

VMware vFabric™ Hyperic and vCenter™ Operations Enterprise – Standalone Jumpstart

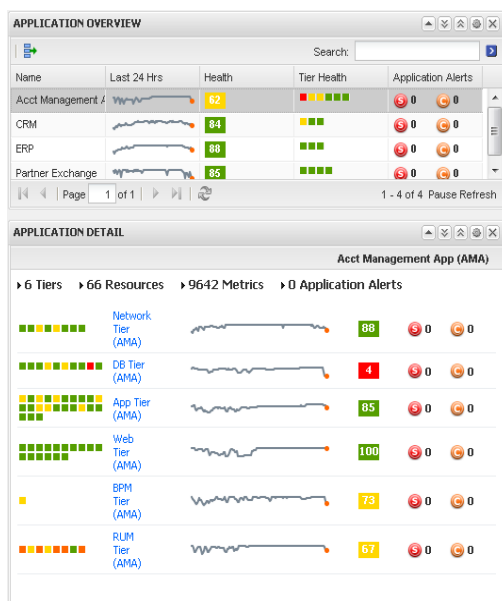
AT A GLANCE

The VMware vFabric Hyperic and vCenter Operations Enterprise – Standalone Jumpstart provides a non-production, onsite installation and configuration of vFabric Hyperic server and vCenter Operations Enterprise – Standalone with a guided tour of both products including infrastructure installation, and an interactive knowledge transfer of best practices for integrating both products into the existing customer infrastructure.

BENEFITS

- Accelerate the benefits of using vCenter Operations Enterprise Standalone and vFabric Hyperic for managing and monitoring infrastructure and application performance.
- Mitigate risk by leveraging experienced consultants and proven installation and configuration best practices.
- Improve performance with best practices for leveraging advanced diagnostics and performance management features with vCenter Operations Enterprise – Standalone.
- Learn methods for quickly scaling and administering Hyperic application management and monitoring.

Sample Application Performance Dashboard



Overview

VMware vFabric Hyperic provides performance monitoring of applications running in virtualized and non-virtualized environments. VMware vCenter Operations Enterprise – Standalone provides patented analytics for a more automated approach to operations management. Combined, these two products give customers an end-to-end view of application performance.

The VMware vFabric Hyperic with vCenter Operations Enterprise – Standalone Jumpstart service helps customers configure and deploy the products. By combining a non-production installation of both products using customer applications and test environment, with interactive knowledge transfer and white boarding sessions tailored to the customer's interests, the customer can begin to use vFabric Hyperic and vCenter Operations Enterprise – Standalone functions and features to monitor applications in their IT environment.

In this five (5) day engagement, VMware consultants will install and configure both products and provide a demonstration of each product's features, ideal use cases, and how the two work together to provide a comprehensive application performance and management snapshot.

Target Customer

- Customer IT and Application Operations teams performing initial vFabric Hyperic and vCenter Operations Enterprise – Standalone deployments for proactive infrastructure performance monitoring and management and application management and monitoring.
- Enterprise customers ready to upgrade and implement a modern application platform or Platform as a Service (PaaS) for virtual and cloud deployments.

Deliverables

Hyperic Jumpstart

- Non-production installation and configuration of vFabric Hyperic server and up to three (3) agents on monitored platforms using customer applications and infrastructure.
- Knowledge transfer of best practices for integrating vFabric Hyperic into the customer's existing infrastructure as well as all requirements for full deployment including: installation, management, and ongoing best practices.

vCenter Operations Enterprise – Standalone Jumpstart

- Non-production, onsite installation and configuration of vCenter Operations Enterprise – Standalone using customer non-production hardware.
- Adapter setup and configuration
 - Installation of the Hyperic Adapter and import of up to 50 resources in vCenter Operations Enterprise – Standalone
 - Installation of vCenter Adapter and import of up to 300 resources in vCenter Operations Enterprise – Standalone
- Configure vCenter Operations Enterprise – Standalone and Hyperic to collect and analyze performance data for one customer-identified application.
- Creation of three (3) infrastructure management and vCenter Operations Enterprise – Standalone performance monitoring dashboards.

Knowledge Transfer Workshops

Knowledge transfer topics included in the vFabric Hyperic and vCenter Operations Enterprise – Standalone Jumpstart will be tailored to include those topics most relevant to the customer's organization, based on initial interviews and information gathering to identify business, technical and operational requirements. Topics may include:

vFabric Hyperic

- IT environment assessment and fit with project goals.
- vFabric Hyperic Server and agent installation, application monitoring, troubleshooting, alerting, and automated remediation.
- Integration with existing monitoring and systems management tools
- Metric collection best practices.
- Alert and control action configuration and management.

- User and role configuration, and role-based dashboard setup.
- Integration with VMware vSphere™ and vCenter.
- Security management.
- Performance and scalability implementation.

vCenter Operations Enterprise – Standalone

- Performance analytics overview.
- Product overview and features including key installation and deployment guidelines.
- Architecture and components including adapters.
- Using vCenter Operations Enterprise – Standalone for application performance management in virtualized and non-virtualized environments.
- Best practices and troubleshooting.
- vCenter Customer Requirements for Knowledge transfer workshop
 - Customer has a non-production vCenter environment with less than 250 virtual machines.
 - Requires vCenter versions 4.0 update 2 or 4.1.
 - Customer can obtain a read-only vCenter account.

KEY ACTIVITIES

Onsite Engagement Kickoff.

vFabric Hyperic and vCenter Operations Enterprise – Standalone knowledge transfer workshops.

