

# Service Virtualization QuickStart Service

Micro Focus Service Virtualization QuickStart Service provides you with hands-on mentoring and implementation of Micro Focus Service Virtualization in your specific environment.

## Overview

Micro Focus Service Virtualization QuickStart Service provides you with hands-on mentoring and implementation of Micro Focus Service Virtualization in your specific environment. The Micro Focus-certified consultant will be on site to accelerate and support the adoption and usage of the tool by reducing the learning curve and assist in piloting a real use case scenario involving a service virtualization solution.

Hands-on mentoring and guidance over a two-week period will provide your testing team with the necessary knowledge and experience to create, deploy, configure, and exercise virtual services.

Installation of the Service Virtualization software by a trained Micro Focus Professional Services specialist is included in this Service.

## Service Implementation

The Service Virtualization QuickStart Service provides for the implementation of the Service Virtualization software in a supportable configuration. This Service may be applied only to new Service Virtualization installations, and is not applicable for product upgrades and/or expansions to existing installations. Installation is conducted in accordance with the product manufacturer's specifications and your

specific requirements provided in the pre-installation questionnaire.

## Service Planning and Deployment

A Micro Focus Professional Services specialist will schedule the delivery of the Service at a time mutually agreed upon between Micro Focus and the customer, which shall be during local Micro Focus standard business hours, excluding Micro Focus holidays, unless otherwise agreed by Micro Focus. Any Services provided outside of Micro Focus standard business hours will be subject to additional charges.

The Micro Focus Professional Services specialist will perform the following activities:

- Kickoff/Assessment meeting
  - Verify that installation prerequisites have been met
  - Validate the proposed Service Virtualization solution configuration
  - Discuss current development, testing approaches and test data management of composite applications as it pertains to software components/services that are potential candidates for virtualization
  - Review development and/or test environment topologies in connection

## Application Delivery Management Services at a Glance:

Our ADM services help you improve your software delivery to achieve better time to market and agility, reduce costs and improve overall efficiency, gain broader insight for IT and business decisions, and deliver enterprise-class quality, security, and user experiences.

with the Service Virtualization solution framework

- Investigate the technologies in use, and the software and customer systems that will consume the virtualized services.
- Implementation
  - Design and install the Service Virtualization solution at one customer site in a supported configuration.
  - Integrate with other supported Micro Focus products such as Micro Focus Service Test, Micro Focus LoadRunner and Micro Focus Performance Center.
  - Create, configure, and deploy a virtual service, using a customer’s use case, based on current service definition in compliance with product-supported technologies.
  - Configure customer or consuming application to leverage virtual service operation
  - Run up to two (2) functional test cases and one (1) performance test scenario, if applicable, exercising the newly created virtual service
- Setup, configuration, and verification of the installation
  - Set up a maximum of four (4) designers (client machines) and one (1) server instance, in a supported configuration for a single-site solution
  - Install necessary patches to allow integration of Service Virtualization with other supported Micro Focus products if applicable
  - Configure Service Virtualization agents and security certificates where applicable
  - Create, deploy, and exercise predefined virtual services, leveraging demo applications and use cases
  - Where applicable, integration validation of supported Micro Focus products

will be verified by being able to control virtual service state from within their user interface.

- Document the deployed Service Virtualization environment

### Installation Verification

After the Service Virtualization software is installed and operational, Micro Focus will perform appropriate installation verification tests to confirm product functionality and adherence to Micro Focus installation quality standards, including:

- Create an Service Virtualization project
- Create and deploy a virtual service based on real service definition (demo service)
- Enhance virtual service with up to two (2) data models and two (2) performance models
- Populate data models with up to five (5) data rules to govern request/response entities
- Demonstrate virtual service state leveraging Learn, Simulate, and Standby features
- Demonstrate a successful deployment and integration by the following tasks:
  - Modify the application under test (AUT) to consume the newly created virtual service
  - Vary service data parameters to validate service rules/activities behavior
  - Update data models through the Learn feature—Validate Standby and Simulate behavior
  - Validate integration with Micro Focus LoadRunner / Performance Center or Service Test by running tools accessing the virtual service

### Customer Mentoring Session

Upon completion of the installation and verification, the Micro Focus Professional Services

specialist will conduct a mentoring session for up to four (4) participants on the installed Service Virtualization product, not to exceed sixteen (16) hours in duration. While not intended as a substitute for formal product training, this session will familiarize participants with how to use the implemented solution by:

- Understanding the architecture of a virtual service solution based on its technology
- Learning how to use the Service Virtualization Designer component
- Creating projects and topologies
- Creating and deploying a virtual service based on real service definition
- Learning how to control the state of a virtual service: Learn, Standby, and Simulate
- Creating and managing data and performance models
- Learning about data model rules and activities
- Configuring a consuming application to leverage the virtualized service
- Integrating Service Virtualization with LoadRunner / Performance Center and/or Micro Focus Service Test if applicable
- Running a sample functional/performance test to observe data and performance model accuracy

### Customer Requirements

To ensure a successful service implementation, the customer shall:

- Meet the Service Virtualization hardware and software requirements as per the product user guide
- Meet the network and security requirements to install and configure the Service Virtualization product as per the product user guide
- Select an application that will take part in the pilot use case

- Ensure network connectivity and required access for the selected application
- Identify the AUT business process involving the service to be virtualized
- Have the necessary documentation, test cases, test data, and any references relevant to service definition
- In the case of WEB services, a valid and standardized service definition file (WSDL) or XSD schema with proper security certificates if applicable (refer to supported technologies in the product user guide)
- Have necessary access and rights to any supported Micro Focus tools for integration with Service Virtualization if applicable

### Service Eligibility

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

- A valid license for the Service Virtualization product
- The customer's SAID number as required to create cases with Micro Focus Support
- Access to system administrator(s), application administrator(s), developers, and network engineers to support installation and configuration of Service Virtualization if and where needed
- For any onsite Services delivery, all requisite logistical accommodations to the Micro Focus Professional Services specialist including but not limited to adequate physical work location, access to the customer's network, internet access, telephone access, and access to the customer's offices where the work will be performed
- For any onsite or 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 user names and passwords

In addition, the customer will be responsible for all applicable data backup.

### 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:

- Integration or configuration of Service Virtualization outside of the manufacturer's supported platforms or products
- Upgrades or troubleshooting of preexisting product installs

### Customer Responsibility

- Contact a Micro Focus Professional 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 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 Professional 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's 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's own business practices.

### Duration

Delivery of this Service will not exceed a total of ten (10) days in duration of consecutive delivery.

These days will be delivered as follows:

- Up to eight days of onsite Consulting
- Up to two days of offsite/remote Project Management
- This Service includes up to two (2) onsite visits by the Micro Focus Professional Services specialist.

### 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](http://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.

**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.

Learn more at  
[www.microfocus.com/almservices](http://www.microfocus.com/almservices)

**SKU HM340A1**

Contact us at:  
[www.microfocus.com](http://www.microfocus.com)

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