

VMware Professional Services for VMware Carbon Black® Consume Add-Ons Essentials

At a glance

Directed and managed by you, our Security Consultants bring VMware Carbon Black technology experience and best practices gained from hands-on experience and the collective knowledge of VMware Professional Services to help your team reach your desired outcomes faster.

Key benefits

- Skilled resources available to supplement customer teams
- Experts in VMware Carbon Black technologies
- Wide variety of assistance available

SKU

VSEC-CB-PS-ADDON-ESSL

Service overview

VMware Professional Services provide you with seasoned Security Consultants, carefully matched to your requirements that become embedded, integral members of your team. We will provide a maximum of ten (10) consulting hours remotely for a duration of six (6) consecutive weeks.

The experts of VMware Professional Services can help you install, deploy, integrate, and operationalize VMware Carbon Black® solutions. Call on them to help you accelerate project timelines, overcome challenges, empower your team via knowledge transfer, basically fill any gap where additional VMware Carbon Black knowledge and best practices would be useful.

Project scope

VMware Security Consultants will work at the direction of the Customer and will have experience in their areas of focus. The assistance provided may focus on one (1) of the following VMware technologies:

Technology	Remote Delivery in English
VMware Carbon Black® Cloud (All Editions)	✓
VMware Carbon Black® App Control	✓
VMware Carbon Black® EDR™ or Hosted EDR™	✓

You're in charge: Set the direction, and we'll make a match. VMware Security Consultants are directed and managed by you. You tell them what you'd like to achieve and they will help you get there.

Our ready workforce has a wide range of skill sets across the VMware Carbon Black portfolio of solutions and will be matched with your organization based on your unique objectives.

VMware Security Consultants can provide expert installation, configuration, usage, optimization, and administrative assistance. Our experts may perform the following VMware Carbon Black technology related tasks as time permits:

- Strengthen your team's capabilities, accelerate product adoption, and sustain success
- Making recommendations for service-level and technical improvements that can encompass environments
- Product-specific knowledge transfer to your operational, engineering, and security teams
- Assisting with development of documentation of standard operating procedures for your environment
- Performance monitoring and tuning
- Health check, upgrade, and migration assistance

VMware Professional Services has the experience, best practices, proven methodologies, and deep knowledge of VMware technology that can help you reduce risk and complexity, minimize disruption, and experience predictable outcomes.

From deploying sensors and integrating your environment, to implementing operations and management, we can help you realize outcomes faster.

Our Security Consultants are armed with best practices that will help you expedite project completion, improve operational reliability and efficiency, and build the self-sufficiency of your team.

Frequently asked questions

Q. I need assistance with multiple VMware Carbon Black technologies. Will I need to purchase a separate SKU for each technology?

A. Not necessarily. The type and expertise of Security Consultant that will best meet your needs will be determined via a discussion with VMware Professional Services Sales.

Q. Can a Security Consultant help develop and design a new architecture?

A. No, Security Consultants are not focused on developing design and architecture.

Q. Can I add a Security Consultant to another service?

A. Yes, the Security Consultant can be added as a separate work stream to a primary service.

Service assumptions

1. VMware makes no representation or warranty that the services provided will yield any specific deliverable(s) or assumed result(s). The Consultant's time delivered, and technical knowledge, are the assumed requirements for the fulfillment of the service.

2. The service will be provided for a duration of six (6) contiguous weeks, without pause for up to ten (10) consulting hours.
3. Customer may request to consume Security Consultant allocations planned in future weeks. Such requests will be granted based on resource availability.
4. Service will be initiated within 30 days of purchase.
5. VMware expects Customer to provide systems access as required for resource to perform activities and delays created by resource not having access will be the responsibility of Customer.
6. 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 the Customer.
7. Completion of any work will be limited by the resource allocated procured by the Customer.
8. VMware will assist with the installation/configuration of environment or feature type will be implemented based on the license type purchased by the Customer.
9. Any changes to the scheduling to compress the schedule will be mutually agreed and documented in writing.
10. Customer is responsible for ensuring configurations and policies align to their requirements. VMware will provide recommendations and assistance.
11. Configuration of software other than VMware software is the responsibility of the Customer.
12. Review of the settings and features will be provided throughout the configuration; however, formal training is out of scope.
13. Services or products that have been deprecated or reached end of life are out of scope.
14. Any work that may require custom configuration, scripting, or coding are out of scope.
15. Complex solution and architecture design is out of scope.
16. Pre-requisites must be completed for all components before any installation or configuration activities will be performed.
17. VMware reserves the right to assign Consultant(s) to the engagement in accordance with the skills levels required to perform the work described in this Datasheet.

18. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
19. All work will be delivered remotely via screen-share. On-site travel is out of scope.
20. All work will be conducted during VMware local business hours: 8am to 6pm UTC – 5:00 Eastern Time (US and Canada) or UTC +00:00 Dublin, London.
21. All work will be provided in English.
22. Any feature or technology not listed in Section 2. Activities is out of scope, unless agreed in writing with the Delivery Specialist Team prior to purchase.
23. The scope of the services is deemed complete upon one (1) of the following criteria—whichever comes first:
 - Upon consumption of the total resource allocation procured
 - After six (6) weeks from the first dedicated technical working session which does not include the project kick-off meeting
 - The period of performance is limited to 12 months from purchase date
24. If the services were purchased using PSO credits, the services expire at the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.

Project management

Customers that are engaging in a project and will leverage a resource on this effort should note that VMware will limit their project management responsibilities to the activities listed below. All other project management responsibilities and activities will be the Customer’s responsibility as identified in the following table.

Category	VMware responsibility	Customer responsibility
Project Setup and Initiation		
Conduct kick-off conference call with key stakeholders	✓	
Develop high-level project schedule and contact list		✓

Develop project plan		✓
Scope Management		
Identify and manage any activities associated with Customer's project		✓
Identify and maintain a Work Breakdown Structure (WBS) of any activities		✓
Schedule Management		
Create, maintain, and manage a project schedule		✓
Financial Management		
Track and manage project time		✓
Review invoices for accuracy	✓	
Quality Management		
Establish and execute Customer's project readiness at key checkpoints		✓
Identify, manage, and document requirements for user testing, operational readiness, or process changes		✓
Risk and Issue Management		
Track and manage project issues and risks (product, process, or technical)		✓
Resource Management		
Identify and assign qualified VMware resources	✓	
Define, document, and manage a project resource plan if required		✓
Integrate VMware and Customer resources into the project schedule		✓

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Manage and identify any changes to resource skills and communicate to VMware		✓
Identify and execute project change request for a different skill set if a change is required	✓	✓
Communications Management		
Weekly VMware status report(s)	✓	
Weekly status meeting(s)		✓
Facilitate, host, and manage Customer meeting(s)		✓
Attend periodic stakeholder meeting(s)		✓
Host executive update(s)		✓
Project Closure		
Host a project closure conference call		✓
Complete a Customer Satisfaction Survey		✓
Facilitate “Lessons Learned” session		✓

Terms and conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the [VMware ONE Contract Center](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

This service must be delivered and accepted within the first 12 months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.

Customer responsibilities

Customer is responsible for task assignment and prioritization of the supplied resource(s).

VMware responsibilities

VMware will provide the resource(s) described in this Datasheet.