration Hotfix	Apply migration hotfix and install migration tool	●	●	●
JSP to JS Conversion	Convert dynamic options from JSP to JS	Up to 40 hours	Up to 40 hours	Up to 80 hours
Architectural Add-Ons	Install OPB	Up to 1	Up to 1	Up to 2
	Install OO RAS	Up to 1	Up to 2	Up to 3
	Install Connect-IT	Up to 1 instance	Up to 1 instance	Up to 1 instance
Identity & Access Management	Re-create users, groups and roles in tenant portal	Up to 1 AD/LDAP OU	Up to 2 AD/LDAP OU	Up to 3 AD/LDAP OU
Content Packs	Upload content packs	Up to 5 custom CP AS IS	Up to 10 custom CP AS IS	Up to 20 custom CP AS IS
Cloud Service Offering	Migrate resource providers	Up to 5*	Up to 10*	Up to 15*
	Create category	Up to 1	Up to 2	Up to 3
	Create service definition	Up to 2 per category AS IS	Up to 3 per category AS IS	Up to 3 per category AS IS
	Migrate service offerings	Up to 10 AS IS	Up to 15 AS IS	Up to 20 AS IS
	Migrate service designs	Up to 10* AS IS	Up to 15* AS IS	Up to 20* AS IS
	Migrate subscriptions	Up to 100*	Up to 250*	Up to 500*
Production Readiness	Provide UAT support	Up to 40 hours	Up to 64 hours	Up to 80 hours
	Migrate content between Development and Production			
	Provide production support	Up to 16 hours	Up to 24 hours	Up to 40 hours
As-Built Documentation	Provide as-built documentation	●	●	●

*Indicates that the tool will migrate all the data, however the sanity checks performed by PS will be limited

- Define stakeholder and communication plans.
- Confirm SaaS environment readiness.
- Hold workshops to gain a deeper understanding of the existing deployment.
- Establish migration scope and strategy.
- Review customer roles and responsibilities.
- Schedule project.
- Manage resources.
- Manage risk and early communications.
- Manage budget.
- Monitor quality.

■ Upgrade to supported version

- Upgrade to the supported SaaS version (up to 2 environments).

■ Migration hotfix

- Apply migration hotfix and install migration tool.

■ JSP to JS conversion

- Convert dynamic options from JSP to JS.

■ Architectural add-ons

- Install OPB.
- Install OO RAS.
- Install Connect-IT.

■ Identity & access management

- Re-create users, groups, and roles in tenant portal.

■ Content Packs

- Upload content packs.

■ Cloud Service offering

- Migrate resource providers.
- Create category.
- Create service definition.
- Migrate service offerings.
- Migrate service designs.
- Migrate subscriptions.

■ Production readiness

- Provide UAT support.

- Migrate content between Development and Production.
- Provide Production support.

Please refer to the below table to better understand the level of effort involved in each of these offerings:

Deliverables

- As-built documentation.

Service Limitations

Excluded activities include:

- Management of communications within customer teams.
- License procurement.
- Migration beyond two environments.
- Troubleshooting third-party tools.
- User-acceptance testing.
- Any activity not covered in the scope of these offerings.

Additional limitations and requirements:

- Pricing configurations for service offerings require additional effort.
- Service offerings are migrated manually.
- Unsupported CSA/HCM tokens are not covered.
- UCMDB-related data is migrated by the migration tool.
- Customer CSA version should be 4.9.x or above.
- Customer HCM version should be 2020.05 or above.
- Customer OO version should be 10.7x or above.

Customer Requirements

- Establish governance procedures, such as steering or program boards.
- Build acceptance plan (in conjunction with OpenText) that covers acceptance procedures, acceptance schedule, test plans creation schedule, customer

employees authorized for acceptance, testing environments, and customer testing resources planning.

- Appoint project sponsors and stakeholders.
- Manage change to ensure successful adoption of the implemented solution within your organization.
- Share blackout window info with OpenText team.
- Provide communication matrix and plan.
- Provide OS or database backup.
- Provide any required credentials for OpenText or third-party applications in scope.
- Perform validation and end-user testing.
- Provide remote access/VPN connectivity to required OpenText team(s).
- Identify participants for knowledge transfer and handover.
- Open all necessary firewall ports.
- Perform UAT for signed-off test cases and provide feedback to OpenText team.

Service Eligibility

- Access to your network.
- Access to the servers and the applications in scope.
- Timely availability of subject matter experts and your engagement manager.

Terms

- 1. OpenText Customer Terms—Professional Services.** The services described in this data sheet ("Services") are subject to the OpenText 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.
- 2. 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 OpenText of rescheduling less than ten (10) business days prior to the offering start date, the obligations of OpenText to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

- 3. 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.
- 4. Services; Acceptance.** Services do not include hardware maintenance and repair, software maintenance, or other standard support services provided by OpenText; 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 OpenText may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.
- 5. Authorization to Install Software.** During the provision of Services, OpenText may be required to install copies of third-party or OpenText-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 OpenText to accept all Shrink-wrap Terms on Customer's behalf.
- 6. 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 OpenText or any other party unless expressly provided for in the applicable data sheet.

- 7. Payment; Validity.** The Services will be prebilled. 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, OpenText'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.

The OpenText Professional Services Difference

OpenText Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- Proven software-solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic assessment approach with no vendor lock-in.
- Education and support services to ensure successful adoption.

Learn more at
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www.microfocus.com/opentext

SKU PS-AB197—HCMX (SMAX) SaaS

Migration Small—Service

SKU PS-AB198—HCMX (SMAX) SaaS

Migration Medium—Service

SKU PS-AB199—HCMX (SMAX) SaaS

Migration Large—Service

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