Overview

The VMware Cloud Automation Accelerator Service expands the power of virtualization and of moving IT services away from the existing infrastructure delivery methods to where virtual machine infrastructure is delivered as a service. This service provides rapid deployment of standard out of the box, non-customized virtual machine infrastructure services for use in pre-production environments such as a test, development, or other non-production environments. The cloud automation solution includes VMware recommended practices in a practical design.

This solution provides the following capabilities:

• Pre-production Infrastructure as a Service (IaaS) foundational architecture.
• Self-service portal for end users.
• Service catalog with automation and approval workflows.
• Show separation of business units with shared service IT.
• Infrastructure service offerings for virtual machines.
• IaaS endpoint for VMware vSphere®.

The solution consists of the following products:

• VMware vSphere®
• VMware vRealize Automation
• VMware vRealize Orchestrator

VMware consultants will work with Customer to do the following:

• Conduct a solution overview workshop.
• Review business and IT requirements and discuss details of the use cases.
• Review the current state and conduct gap analysis for the target state.
• Conduct solution design review workshops.
• Deploy the solution and validate the deployment.
• Provide knowledge transfer on the deployed solution to operators and administrators.

At the conclusion of the engagement, VMware will deliver a set of documents as specified in the Deliverables section. The resulting cloud automation solution deployment from this engagement is an operational pre-production infrastructure to deliver virtual machine infrastructure services to the users.
Project Scope

The scope of this project includes the design of a cloud automation infrastructure service solution using vRealize Automation and vRealize Orchestrator for vSphere endpoints in one (1) physical non-production data center location. The deployment of the solution includes the following:

- Implementation and validation of the solution design of a non-distributed installation.
- Installation and configuration of one (1) vRealize Automation identity appliance.
- Installation and configuration of one (1) vRealize Automation Café appliance.
- Installation and configuration of one (1) vRealize Automation IaaS server running web service, manager server, worker/orchestrator DEMs, and VMware vCenter™ Server™ agents.
- Installation and configuration of vRealize Automation components including configuration of the following:
  - One (1) vSphere endpoint.
  - One (1) vRealize Orchestrator endpoint.
  - One (1) tenant.
  - One (1) service catalog:
    - One (1) IaaS service definition (group of services) with up to three (3) IaaS blueprints (Windows or Linux using the existing templates in the customer environment).
    - Up to one (1) XaaS service definition (group of services) with up to one (1) catalog item using the Advanced Service Designer:
      - Configuration of the vRealize Orchestrator plug-in for Advanced Service Designer.
      - Build one (1) service blueprint using built in workflows from the vRealize Orchestrator plug-in.
      - Publish the service blueprint to the service catalog.
  - Up to two (2) business groups with the following for each business group:
    - Up to one (1) reservation.
    - Up to two (2) entitlements.
    - Up to two (2) approval policies.
    - Configuration of IP allocation through vRealize Automation with the configuration of up to two (2) network profiles.
    - Configuration of native email notifications.
- Installation and configuration of one (1) vRealize Orchestrator external appliance.
- Configuration and integration of vRealize Automation with vRealize Orchestrator:
  - Configuration of one (1) sample out-of-the-box workflow to demonstrate execution of the vRealize Automation plug-in for vRealize Orchestrator to include managing the orchestration of up to one (1) of the following IaaS machine states through the use of custom properties:
    - Building machine.
    - Machine provisioned.
    - Destroying machine.
- As time and budget allow, VMware will configure one, or more, of the following three (3) items:
  - Standard Active Directory integration extension.
  - Custom virtual machine host name plug-in.
  - Custom property dictionary controls.

Note: Integrations and extensions are not covered by the VMware Product Support agreement. Support for integrations and extensions might be available through a Custom PS Support offering. The Custom PS Support offering requires a separate support SOW agreement, distinct from the SOW that provided the integration and extensions.

Estimated Schedule

VMware estimates that the duration of this project will not exceed two (2) weeks. VMware consulting services will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

Project Activities

The services provided in this engagement are organized in phases as shown in the following table.
Phase 1: Planning
After the statement of work (SOW) is signed and the purchase order is received, VMware will conduct a pre-engagement planning call with Customer to initiate the project. One team member from each area of Customer’s project team (for example: infrastructure, applications, project manager) must attend the planning call.

