HP StormRunner Load

At a glance
HP StormRunner Load is a Software-as-a-Service solution for web and mobile application performance testing. HP StormRunner Load (also referred to as “this SaaS”) has self-service administration and enables project and agile teams to plan and execute performance testing and analysis of web and mobile applications. Its capabilities include: Performance test script authoring and editing at the user interface and API layers of an web or mobile application, test planning, system monitoring of the application under test, test execution and management of the cloud based test infrastructure and both real time and historical performance analysis of the application under test.

SaaS Description
The HP StormRunner Load SaaS offering is an on-demand solution implementing performance testing on web and mobile applications. HP StormRunner Load SaaS is hosted in HP data center facilities with 24/7 remote support and includes the following:

- A dedicated HP StormRunner Load tenant, operated in the HP data center to support your enterprise web and mobile apps
- HP StormRunner Load SaaS includes HP-provided compiled libraries, documentation and materials (collectively “HP StormRunner Load SaaS Materials”) used to enable HP’s provision of the HP StormRunner Load service. These include HP-provided compiled libraries, like HP TruClient, when installed by you in your Firefox browser enable you to quickly create performance test scripts for use in HP StormRunner Load.

Software as a Service benefits
- Available immediately
- On-demand
- Pay as you go
- Self-service administration
- Multi-tenant architecture
- Enterprise SaaS

Key Software Capabilities

<table>
<thead>
<tr>
<th>Capability</th>
<th>Yes</th>
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</thead>
<tbody>
<tr>
<td>Elastic Cloud load testing</td>
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<tr>
<td>Online/offline analysis</td>
<td></td>
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<tr>
<td>SLAs</td>
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<tr>
<td>Embedded monitoring</td>
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<tr>
<td>CI integration</td>
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</table>

Administration

- User Management: Self-service
- Scripting: Self-service
- Test creation: Self-service
- Test analysis: Self-service

Enterprise SaaS

- Community: [http://community.pronq.com/t5/StormRunner-Load/bd-p/StormRunnerLoad](http://community.pronq.com/t5/StormRunner-Load/bd-p/StormRunnerLoad)
- Support: 24x7x365, via web or telephone
- Availability: Service level objective of 99.9%
- Upgrades: Included

Increased Agility

- Enable project teams to complete performance testing earlier in the development lifecycle.
- Integrate with continuous integration platforms to automate performance testing as part of the build process.
- Simplified realistic scripting with HP TruClient graphical scripting technology.

Enhanced insight

- Real time analytics provides testers with visibility into system performance while the test is executing
- Offline analysis helps to identify performance issues.
- Service Level Agreement parameters establish thresholds for successful test completion.

Cloud based Scale

- Generate realistic load conditions from cloud based load generators without any management overhead.
- Recreate massive load conditions from 1 virtual user to 1 million virtual users
- Extend and re-use LoadRunner and Performance center HTTP and TruClient scripts
## Service features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery Specifications</th>
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</thead>
<tbody>
<tr>
<td>Basic Training</td>
<td>Includes access to on-demand training with recorded content on topics such as scripting, load test creation, analyzing test results and more.</td>
</tr>
<tr>
<td>HP SaaS System Tools</td>
<td>Alerts and notifications are available through a centralized notification system, providing proactive customer communications about application changes, planned maintenance, and outages.</td>
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## Operational Services

