

Connect 2010 NonStop Availability Award Questionnaire

1. Name of Company/Organization: _____

2. Address: _____

City/County/State/Province: _____

Postal Code: _____

Country: _____

3. Telephone number: _____

4. Name of application: _____

5. Industry: _____

(e.g. banking, manufacturing, telecommunications)

6. Brief description of application (attach Word, PowerPoint, or other document if desired):

7. Target application availability, expressed in the terms that make sense in your environment (percentage of time, e.g. 99.95%; number and duration of allowable scheduled outages per year; etc.):

8. Cost of application outage per minute (U.S. dollars): \$ _____ USD

a. Alternative description of the effect of an application outage if question 8 is inappropriate or not one that you are allowed to answer:

Service level agreement (if any) with internal departments or users, in terms of availability guarantees:

9. Penalty incurred from the user department for not meeting the agreed level of service:

\$ _____ USD _____
(per occurrence or per minute?)

10. Number of transactions per second at peak rate: _____

11. NonStop system model(s): _____
(e.g. NS16200, NB5000c)

12. Approximate number of terminals, workstations, ATMs, and other end-user devices supported on-line: _____

13. Size of application database (in gigabytes or terabytes): _____

14. Is the application distributed across multiple systems? Yes / No

15. Is the application distributed across multiple countries? Yes / No

16. Do you provide contingency systems (business continuity) for this application? If yes, describe the business continuity approach (active-active, active-passive, ...) and configuration.

17. Describe the complexity of your environment in terms of rate of change:

18. Describe the types of change that are made online:

I hereby certify that the outage logs and the above questionnaire submitted by me on behalf of my company are true records. I agree to the use of this information by Connect or Hewlett-Packard provided my company or organization is not identified publicly.

Signature: _____

Name: _____
(Block capitals)

Title: _____

Date: _____

E-mail: _____