

VMware Virtualization Small Scale Health Check Service

Standard

AT A GLANCE

The VMware Virtualization Small Scale Health Check Service is a remote examination of a customer's VMware vSphere® infrastructure that supports an organization's global production environment. VMware Professional Services experts validate technical consistency, examine the use of good practices, and identify areas where potential system degradation and bottlenecks can impact system health.

The VMware Virtualization Small Scale Health Check Service identifies gaps in current practices and areas of concern. VMware also provides remediation recommendations. These topics are discussed during follow-up workshops, and formalized recommendations are documented and presented at the conclusion of the engagement.

KEY BENEFITS

- Optimize VMware vSphere performance
- Maximize resources through efficiencies and roadmap for future improvements
- Mitigate risk by leveraging experienced consultants and proven best practices

Overview

The VMware Virtualization Small Scale Health Check Service is designed to review and provide remediation advice for a VMware vSphere environment, including vCenter Server, vSphere Clusters, and individual ESXi hosts.

The project includes the following modules: VMware will provide the following services:

- Assess compute virtualization health

The following are the high-level activities included in this project:

- Assess — Perform assessment within the Customer environment.

This project requires the following VMware On-Premises, VMware SaaS and third-party products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:

- VMware vSphere® 6.7.x

Project Scope

The scope of the service includes the following.

Assess Compute Virtualization Health

Review of Customer VMware vSphere® environment (VMware ESXi™ hosts, and VMware vCenter Server® infrastructure) to assess conformance with VMware best practices.

SPECIFICATION	PARAMETERS	DESCRIPTION
Health Check Analysis		
Customer environment interviews	Up to one (1)	Customer environment interviews.
HealthAnalyzer deployments	Up to one (1)	HealthAnalyzer deployments performed.

SPECIFICATION	PARAMETERS	DESCRIPTION
vCenter servers	Up to one (1)	vCenter servers to be analyzed.
vSphere clusters	Up to two (2)	vSphere clusters to be analyzed.
ESXi hosts	Up to thirty-two (32)	ESXi hosts to be analyzed, with a maximum of 16 hosts per cluster.
Health check reports	Up to one (1)	Health check reports to create.

Out of Scope

The following are the out of scope items for this project.

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.
- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Installation and configuration of Customer-signed certificates.
- Configuration of VMware products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

Assess Compute Virtualization Health

- Remediation of virtual infrastructure issues, whether discovered in the health check or otherwise, is out of scope.

Estimated Schedule

This is a fixed fee service, requiring an estimated thirty-two (32) hours of effort over a duration of thirty (30) days after project kick-off. VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays).

Project Activities

Phase 1: Initiate

VMware hosts a project initiation call with key Customer stakeholders. Topics to be discussed include:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this datasheet.
- Customer technology prerequisites necessary for a successful project, including review of the Service Checklist for the VMware solution.

Deliverables

- One (1) project initiation meeting
- Prerequisites checklist

Phase 2: Plan

VMware leads a project kickoff meeting with Customer to assess prerequisite completion readiness, review the VMware standard architecture, and confirm project milestone dates. The following are the objectives of the meeting:

- Describing the project goals, phases and key dates.
- Review of technical prerequisites completion readiness.
- Explaining the expected project results and deliverables.

Deliverables

- One (1) project kickoff meeting

Phase 3: Execute

The key activities for this phase are organized in the following sub-phases:

- Assess

Execute: Assess

VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

- Conducts up to twenty (20) hours of assessment workshops.
- Presents a summary of the findings detailed in the summary report.
- Carries out an assessment of the current Customer VMware software configuration against VMware best practice which is documented in the summary report.

Deliverables

- Up to twenty (20) hours of assessment workshops
- Summary presentation
- Summary report

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Phase 4: Close

VMware conducts one (1) closure meeting with Customer covering project status, next steps, and how to engage further with VMware.

Deliverables

- Engagement summary presentation
- One (1) closure meeting

Appendix – Service Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of VMware consultants on site.

The participation of the following Customer stakeholders is required for the Service to be performed:

- Enterprise Architect
- Infrastructure Architect
- VMware operations team leads

The following prerequisites are required to enable VMware to perform this Service:

VMware Compute Small Scale Health Check

- Number of vCenter Server instances. Defined minimum: 1

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