



# VMware Horizon Cloud Deployment Add-on Advanced Service

## At a glance

VMware delivery specialists provide product implementation and onboarding services in the Americas and EMEA for a variety of VMware products.

## Key benefits

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

## SKUs

HAH-ADEPA-1TCT0-C1S

HAH-ADEPA-1TCT0-A1S

## Service overview

This service provides for technical support related to the VMware Horizon® Cloud offerings as set out below in the services description (the "Services" or Professional Services").

VMware will provide implementation services for one (1) of the following Add-On services. Please review the associated Appendix for the respective Add-On service for additional details. If a customer needs more than one Add-On, multiple quantities of this datasheet are required to be purchased.

A – VMware Workspace ONE® Access™

B – VMware Dynamic Environment Manager™

C – Additional Use Case Implementation

D – Direct Connect

E – VMware App Volumes™ (VMware Horizon® Cloud Service™ on Microsoft Azure only)

F – Integrating VMware Horizon® to the VMware Horizon® Cloud Control Plane

## Engagement timeline

The services typically take 2 - 5 weeks to fully deliver with the pre-defined scope and will consist of meetings every 3 - 5 business day, each being 2 - 4 hours in length, scheduled based on the agenda outlined for the next meeting. This is a target schedule but could vary depending on the availability of the assigned consultant. The estimated timeline for the engagement is outlined in the following table. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and VMware. VMware will perform the Consulting Services according to a schedule agreed by both parties.

## Change management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with of the VMware Professional Services Exhibit.

## Responsibilities

All VMware and Customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

1. Primary Owner = VMware: VMware is responsible for delivery of the component, with minimal assistance from the Customer's project team.
2. Joint: VMware and the Customer's project team are jointly responsible for delivery of the component.
3. Primary Owner = Customer: Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

## Appendix A – VMware Workspace ONE Access

### Service overview

The deployment will include implementation of a Workspace ONE Access tenant with on-premises Active Directory integration. This datasheet includes ten (10) Application Integration units which can be utilized according to the table in Section 4. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Workspace ONE Access and Access Management installation/configuration
- AD/LDAP integration
- SAML Endpoint Integration

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with Workspace ONE Access given unforeseen Customer or service configurations or limitations outside of our product.
3. The Customer will provide a fully functional Certificate Authority if utilizing Mobile SSO. Root CA Certificates must be exportable and OSCP and CRL endpoints must be reachable from the Workspace ONE Access instance.
4. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
5. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate HA/DR into the scope of this datasheet.
6. Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
7. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.

8. Configuration of software other than VMware is the responsibility of the Customer.
9. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
10. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
11. Pre-requisites must be completed for all installation components before any installation activities will be performed.
12. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
13. All work will only be delivered remotely via screen-share. On-site travel is out-of- scope.
14. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
15. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
16. The staffing for this datasheet assumes all work will be completed within a maximum of twelve (12) weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
17. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
18. The scope of the services is deemed complete upon ONE (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
  - c. After twelve (12) months from purchase date.
19. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Review key success criteria for Customer's deployment		Joint	VMware to document
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Review Pre- Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture Guide, Pre-Installation Requirements Worksheet	Joint	VMware reviews with Customer
1.4	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.6	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.7	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.8	Download / Stage OVA Connector file		Customer	If Applicable
1.9	Procure virtual vSphere resources		Customer	If Applicable
1.10	Validate Certificate Authority functionality		Customer	
<b>Phase 2 (Execute)</b>				
2.1	VMware confirms all prerequisites are met		VMware	
2.2	Installation of Workspace ONE Access Connector or Enterprise Services Connector		VMware	
2.3	Installation of Workspace ONE Access Tenant		VMware	
2.4	Configure Active Directory Integration and Sync		VMware	
2.5	Configure Administrator Accounts		VMware	
2.6	Assist with integration of desired applications		VMware	Ten (10) integration units may be used according to the Application Integration Units table in Section 4
2.7	Implement additional VMware configuration including SAML validation testing		VMware	
2.8	Certificate Integration with VMware for Mobile SSO		VMware	Only applicable for Native Mobile SSO

