



Encompass Community Questions for Martin Fink:

- 1) Availability of HP-developed technologies are consistently lagged in availability on OpenVMS. One such is example is HP Virtual machines which debuted in 2005 but won't support OpenVMS until 2009. Why isn't OpenVMS more of a tier one deployment platform for HP's own technologies?

Response: Volume and customer demand drive prioritization of deliverables. In the early stages of HPVM, HP received high demand from the other Integrity platform operating systems. It wasn't until recently (early 2007) that the OpenVMS community started to express interest in HPVM. Given this heightened interest, we have reprioritized OpenVMS engineering resources and hope to deliver HPVM earlier than 2009.

- 2) The use of key open-source technologies is becoming increasingly important for most customers. OpenVMS' support of those technologies assures its interoperability with other platforms in a customer's IT landscape. What is HP's investment plan to insure that OpenVMS delivers those key technologies in a timely manner?

Response: OpenVMS customers typically do not want to update their software environments on a regular basis. Therefore, the strategy for OpenVMS, regarding OpenSource, is to monitor OpenSource activity and select stable releases with desired features, and support/maintain that release on OpenVMS for a period of time.

MySQL is currently being ported to OpenVMS Integrity. We expect MySQL will be supported on OpenVMS Integrity in the 1st half of CY08.

Some OpenVMS code is fed back into OpenSource where allowed. We've experienced some OpenSource organizations refusing to incorporate code from OpenVMS. Each OpenSource organization is different in this regard.

- 3) HP has two operating systems which are "boutique" – NSK and OpenVMS. HP has chosen to maintain a semi-dedicated sales and support organization to service NSK customers, but does not do so for OpenVMS customers. The general sales force is primarily focused on selling HP-UX and volume (Windows, Linux) solutions, and don't really understand either "boutique" environment. Why doesn't HP establish a similar sales and support organization to service the OpenVMS customer?

Response: The BCS sales organization is focused on Business Critical customers, such as you, and is trained on all BCS platforms. The OpenVMS Ambassadors are also instrumental in helping the sales force. In addition, unlike NonStop, more than half of the OpenVMS business is generated by our partners in the channel, ISVs, and SIs. Many of these people are, in fact, dedicated to OpenVMS business only.

- 4) The OpenVMS customer base relies on some key ISVs in selected markets. Without strong ISV support, the VMS customer base will shrivel and die. We are aware that individuals in HP are working to persuade ISVs to deploy on HP-UX instead of OpenVMS. What is HP doing to support existing and attract new ISVs in those market segments and customers who rely on key, distinctive OpenVMS features and technologies?

Response: ISVs continue to invest in and port their applications to OpenVMS – a manifestation of their endorsement and HP's encouragement. HP's strategy is to work towards the availability of the applications our customers demand. These include key databases such as Oracle Rdb, Oracle 10gR2, InterSystems Caché, and RMS. The OpenVMS lab helps key ISVs port their software to OpenVMS on Integrity servers as well as to validate the functionality of the base operating systems, layered products, and compilers. Plus, HP sponsors Integrity Porting Workshops for ISVs, as well as end user customers who develop in-house applications.

- 5) The ability to sustain an OpenVMS market is dependent on a workforce with sufficient skills and knowledge to support it. Viewed globally there are countries and regions which provide training in OpenVMS. In the US, that is not the case. What investments is HP making, or planning to make, to insure that the US higher education system provides students in computer sciences with a core understanding of OpenVMS vis-à-vis other operating systems?

Response: HP offers a comprehensive set of OpenVMS courses worldwide for System Managers as well as System Programmers. (For more information, visit www.hp.com/learn/openvms and select your country from the drop-down menu.) Also, OpenVMS has participated in an Education program and currently there are 214 institutions signed up with this program. This is not restricted to the US. The OpenVMS Education Program has attracted educational institutions from around the world: including Australia, Japan, Great Britain, Israel, Germany, France, and others. In addition, there is an OpenVMS Hobbyist Program and we have distributed over one million paks in the last ten years to folks that want to use VMS for hobby use. Additionally, the OpenVMS Hobbyist Program is affiliated with over a dozen HP User Groups around the world.