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solution Provisioning and Configuration</td>
<td>Available immediately upon your SaaS commencement date. HP StormRunner Load will provision, manage and de-provision the Load Generators and testing infrastructure required for a load test.</td>
</tr>
<tr>
<td>Scheduled Upgrades</td>
<td>HP Storm Runner Load major and minor version upgrades and binary patches will be performed by HP SaaS as part of this SaaS.</td>
</tr>
<tr>
<td>Scheduled Maintenance</td>
<td>HP SaaS reserves a weekly two (2)-hour window (Sunday 00:00 to 02:00 Pacific Time) and one (1) monthly four (4)-hour window (Sunday in the 00:00 to 08:00 Pacific Time block). These windows will be used on an as-needed basis. Planned windows will be scheduled at least two (2) weeks in advance when customer action is required, or at least four (4) days in advance otherwise.</td>
</tr>
<tr>
<td>Trial Data</td>
<td>Trial data is retained for up to 30 days after expiration of the trial period.</td>
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<tr>
<td>Data Backup and Retention</td>
<td>Database backup is retained for the most recent seven (7) days. All file systems run on clustered network attached storage that is mirrored and features RAID storage.</td>
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</table>
| Security and Audit Management | HP SaaS and its infrastructure are compliant with the information security standard ISO/IEC 27001:2013. For HP SaaS, this means annual ISO 27001:2013 process certification of our data facilities by the Standards Institution of Israel (SII), including organization, processing facilities, customer data and privacy, technology and services, marketing, financial, and HR data. The customer is responsible for managing user and group account administration for the HP SaaS application and making sure that only valid, authorized users access the HP SaaS application. This includes the following tasks:  
  - Permissions and privileges for users and groups  
  - Account naming schemes, password policies, and authentication procedures  
Such users will access and use the system only for the purposes of working with the application. The customer will prohibit the use of any hacker tools—such as but not limited to port scanners, password crackers, and network sensors—on the HP SaaS environment. The customer may not perform load tests on HP StormRunner Load.  
HP SaaS has implemented numerous physical security measures, firewalls and routers, access control lists, operating system hardening, and other processes. HP SaaS provides:  
  - Strong password policies  
  - Two-factor authentication for network devices  
  - Controlled access to database or system passwords  
  - Each data center is equipped with physical protection such as video cameras on all access points and along the perimeter, key card access and ID cards, and visual identification by 24x7 security personnel. All visits must be prearranged, otherwise access is denied. |
| Availability Service Level Objective | HP Storm Runner Load is designed for an availability service level objective of 99.9 percent. The HP SaaS availability service level objective commences on the “go live date,” the date when the Customer end users access the production environment with production data. The HP SaaS availability service level objective shall not apply to performance issues: • Caused by overall Internet congestion, slowdown, or unavailability • Caused by unavailability of generic Internet services (e.g., DNS servers) due to virus or hacker attacks, etc. • Caused by force majeure events as described in the terms • That resulted from actions or inactions of the customer (unless undertaken at the express direction of HP) or third parties beyond the control of HP • That resulted from customer equipment or third-party computer hardware, software, or network infrastructure that was not within the sole control of HP • That resulted from scheduled HP SaaS infrastructure maintenance |
| Service monitoring | HP will provide monitoring of HP StormRunner Load 24x7 using system monitors for availability. |
| Disaster Recovery | HP has processes and procedures to recover from potential disaster scenarios. HP SaaS replicates all customer data for storage at an alternate data center. HP data centers that provide HP Storm Runner Load are designed and tested for the wide range of disaster scenarios including fire, loss of Internet connectivity, and power outages. |
| Capacity and Performance Management | All tiers of the HP SaaS infrastructure are proactively monitored for capacity and performance. HP SaaS architecture allows for the addition of capacity to applications, databases, and storage. Capacity is increased as required as the customer’s utilization of HP StormRunner Load expands. |
| Change Management | HP follows a set of standardized methods and procedures for the efficient and prompt handling of changes to the infrastructure and application, which enable beneficial changes to be made with minimal disruption to the service. |
Response and Resolution Targets

Summary of the service-level objectives for the Customer’s service requests is available at the following site: https://portal.SaaS.hp.com/slo
These service-level objectives are subject to modifications in response to changes in support needs.

Service Request Submission

Community support is available from the public HP Storm Runner Load community: http://community.pronq.com/t5/StormRunner-Load/bd-p/StormRunnerLoad
HP SaaS staffs and maintains a 24x7x365 Service Operations Center (“SOC”), which is the single point of contact for requests related to this offering. HP will provide ongoing break-fix support for the duration of the agreement. The Customer may contact HP SaaS SOC via the web portal 24 hours a day, 7 days a week, 365 days a year; the severity of the request will determine the response and resolution times for each request. The SOC will either provide support to the Customer directly or coordinate the delivery of HP Software support.

Assumptions

Assumptions associated with this offering include the following:

- HP StormRunner Load will be used to test web and mobile applications that can be accessed from locations outside the firewall and accessible from the public internet.
- The Customer must have Internet connectivity to access this offering. HP StormRunner Load services will be performed remotely and delivered in English only.
- The SaaS commencement date is the date that the Customer purchase order (PO) is booked within the HP order management system.
- The Customer agrees to respond in a timely fashion to requests for customer business and technical data, documentation, and other information or assistance needed to provide this offering. The Customer is responsible for the accuracy and completeness of all information provided.
- The Customer will perform validation activities related to implementation and external application setup during the service initiation and ongoing phases. This includes validation after service packs or emergency product patches have been applied to this offering application instance according to the change schedule.
- Unless customer purchased month-to-month subscription, renewal of the HP SaaS service is not automatic and will be subject to a new purchase order.