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.9	Creation of SSO profile and associated configuration		VMware	Only applicable for Native Mobile SSO
2.10	Upload CA Certificates to Workspace ONE Access		VMware	Only applicable for Native Mobile SSO
2.11	Creation of Credentials Payload and associated configuration		VMware	Only applicable for Native Mobile SSO
2.12	Configure Auth Adapters in Workspace ONE Access		VMware	
2.13	Implement Access Policy for Native Apps		VMware	
2.14	Push Horizon Cloud application to devices		VMware	If customer is using VMware MDM
2.15	Workspace ONE as Trusted IDP for a Third party IDP		VMware	Includes testing for up to three (3) apps
2.16	Test and Validate Web Applications and/or SSO experience		VMware	

### Integration Unit Valuation Matrix

Units	Integration Type	Comments
1	<ul style="list-style-type: none"> <li>Standard Enterprise Web Application</li> </ul>	Per Application
2	<ul style="list-style-type: none"> <li>Third-Party Web Application</li> <li>Internally Developed Web Application</li> </ul>	Per Application

3	<ul style="list-style-type: none"> <li>• Horizon</li> <li>• VMware ThinApp® Integration</li> <li>• Citrix XenApp Integration</li> <li>• Microsoft Office 365 Integration</li> </ul>	Per Connection Broker / Connection Server
4	<ul style="list-style-type: none"> <li>• Native Application One-Touch SSO</li> </ul>	Per Native Application

## Appendix B – VMware Dynamic Environment Manager

### Service overview

The deployment includes implementation of Dynamic Environment Manager. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Installation of Dynamic Environment Manager
- Creation of User Configuration in Dynamic Environment Manager
- Creation of Application Profiles in Dynamic Environment Manager

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Implementation or integration of multifactor authentication technologies is out-of-scope of this datasheet.
3. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this datasheet.
4. The customer is responsible for configuring network connectivity to Horizon Cloud-Hosted Utility Server(s), including the setup of any VPNs.
5. The customer is responsible for verifying that the firewall is configured to allow access to and from the environment.
6. The customer is responsible for allocating IP address space for the Horizon Cloud-Hosted tenant environment in the corporate network.
7. Access method to Horizon Cloud-Hosted desktops must be identified (i.e., from the trusted corporate network only and/or allow direct access from the Internet).
8. Customer must provide requested information related to Active Directory for authentication.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.

11. Pre-requisites must be completed for all installation components before any installation activities will be performed.
12. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
13. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
14. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
15. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
16. The staffing for this datasheet assumes all work will be completed within a maximum of twelve (12) weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
17. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
18. The scope of the services is deemed complete upon ONE of the following criteria:
  - a. The scope of the services is deemed complete upon ONE of the following criteria: Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
  - c. After twelve (12) months from purchase date.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Confirm existing VMware Horizon environment	Architecture Design	Joint	



Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Review Pre-installation Requirements Worksheet, download/setup any required software/tools and review the “install-ready” application	VMware Recommended Architecture Guide, Pre-Installation Requirements Worksheet	Joint	VMware reviews with customer
Customer Requirements				
1.4	Review VMware release notes and documentation		Customer	
1.5	Implement and new technical prerequisite requirements		Customer	
1.6	Ensures full System Administrator access on all servers		Customer	
1.7	Download and stage all VMware Dynamic Environment Manager files on the appropriate VMware servers		Customer	Staged on all servers
1.8	Permission to RDC on all VMware servers		Customer	
Phase 2 Execute				
2.1	Configure UEM File Shares		VMware	
2.2	Stage UEM ADMX Templates		VMware	Applicable for UEM install and AD Mode
2.3	Configure UEM Group Policy Settings		VMware	Applicable for UEM install and AD Mode

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.4	Install VMware UEM Client on base image of target desktops		VMware	
2.5	Configuration of default set of UEM configuration items through Easy Start		VMware	
2.6	Admin Console walkthrough		VMware	Knowledge transfer and validation of pre-configured default setting
2.7	Assist in creation of up to five (5) Application Profiles in Personalization section		VMware	
2.8	Assist in creation of up to five (5) User Profiles in Dynamic Environment section		VMware	
2.9	Assist in creation of up to five (5) Condition Sets		VMware	
2.10	Install Dynamic Environment Manager Application Profiler		VMware	
2.11	Assist in capture of Configuration Files through Application Profiler of up to three (3) low complexity applications		VMware	
<b>Phase 3 (Close)</b>				
3.1	UEM Support Tool walkthrough		VMware	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for Support / CSR	VMware	Transition to Support meeting

## Appendix C – Additional Use Case Implementation

### Service overview

The deployment includes implementation of configurations in an existing VMware Horizon Cloud Environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close. The implementation scope includes:

