

**Accelerate Cloud Outcomes with Hybrid Cloud Management**  
**Questions and Answers**  
**September 14, 2016**

Q: Do you support integration with public cloud vendor, if yes which one?

A: Yes, we support AWS and Azure but any public cloud vendor with a published API can be integrated with.

Q: Is this Model Office available for purchase?

A: The Model Office is a showcase implementation. It is identical – conceptually – to a model house you would find on new housing estate developments. You cannot purchase the physical model house, but you can buy a house that looks identical. Similarly, you cannot buy the Model Office as-is, but you can certainly purchase the software and services which will implement for you the same functionality.

Q: How do we use this model for a POC or Pilot?

A: The model office is available for use as a POC or a Pilot Services Project thru our HPE SW Services team.

Q: Do we have access to the Service Designs that exist in the Model Office?

A: The Service Designs and best practices for developing Service Designs are available as part of the Model Office and can be utilized as part of a POC or Pilot.

Q: I am new to this group, however, from what I understand they store their Disaster Recovery plans on the Cloud (I believe hybrid Cloud). Would this fall under Requirements to Deploy and Infrastructure?

A: Disaster Recovery – strictly speaking – is part of Detect-to-Correct. However, as is usually the case with IT4IT, there are relevant activities in the preceding value streams (hence the concept of a value chain). In Strategy-to-Portfolio, you will define whether a given service requires DR and to what degree. Then in Requirements-to-Deploy, you define the technical architecture of the service, which then drives the DR implementation. When you activate the service in Request-to-fulfill, you will also activate monitoring. Lastly, the actual activation of the DR procedure (if needed), will take place in Detect-to-Correct.

Q: Is CSA and OO available from the HPE SaaS Cloud?

A: CSA and OO are not available as a SaaS product, but they can be installed in the public cloud (subject to meeting all technical requirements)

Q: Can you move data from AWS Cloud to Private Cloud Storage? Does this create data export charges?

A: You will need to take this up with your public cloud provider. Depending of the cloud provider here is export cost, network cost, and also it depends if its object storage or block storage type of data.