

VMware vSAN Small Scale Health Check Service

Standard

AT A GLANCE

The VMware vSAN Small Scale Health Check Service examines the VMware vSphere® infrastructure including vSAN 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 vSAN 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 and vSAN performance
- Maximize resources through efficiencies and roadmap for future improvements
- Mitigate risk by leveraging experienced consultants and proven best practices

SKU

VA-PS-VS-SSHC-STD-C

Overview

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

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

- Assess storage 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 or 7.0.x
- VMware vSAN™ 6.7.x or 7.0.x

Project scope

The scope of the service includes the following item.

Assess Storage Virtualization Health

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

ACCESS STORAGE VIRTUALIZATION HEALTH		
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.
vCenter servers	Up to one (1)	vCenter servers to be analyzed.
vSAN clusters	Up to two (2)	vSAN clusters to be analyzed.

ESXi hosts	Up to twenty four (24)	ESXi hosts to be analyzed with a maximum of 12 hosts per cluster.
Health check reports	Up to one (1)	Health check reports to create.

Out of scope

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

General

- Installing and configuring 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.
- Managing 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.
- Installing or configuring VMware products not included in the scope of this document.
- Installing or configuring third-party software or other technical services that are not applicable to VMware components.
- Installing or configuring Customer-signed certificates.
- Configuring 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 Storage 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 and VMware stakeholders.

Topics to be discussed include:

- Project business drivers, scope, and objectives.
- Project deadlines, timelines, scheduling, and logistics.
- Identification of key Customer team members who VMware will work with 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 objectives of the meeting are as follows:

- Describe the project goals, phases, and key dates.
- Review technical prerequisites completion readiness.
- Explain the expected project results and deliverables.

Deliverables

- One (1) project kickoff meeting

Phase 3: Execute

The key activities for this phase are organized into the Assess sub-phase.

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 tasks:

- Conducts up to eight (8) 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 eight (8) hours of assessment workshops
- Summary presentation
- Summary report

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Phase 4: Close

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

Deliverables

- Engagement summary presentation
- One (1) closure meeting

Appendix

Service checklist

The Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of the 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 vSAN Small Scale Health Check

- Number of vCenter Server instances. Defined minimum: 1

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