- Configuration of up to three (3) Image Designs
- Creation of up to five (5) desktop pools
- Setup assistance with up to seven (7) low-complexity applications
- Optimization and configuration of up to one (1) RDS Host Server image with up to seven (7) low complexity applications installed to be used for desktops

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this datasheet.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this datasheet.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this datasheet.
5. Deployment to clients over low-speed or high-latency networks is out-of-scope of this datasheet.
6. Custom documentation, architecture diagrams or Project Management are out-of-scope of this datasheet.
7. 3D or Rich Media Services integration, including vSGA/vDGA solutions, webcams / telephony solutions, Lync, or other third-party collaboration

- products/solutions as well as implementation or integration of printers, headsets, microphones, or peripherals (USB or otherwise) is out-of-scope of this datasheet.
8. Design, implementation, or integration of VMware App Volumes™, ThinApp, Persona Management, or any other VMware product not already explicitly listed is out-of-scope of this datasheet.
  9. Implementation or integration of multifactor authentication technologies is out-of-scope of this datasheet.
  10. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this datasheet.
  11. Verify that KMS is available and that desktops are activating as expected.
  12. The customer is responsible for configuring network connectivity to Horizon Cloud-Hosted, including the setup of any VPNs.
  13. The customer is responsible for verifying that the firewall is configured to allow access to and from the Horizon Cloud-Hosted environment.
  14. The customer is responsible for allocating IP address space for the Horizon Cloud-Hosted tenant environment in the corporate network.
  15. The customer is responsible for configuring the following two networks:
    - a. One /24 network for desktops obtaining IPs from a DHCP server.
    - b. One /26 or above for a services network for placing static IP machines, such as tenant appliances, utility servers, such as Active Directory, file servers, and application servers.
  16. Access method to Horizon Cloud-Hosted desktops must be identified (i.e., from the trusted corporate network only and/or allow direct access from the Internet).
  17. Customer must provide requested information related to Active Directory for authentication.
  18. Use of either PCoIP or BLAST or BLAST Extreme as the display protocol has been identified.
  19. Configuration of software other than VMware is the responsibility of the Customer.
  20. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
  21. Pre-requisites must be completed for all installation components before any installation activities will be performed.
  22. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The

deployments team will not provide a project manager as a role under this datasheet.

23. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
24. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
25. The staffing for this service assumes all work will be completed within a maximum of twelve (12) weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
26. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
27. The scope of the services is deemed complete upon ONE (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
  - c. After twelve (12) months from purchase date.
28. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Confirm existing VMware Horizon environment	Architecture Design	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Review success criteria		Joint	VMware reviews with customer

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.4	Perform pre-upgrade validation tests per the Upgrade Verification Plan		Joint	
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Review VMware release notes and documentation		Customer	
1.6	Implement and new technical pre- requisite requirements		Customer	
1.7	Ensures full System Administrator access on all servers		Customer	
<b>Phase 2 Execute</b>				
2.1	Define up to three (3) use cases for Deployment		VMware	
2.2	Assist in up to three (3) image designs		VMware	
2.3	Assist in creation of up to five (5) desktop pools		VMware	
2.4	Validate desktops are accessible from Windows and Mac workstations		VMware	
2.5	Demonstrate Editing Desktop Images and Re-sealing a Gold Pattern to end users		VMware	
2.6	Discuss Application Assignments and identify low complexity applications		VMware	
2.7	Discuss typical use cases and Best Practices for Application Assignment		VMware	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.8	Setup assistance with up to seven (7) low-complexity applications		VMware	
2.9	Optimization and configuration of up to one (1) RDS Host Server image with up to seven (7) low complexity applications installed to be used for desktops		VMware	
<b>Phase 3 (Close)</b>				
3.1	Assist in adding second Admin account for up to two Images for Gold Patterns		VMware	
3.2	Assist in OS optimization of up to three Images using VMware OS Optimization Tool		VMware	
3.3	Validate KMS Server exists, and desktops are being validated after setup is complete on client side		Customer	
3.4	Assist in Basic and Advanced GPO Optimization by providing ADM templates		VMware	
3.5	Go over RDP Access for Admins to Base Images		VMware	
3.6	Discuss Virtual Machine and Usage Report Sections		VMware	
3.7	Discuss View Agent and DaaS Agent Logs		VMware	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
3.8	Customer Support Transition	VMware delivers services completion materials and contact information for Support / CSR	VMware	Transition to Support meeting

## Appendix D – Direct Connect

### Service overview

The deployment includes implementation of Direct Connect to access an existing VMware Horizon Cloud Environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes one of the following two options:

- Direct Connect
- Cloud Exchange

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this datasheet.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this datasheet.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this datasheet.
5. Custom documentation, architecture diagrams or Project Management are out- of-scope of this datasheet.
6. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this datasheet.
7. The customer (and their Telecom provider) is responsible for the physical connection to the VMware Datacenter.



