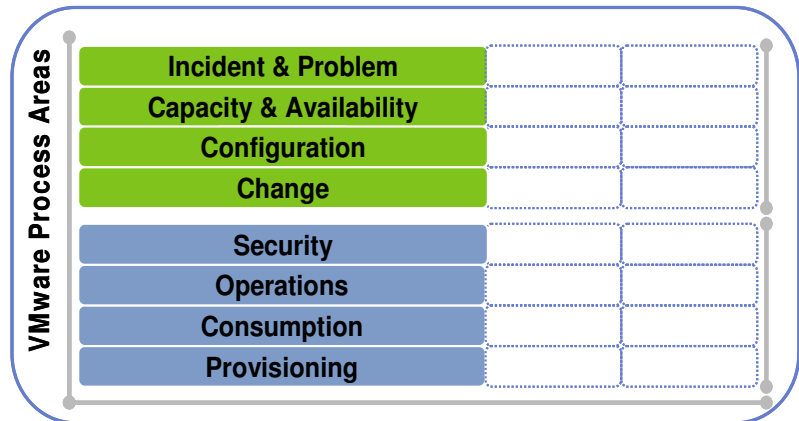


Company Readiness Self Assessment

Is your company ready to standardize new workloads on virtual machines?

Take the VMware challenge.

Our customers achieve tremendous costs savings and improved manageability of IT operations, and even help reduce business interruptions due to server downtime. With proven benefits changing the computing landscape, customers are seeking VMware solutions in record numbers.



Cost savings in complex organizations are optimized when the organization’s processes are in alignment and business divisions agree that virtualization is the best course. Is your company ready today? Take our survey below and find out. As you answer each question, put the number of points assigned to a yes or no response into the “Points for Response” column. Tally all the points and see how your organization rates on the operational readiness scale, which is found at the end of the survey.

IT Services Management Area & Questions	Points for Response	Yes	No
Incident & Problem			
1. Does your staff know how to isolate faults on virtual infrastructure?		3	0
2. Do they know when a SAN fault is the reason that their VM is frozen?		2	0
3. Does your Service Desk know how to escalate virtual infrastructure incidents to the right place in a timely manner?		3	0
4. Are VMware incidents integrated into your normal operations?		3	0
5. Does it require significant resources or heroic efforts to identify and resolve virtual infrastructure incidents?		3	0
Capacity and Availability			
1. Does your staff know when the virtual infrastructure will run out of capacity and need additional hardware?		2	0
2. Does your staff plan for and forecast virtual infrastructure capacity?		3	0
3. Does your staff know the capacity thresholds that are adequate to ensure your availability targets?		3	0
4. Is VMware integrated into your normal capacity management?		3	0
5. Have you had any availability issues because of capacity?		0	3
Total For this Page:			

Carryover from Previous Page:			
IT Services Management Area & Questions	Points for Response	Yes	No
Configuration Management			
1. Does your staff know how to find which ESX Server is hosting a specific virtual machine at any point in time?		3	0
2. Does your staff have an understanding of the VMware configuration items and their relationships to assist with fault isolation?		3	0
3. VMware integrated into your normal configuration management?		3	0
4. Do you suffer from virtual machine sprawl and lack of ownership for virtual machines?		3	0
Change Management			
1. Does your staff know what constitutes a virtual infrastructure change?		3	0
2. Does your staff understand the risk associated with the different types of VMware changes?		3	0
3. Is VMware integrated into your normal change management processes?		3	0
4. Are you restricted to out of hours work for all VMware changes?		3	0
Operations			
1. Does your normal Operations staff know how to monitor and control virtual infrastructure?		3	0
2. Does your normal Operations staff have access to proven VMware Standard Operating Procedures (SOPs), and were they involved in the development and testing of these SOPs?		3	0
3. Is VMware integrated into your normal Operations?		3	0
4. Is your Operations staff escalating every issue straight to the VMware team?		0	3
Security			
1. Does your normal Security staff understand virtual infrastructure and have signed-off the platform?		3	0
2. Does your staff know how to implement the Security policy, and how to react to virtual infrastructure security incidents?		3	0
3. Is VMware integrated into your normal Security governance and procedures?		3	0
4. Does your security team treat VMware as a Linux server?		0	3
Total For this Page:			

Carryover from Previous Page:			
IT Services Management Area & Questions	Points for Response	Yes	No
Consumption			
1. Does your company you have a “VMware First” policy, where workloads are virtualized unless there is a compelling reason not to?		3	0
2. Do you have a proven method, and well resourced team, to complete physical server to virtual server conversions in a timely manner?		3	0
3. Are your containment and consolidation strategies integrated with VMware Provisioning and Capacity?		3	0
4. Are P2Vs happening in an unplanned manner?		0	3
Provisioning			
1. Do you have detailed test plans to cover system test, integration and operations acceptance?		3	0
2. Do you provision in response to well planned capacity requirements?		3	0
3. Do you have a repeatable build process that is executed by normal server build staff, and not the “VMware experts”?		3	0
4. Does each ESX Server have a unique configuration?		3	0
Grand Total:			

How Do You Rate?

80 – 100	Great job! It sounds like your company is well organized and ready to deploy VMware on a broad scale.
60 – 79	Good effort! You should, however, go back and look for scores under 6 points in any subsection. There may be room for improvement.
Under 60	Contact your VMware sales representative for more information about VMware's Operational Readiness services. It sounds like your company may be a good candidate, and we can help discuss whether this service offering would be a good fit.

For More Information

More information about VMware software and services can be found at <http://www.vmware.com> and from your local VMware representative.