SaaS Offerings and Terms

This SaaS Offering includes a package of Virtual User hours (VUH) as purchased by the customer and an access to the application for test planning, test execution and test analysis.

Definitions

Virtual User (VU) means a software process emulating users executing a Use case interaction against an application under test (AUT).
Virtual User Hour (VUH) means a single VU executing in a run against a single AUT for a one (1) hour period. The consumption of VUH are based on the combination of Virtual Users in a test and the test duration (rounded up to the next whole VUH). For purposes of this datasheet all references to VUH include API VUH or UI VUH.

E.g.
- 1 Vuser running for 20 minutes = 1 VUH (rounds up to 1 VUH)
- 2 Vusers running for 20 minutes = 1 VUH (rounds up to 1 VUH)
- 3 Vusers running for 20 minutes = 1 VUH
- 4 Vusers running for 20 minutes = 2 VUH
- 10 Vusers running for one hour = 10 VUH
- 10 Vusers running for 2 hours = 20 VUH
- 10 Vusers running for 30 min = 5 VUH (30 minutes * 10 Vusers = 300 minutes or 5 VUH)
- 10 Vusers running for 35 minutes = 6 VUH (35 minutes * 10 Vusers = 350 minutes or 6 VUH – rounded up)
- 20,000 Vusers running for 30 minutes = 10,000 VUH

- An API VUH is limited to access at the network API level. For example, HTTP requests and responses without rendering the UI. The API VUH is only able to execute HTTP and the TruAPI scripts.
- A UI VUH is limited to UI level. For example, a user clicking a button. Since, the UI has to be rendered for each virtual users, these vusers consume significant more processing resources. The UI VUH is only able to execute TruClient scripts.

<table>
<thead>
<tr>
<th>Month to Month Subscription</th>
<th>Term Subscription</th>
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<tbody>
<tr>
<td>Month to Month subscription is available with no minimum term. The subscription will be automatically renewed from one month to the next unless Customer decides to unsubscribe. The contract start at the date of the purchase and VUH will be refreshed every month at this date (calendric month). E.g. a month to month subscription that starts on the 20th of July will renew on the 20th of August. VUHs that are not consumed during the month will expire.</td>
<td>Term subscription available for 1 year period. Subscriptions can be extended by purchasing additional term or monthly subscription. VUHs that are not consumed during the term of the subscription will be expired. For the yearly term, the customer will receive the equivalent of 12 monthly subscriptions in one VUH pack.</td>
</tr>
</tbody>
</table>
Access to the service and the associated test result data will be available for 30 days following the termination of a month to month or term subscription.

- VUH will be rounded to a full hour upon consumption. E.g.
  - 1 VU running for 40 min will be charged for 1 hour.
  - 10 VUs running for 10 min will be charged for 2 hours (100 min rounded up)
- Tests which were not executed due to a system error will not be charged
- Aborted tests will be charged for the duration of the actual run.

The SaaS is only to be used to conduct performance testing of applications and sites that the Customer is authorized to test.

In order to protect and integrity and availability of this service for our customers, we have the right to suspend the service if we reasonably believe the service is being used inappropriately.

HP reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, 45 days from the date this data sheet was delivered.
This data sheet is governed by current HP terms for Software as a Service. A copy of the terms is attached or may be requested.

Customer acknowledges it has no ownership interest in the HP SaaS Materials. HP and its third party suppliers remains the sole and exclusive owner of all rights, title and interest in and to the HP SaaS Materials. HP provides Customer with a personal, limited, non-exclusive, non-transferable and non-sublicensable right and license to use, execute, and install the HP SaaS Materials, only to the extent necessary for Customer to use this SaaS. Customer shall not: (i) use the HP SaaS Materials for any purpose other than to receive this SaaS; (ii) modify, adapt, copy, reverse engineer, disassemble, or decompile them; (iii) grant any third party access to them; or (iv) remove any copyright or proprietary notice from them or copies thereof or fail to reproduce any such notices. Upon termination or expiration of the term, you must return or destroy all HP SaaS Materials upon HP’s request.

**HP Software as a Service contact**

HP Software as a Service
1140 Enterprise Way
Sunnyvale, CA 94089, USA

Web: https://login.pronq.com/msg/actions/showLogin

Initial credentials will be sent to the Customer’s primary point of contact.

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