8. The customer is responsible for verifying that the customer firewall is configured to allow access to and from the Horizon Cloud-Hosted environment.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
11. Pre-requisites must be completed for all installation components before any setup activities will be performed.
12. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.
13. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
14. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
15. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
16. The scope of the services is deemed complete upon ONE of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) months from purchase date.
17. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Confirm existing VMware Horizon environment	Architecture Design	Joint	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Review success criteria		Joint	VMware reviews with customer
1.4	Discuss deployment options and discuss LOA		Joint	
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Review VMware release notes and documentation		Customer	
1.6	Implement and new technical pre- requisite requirements		Customer	
1.7	Decide between implementation of Direct Connect or Cloud Exchange		Customer	
1.8	Decide the Datacenter and send VMware signed copy of LOA		Customer	
<b>Phase 2 Execute</b>				
2.1	Work with Telecom Provider to lay physical connection from customer site		VMware	
2.2	Configure the switch in VMware's Datacenter to provide connection ports		Joint	Telecom Provider works with VMware Datacenter's DC Network Ops Team
2.3	Validated L3 connection and check networking		Joint	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 3 (Close)</b>				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for Support / CSR	VMware	Transition to Support meeting

## Appendix E – VMware App Volumes™ (VMware Horizon® Cloud Service™ on Microsoft Azure only)

### Service overview

The deployment includes the implementation of VMware App Volumes on an existing VMware Horizon version 7.10 or higher, deployed in an on-premises Datacenter. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope will include:

- VMware App Volumes deployed in a single Horizon Pod built on Horizon version 7.10 or higher

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, of App Volumes across multiple Horizon Pod environments is out-of-scope of this datasheet.
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this datasheet.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope of this datasheet.
5. The customer is responsible for verifying that the customer firewall is configured to allow access to and from the Horizon-Hosted environment.
6. Configuration of software other than VMware is the responsibility of the Customer.
7. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.

8. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.
9. All work will only be delivered remotely via screen-share. On-site travel is out-of- scope.
10. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
11. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
12. The scope of the services is deemed complete upon ONE (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) months from purchase date.
  - c. If the services were purchased using PSO credits the services expire 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
13. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
14. The implementation scope for will be limited to a Fresh/New deployment of App Volumes 4.x or higher, to a single Horizon Pod only.
15. Deploy and usage of App Volumes will be limited to the workflow outlined in the official product installation and administration guide.
16. Configuration of App Volumes will be limited to the infrastructure resources provided which must meet the pre-requisites in the App Volumes product installation guide.
17. VMware provided pre-requisites must be made ready by the customer, for all installation components not limited to (SSL Certificate, SQL Database, Network/Firewall connectivity, Load balancer VIP), before any setup activities will be performed.
18. Low-Complexity applications will be defined as software application installers that installed on the Windows Operating System without external dependencies not limited to components like such any network resources.
19. Medium-Complexity applications will be defined as software application installers that installed on the Windows Operating System requiring minimal

external dependencies not limited to components like such any network resources.

20. Installation of applications during the Application capturing process will be driven by the customer.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Confirm existing VMware environment is suitable for Add-On	Existing Environment Validation	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Identify business requirement	Use Cases	Customer	
1.4	Provide deployment proposal and review Horizon prerequisites	Design Sign-Off Form	VMware	
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign- Off Form	Customer	
1.6	Validate Pre-requisites in place for EXECUTE	Deployment validation	Joint	
<b>Phase 2 Execute</b>				
2.1	Enable App Volumes		VMware	
2.2	Prepare the App Capture VM		VMware	
2.3	Capture up to five (5) Low-Complex Applications with up to two (2) Packages per Application	Creating Applications	Joint	

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.4	Capture up to five (5) Medium-Complex Applications with up to two (2) Packages per Application	Creating Applications	Joint	
2.5	Update App Volumes agent on up to two (2) Windows Images / Templates		Joint	
2.6	Validation of Captured Application/Package on target VDI/RDS Pools		Joint	
<b>Phase 3 (Close)</b>				
3.1	Review completion of Activity outlined in deployment approach		Joint	
3.2	Knowledge Transfer: walkthrough of the implemented Add-On Solution and Best Practices		VMware	
3.3	Customer Support Transition	VMware delivers services completion materials and contact information for Support / CSR	VMware	Transition to Support meeting