Requirements gathering and stakeholder interviews

Install and Configure VMware Hyperic and vCenter Operations Enterprise – Standalone demonstration environments.

Knowledge transfer of best practices for full deployment and integrating vFabric Hyperic and vCenter Operations Enterprise – Standalone into existing infrastructure.

Engagement Wrap-up.

Roles and Responsibilities

- **VMware Professional Services Consultant(s):** Conduct workshops, install and configure VMware vFabric Hyperic and vCenter Operations Enterprise – Standalone, and provide knowledge transfer on VMware vFabric Hyperic and vCenter Operations Enterprise – Standalone technology and best practices and guidelines for infrastructure integration.

This five (5) day engagement is delivered by up to two (2) VMware Consultants and involves both remote and onsite activities. A Hyperic consultant will be available remotely on Day 1. Days 1, 2, and 3 will involve a vCenter Operations consultant. Days 4 and 5 will involve up to two (2) consultants—one (1) Hyperic consultant and one (1) vCenter Operations consultant jointly providing engagement delivery.

- **Customer:** Coordinate engagement logistics, including conference room, whiteboard, and network/internet access. Conform with and/or complete items detailed in the Pre-Engagement Customer Responsibilities Checklist.

Engagement Requirements

- Conference room with projector, whiteboard, access/permissions for systems targeted for installation, and network access to customer servers and internet.
- Up to five (5) dedicated customer participants.
- Completion of items specified in Pre-Engagement Customer Responsibilities checklist

vFabric Hyperic

- Full or trial license for each Hyperic agent used in Jumpstart.
- Monitored systems must be set up in advance of engagement; these must be non-production systems.
- Monitored systems must be on the list of supported environments (see Table 1).
- Root access to all monitored systems, with permission to install Hyperic agents on each.
- Spare, non-production machine (physical or virtual) for Hyperic server installation.
- If Oracle or MySQL is to be used for Hyperic server, this database must be set up prior to engagement and root/admin access is required.
- vFabric Hyperic server machine and database must meet installation requirements listed at:
<http://support.hyperic.com/display/DOC/Installation+Requirements>

TABLE 1. Hyperic Supported Environments

Operating Systems:	
– AIX	– NetBSD
– Cisco IOS	– OpenBSD
– Cisco PIXOS	– Solaris
– FreeBSD	– VMware ESX™ (vSphere)
– HPUX	– VMware ESXi (vSphere)
– Linux	– VMware Infrastructure 3
– Mac OSX	– VMware GSX
– Microsoft Windows	
Servers:	
– ActiveMQ	– Microsoft ActiveDirectory
– Alfresco	– Microsoft IIS
– Apache webserver	– Microsoft SQL Server
– Apache Tomcat	– Oracle RDBMS
– Bind	– Oracle WebLogic
– Coldfusion	– Perbal
– DB2	– Postfix
– Geronimo	– PostgreSQL
– Glassfish	– Resin
– IBM WebSphere	– Samba
– Informix	– Sendmail
– iPlanet	– Spring Applications
– JBoss	– SpringSource ERS
– JRun	– SpringSource Hyperic agent
– Jetty	– SpringSource tc server
– Memcached	– Sun JVM
– MQSeries	– Sybase
– Microsoft .NET	– VMware vCenter
– Microsoft Exchange	– VMware Zimbra

vCenter Operations Enterprise – Standalone

- Full or trial license for vCenter Operations Enterprise – Standalone.
- Same dedicated machine used for Hyperic server containing supported operating system to also be used for vCenter Operations Enterprise – Standalone server containing supported operating system.
- No firewall or network restrictions between server and agent hosts.
- Admin privileges for installation.
- Application owners need to be available as needed during agent/resource configuration.
- Database monitoring login access as needed.
- JMX endpoints configuration.

- vCenter customer requirements for knowledge transfer workshop:
 - Customer has a non-production vCenter environment with less than 250 virtual machines.
 - Requires vCenter versions 4.0 update 2 or 4.1.
 - Customer can obtain a read-only vCenter account.

Scope and Pricing

- Up to five days at customer site.
- Maximum of five (5) customer participants.
- Non-production Installation and configuration of vCenter Operations Enterprise – Standalone and vFabric Hyperic server.
- Hyperic server may have up to three (3) agents on monitored platforms using customer applications and infrastructure.
- Installation and configuration of the Hyperic Adapter and the vCenter Operations Enterprise – Standalone Adapter.

Contact your local VMware representative for pricing information. (VMware SKU: CON-S2-HYPR-VCO-JS)

Related Services

- **VMware vFabric PaaS Planning Service** helps customers prepare and proactively manage for a successful transition to platform as a service for application development through in-depth understanding of the consideration for successful PaaS deployment and potential design, implementation, and production scenarios.
- **VMware vFabric JEE to tc Server Migration Assessment Service** helps customers understand the unique considerations needed to successfully migrate from JEE to tc Server.
- **VMware vFabric Hyperic Jumpstart** provides a non-production, onsite installation and configuration of vFabric Hyperic performance monitoring and application management with a guided installation tour and interactive knowledge transfer of best practices for integrating vFabric Hyperic into an existing customer infrastructure.

- **VMware vFabric tc Server Jumpstart** provides a non-production installation of tc Server lightweight application server using customer applications and interactive knowledge transfer.
- **VMware vFabric Hyperic and tc Server Jumpstart** combines the vFabric Hyperic and vFabric tc Server Jumpstart services into a single four-day engagement.

For More Information

To get more information about VMware software and services, go to www.vmware.com or contact from your local VMware Sales Representative.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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