Topics to be discussed include the following:
• Project scope and objectives.
• Project timelines, scheduling, and logistics.
• Identify key customer project team members to work with the VMware team.
• Review the work streams, phases, and use case.
• Review the hardware infrastructure needed to support the limited scale deployment of the solution.
• Identify and agree to key Customer activity completion dates.
• Availability of appropriate facilities including meeting rooms, work locations, whiteboards, projectors, special access needs, any other pertinent information needed prior to VMware consultant arriving on site.
• Review the engagement prerequisites and other preparation required before the project kickoff (such as vSphere and vRealize Automation software licenses).

Customer will complete the engagement prerequisites specified in the Service Checklist prior to the arrival of VMware consultants on site.

Phase 2: Kickoff
The VMware project team will lead Customer project sponsors and stakeholders in a project kickoff meeting to review expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected activities and deliverables. The following are the objectives of the meeting:
• Introducing the VMware team, roles, and responsibilities.
• Describing the project goals, phases, and key dates.
• Explaining the expected project results and deliverables.
• Agreement on communication and reporting processes.
• Validating the project expectations and clarifying roles and responsibilities.

Phase 3: Solution Overview
A solution overview knowledge transfer workshop will be conducted to provide Customer with the baseline solution knowledge and the key vRealize Automation features. This includes the following topics:
• vRealize Automation product overview.
• vRealize Automation concepts.
• Installation and configuration overview.

Phase 4: Assess
Customer business requirements, functional requirements, and one (1) solution use case will be reviewed with Customer. VMware will interview key Customer personnel and conduct an interactive session to gather the appropriate objectives, policies, and constraints that must be considered for the implementation of the solution. This includes the following:
• Overview of current services and SLAs.
• Overview of self-service capability and self-service portal.
• Overview of service lifecycle (request, approval, provisioning, management, archive, termination).
• According to the scope defined in the Project Scope section:
  - Infrastructure service catalog with out of the box automation, policy-based placement, and approval processes and templates.
  - Service/tenant roles and responsibilities.

The requirements and use case definition is captured by the VMware consultant in the Solutions Requirements document during the workshops conducted on site.

Phase 5: Design
The design workshop includes the review of system requirements, and the following design topics:
• Prerequisites for appropriate configuration and segregation of the infrastructure.
• Architecture design and configuration to support the environment sizing, scalability, and business needs.
• vRealize Automation components and services.
• Database considerations.
• Web services and portals.
• DEM worker / orchestrator and agent endpoints.
• Infrastructure service catalog and catalog management.
• Portal, self-service, and administration.
• Request approval roles, policies, and processes. Limited to one (1) approval policy with one (1) level of pre-defined approvals.
• Organization administrators, users, roles.
• Networking, storage, machine blueprints.
• Build profiles, image deployment, and management best practices.
• Naming conventions limited to using out of the box machine naming capabilities.
• Cost profiles, reservations and reservation policies, lease extension requests.

The architecture design is captured by the VMware consultant in the following documents:
• Architecture Design document
• Configuration Workbook
Phase 6: Deploy
VMware works with the Customer project team to deploy the cloud automation infrastructure services solution in the Customer’s pre-production environment. The solution is based on the architecture design discussed in the Design phase and defined in the Architecture Design document and the Configuration Workbook document.

This phase includes the following:

• Assisting the Customer’s team as they complete infrastructure readiness activities to implement the required hardware and software prerequisites, in addition to the virtualization, network, storage, and security systems. Customer is responsible for the infrastructure readiness activities, while VMware will provide technical guidance and track progress.
• Working with the Customer’s team to perform the installation of VMware vRealize Automation according to the Architecture Design document.
• Working with the Customer’s team to configure the pre-production environment according to the Configuration Workbook.

Phase 7: Validate
VMware works with the designated Customer stakeholders to validate the environment and the implementation of the use case.

Phase 8: Knowledge Transfer
VMware provides Customer operators and administrators with a knowledge transfer session about the deployment and operating procedures for the cloud automation infrastructure services solution.

Phase 9: Conclusion
The project review and conclusion activities include a presentation that summarizes the engagement activities performed for the resulting cloud automation solution and providing a final set of documentation deliverables.