## Appendix F - Integrating VMware Horizon® to the Horizon Cloud Control Plane

### Service overview

The deployment includes the integration of an existing Horizon on-premises VDI infrastructure to the Horizon Cloud Control Plane using the Horizon Cloud Connector. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes one of the following two (2) options:

- Integrating a Horizon VDI by the deployment of a single Horizon Cloud Connector to an existing Horizon on-premises (or) Horizon on VMware Cloud infrastructure limited to a single Horizon Pod
- The delivery of this Add-On SKU will be on Horizon version 7.13 / 8.x or higher

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this datasheet.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this datasheet.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this datasheet.
5. Custom documentation, architecture diagrams or Project Management are out-of-scope of this datasheet.
6. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this datasheet.
7. Configuration of software other than VMware is the responsibility of the Customer.
8. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
9. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.
10. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
11. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
12. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
13. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.

14. The scope of the services is deemed complete upon ONE (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) months from purchase date.
15. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
16. A fully functional Horizon on-premises (or) Horizon on VMC, VDI deployment is required to integrate the Horizon VDI environment to the Horizon Cloud Control Plane
17. A fully functional Horizon on-premises and vSphere (or) Horizon on VMC, VDI deployment is required to use the Image Management functionality from the integrated instance of the Horizon VDI environment on the Horizon Cloud Control Plane
18. Customer to have purchased the required VMware Horizon (Universal / Subscription type) license to facilitate the integration to the Horizon cloud control plane.
19. Customer to ensure pre-requisites must be in place for the deployment of the Horizon Cloud Connector installation and the services of this Add-On to be performed.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
<b>Phase 1 (Plan)</b>				
1.1	Confirm existing VMware Horizon environment and licensing conditions are suitable for Add-On	Existing Environment Validation	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope



Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.3	Identify business requirement for adding Horizon VDI environment to Horizon Cloud Control Plane	a. Horizon Universal Brokering b. Image Management across Horizon PODs c. Horizon on-premises to consume Horizon Universal Licensing	Customer	
1.4	Provide deployment proposal, prerequisites, and review Horizon on-premises and vSphere (or) Horizon on VMware Cloud	Design Sign-Off Form	VMware	
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	
1.6	Validate Pre-requisites in place for EXECUTE	Deployment validation	Joint	
<b>Phase 2 Execute</b>				
2.1	Deployment check of pre-requisites for Horizon Cloud Connector installation		Joint	Deployment check of pre-requisites for Horizon Cloud Connector installation
2.2	Installing and configuring the Horizon Cloud Connector (x1)		VMware	Installing and configuring the Horizon Cloud Connector (x1)

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.3	Integrating Horizon on-premises / Horizon on VMware Cloud environment to the Horizon Cloud Control Plane		Joint	Integrating Horizon on-premises/ Horizon on VMware Cloud environment to the Horizon Cloud Control Plane
2.4	Validate Horizon Universal Licensing applied to Horizon on-premises /Horizon on VMware Cloud environment	Horizon Universal Licensing	VMware	Validate Horizon Universal Licensing applied to Horizon on-premises / Horizon on VMC environment
2.5	Enable, Setup and validate Horizon Universal Brokering	Horizon Universal Brokering	Joint	Enable, Setup and validate Horizon Universal Brokering
2.6	Creating/managing up to two (2) Windows 10/2016/2019 Golden/Master Image	Image Management	Joint	Creating/managing up to two (2) Windows 10/2016/2019 Golden/Master Image
2.7	Creating/managing up to two (2) Assignments		VMware	Creating/managing up to two (2) Assignments
2.8	Validating User Connectivity to VDI using the Horizon Cloud Control Plane via Horizon Universal Brokering		Customer	Validating User Connectivity to VDI using the Horizon Cloud Control Plane via Horizon Universal Brokering
<b>Phase 3 (Close)</b>				
3.1	Review completion of Activity outlined in deployment approach		Joint	

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Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
3.2	Knowledge Transfer: walkthrough of the implemented Add-On Solution and Best Practices		VMware	
3.3	Customer Support Transition	VMware delivers services completion materials and contact information for Support / CSR	VMware	Transition to Support meeting

**Terms and conditions**

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.