- 6) Recent cost-cutting in the OpenVMS product group and the off-shoring of engineering for a significant amount of the product set has resulted in a noticeable decline in product quality. One of the key features of OpenVMS that customers rely on has been its bullet-proof reliability. Because of their "boutique" nature, both OpenVMS and NSK require the utmost reliability and quality to survive in the marketplace. Does HP product management recognize this fact and what is being done to insure that a decline in product quality doesn't sacrifice a profitable market segment for OpenVMS?

Response: We would be interested in receiving feedback and examples of product quality issues. Recently OpenVMS was rated very high in the areas of quality and high availability in a survey of users and partners.

We have seen a slight increase in the number of problems reported against ECO kits. We pulled together a team to evaluate the problems and to develop solutions. The team has recommended a number of enhancements to our ECO and testing processes. We are beginning to implement these changes to our ECO process to improve overall ECO quality.

We continue to work closely with HP Services monitoring the feedback on level 1 support quality. We have seen some improvement since the support model change just over a year ago. Mentors were assigned onsite with the new support engineers and we continue to offer training to develop the skills of the new engineers. We are interested in receiving feedback on recent support experiences. Please feel free to send support experience feedback to Paul.Lacombe@hp.com.

- 7) We recognize that OpenVMS, NSK, HP-UX and other core datacenter technologies are not going to be marketed in the manner and to the extent of HP's consumer products. However, there is a constant stream of trade marketing and HP generated collateral that omits mentioning OpenVMS. This material reaches key IT decision makers and the omission is often interpreted as a "read between the lines" message. What are you doing and can you do to insure that OpenVMS receives even-handed attention from the HP marketing engine?

Response: We are launching an OpenVMS 30th Anniversary marketing campaign and preparing a complete set of deliverables based on the campaign and the new release (OpenVMS Version 8.3-1H1). We have set up an anniversary web site that is active and includes such things as historical information, a customer guest book, a view of the day in the life of OpenVMS and more. In addition, we created three new customer testimonial videos as well as a commemorative CD that includes a large quantity of material.

- 8) At the present time, all the OpenVMS roadmaps indicate no foreseeable end to active development of OpenVMS. OpenVMS on Integrity is viewed as having a long future. Notwithstanding that view, what set of conditions would need to occur with the OpenVMS market or within HP for the VMS product to be relegated to a "maintenance only" status? Do you have a personal view about the longevity of the OpenVMS market?

Response: Of particular note related to the company's commitment to the future of OpenVMS are the number of investments we have made in the following areas: 1) solidifying the support of independent software vendors (ISVs); 2) open source collaboration; 3) middleware development; 4) application development migration; 5) virtualization innovations; 6) performance enhancements; 7) security features; 8) system and server management; 9) storage features; and 10) hardware improvements. Indeed, that our latest release of OpenVMS (version 8.3-1H1) delivers enhanced support for the latest innovative HP Integrity BladeSystem offers further, ample proof of our commitment. It is paying off: OpenVMS Integrity sales have increased dramatically since it was first available.

- 9) Oracle support: What is HP's "roadmap" and plan for support of Oracle on the Itanium/VMS platform and how does that agree with Oracle's plan? What assurance can you provide that an Itanium system purchased today will be a viable platform (under VMS) for the Oracle/Banner application for at least 5 years?

Response: HP works closely with Oracle to ensure Oracle's continued support of their database products on OpenVMS. Oracle's latest Statement of Direction, available at <http://www.oracle.com/partnerships/hw/hp/index.html>, describes Oracle's commitment to OpenVMS. HP's roadmap and plan for support is to continue to provide resources and support to Oracle so they can deliver to their roadmaps. For additional information about Oracle roadmap and commitment to OpenVMS please contact Sandy Vella (sandy.vella@oracle.com) and Kevin Duffy (kevin.duffy@oracle.com).