Deliverables
• Service Checklist document
• Logical diagram showing vRealize Automation component architecture demonstrating the communication flow of vRealize Automation.
• Solution Requirements document
• Architecture Design document
• Configuration Workbook

Out of Scope
The following are out of scope for this service:
• Customization of VMware vRealize Automation.
• Provisioning to endpoints other than vSphere.
• Integration with third-party systems and applications.
• Multitenancy.
• Installation and configuration of third-party software or technical services that are not applicable to VMware components.
• Application blueprints and services using VMware vRealize™ Application Services.
• Cost visibility using VMware vRealize Business Standard.
• Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by customer.

Role Descriptions
VMware Project Team
The VMware project team will be comprised of multiple roles and might vary in the level of effort as determined by the project needs. VMware anticipates that all team members will contribute throughout the work efforts, utilizing their respective skills and integrating the findings. The roles anticipated for this engagement are described below.

Engagement Manager
The VMware approach will assign an Engagement Manager to the engagement when the project begins. The Engagement Manager will identify personnel resources, project structure, communication plan, project plan tools, and overall project management techniques to be used to manage the engagement: objectives for duration, cost, and provider commitment. The Engagement Manager will assist the Customer Project Manager and assist with the following:

• Providing overall customer relationship and project management.
• Planning and pre-engagement preparation.
• Identifying the project team, roles and responsibilities and assignment dates.
• Overall project timeline including deliverables, activities, duration and task owners.
• Identifying final deliverables.
• Reporting project status and holding weekly update meetings.
• Resource scheduling.
• Establishing the communication plan, directing formal Customer communication, and coordinating with Customer Project Manager.
• Providing escalation triage and maintaining a risk register.
• Logistics including security, remote access, and facility access.
• Providing final versions of all project documents.
Senior Consultant
• Leads requirements, use case, and design workshop.
• Deploys and configures the VMware vCloud® Suite components that are part of the cloud automation solution.
• Runs validation activities on the installed environment.
• Prepares the final project documents for delivery to the client during the Conclusion phase.

The VMware technical resources are all VMware Certified Professionals and have significant technical expertise with VMware products.

Customer Project Team
Customer will provide a Project Manager knowledgeable in pertinent internal Customer processes and able to collaborate with the VMware Engagement Manager as specified in this data sheet.

Customer’s Project Manager must have the authority to make project decisions and represent Customer in all matters related to this data sheet. Customer’s Project Manager will provide a single consolidated response to any review, approval, change, or decision request.

Customer will support and provide representation at project review meetings at a mutually agreed upon time and location to discuss the project status, issues, new requirements, and overall project satisfaction. These meetings might also cover performance status updates, schedule updates, pending changes, open issues, and action items.

Customer will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware project team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, then the Customer Project Manager becomes the final authority on all items of discussion.

Responsibilities
VMware Responsibilities
VMware will coordinate activities of all VMware resources and will be providing Customer with VMware resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this data sheet.

Assumptions and Customer Responsibilities
This section describes the responsibilities of Customer to VMware with regard to this project.

• Customer is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by Customer.
• Any change to the scope of work explicitly described in the Scope of Work section, and any associated additional fees, must be mutually agreed in writing by filling out a Project Change Request form.
• Customer will provide access to facilities and computer systems as required for VMware team to perform tasks as outlined in this data sheet.
• For engagement activities that need to occur at Customer work locations, VMware expects Customer to make reasonable facilities accommodations for our project team at these location(s). These accommodations will include a desk/cubicle, voice telephone, Internet connection (for web browser access), permission to operate mobile telephone within Customer premises, and shared access to laser printer, copier, fax, and conference room facilities.
• Customer will provide a suitable environment for knowledge transfer session(s) (overhead projector and conference facilities).
• Customer will be solely responsible for procuring product support for all software to be used in connection with this data sheet. Such product support will be in place and available no later than when VMware consultants first arrive on site.
• Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of VMware consultant on site. Any additional time required of VMware personnel to perform the duties of this data sheet as a result of Customer’s lack of completion of these checklist items will be considered billable time payable by Customer.
• Customer will have a fully installed and configured infrastructure as required and communicated in the Service Checklist.

Requirements
VMware will coordinate activities of all VMware resources and will provide customer with VMware resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this engagement.

Pricing and Scope
VMware estimates that this entire project will not exceed two weeks to execute if all assumptions in Assumptions and Customer Responsibilities section are met and there are no intervening delays outside of VMware control. Work will be performed according to a schedule agreed upon by both parties. Typically, work is performed during normal business hours and workdays (weekdays and nonholidays).
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