

# VMWARE HORIZON CLOUD DEPLOYMENT ADD-ON – ADVANCED DATASHEET

Effective March 10, 2020

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## 1. 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 Consulting 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 need more than one Add-On, multiple quantities of this datasheet are required to be purchased.

- [A – Identity Manager](#)
- [B – User Environment Manager](#)
- [C – Additional Use Case Implementation](#)
- [D – Direct Connect](#)

## 2. Engagement Timeline

The Consulting 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.



### 3. Change Management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with 2(c) of the General Terms and Conditions.

### 4. 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.

### 5. Terms & Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. This Datasheet replaces all prior versions of the Horizon Cloud Deployment Add-On - Advanced Datasheet. VMware may update the content of the Datasheet from time to time and the new version will apply for the future purchase of the Consulting Services referenced in this Datasheet. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

#### For More Information

More information about the Horizon Cloud Deployment Add-On - Advanced Datasheet and related services is available from local VMware representatives and [www.vmware.com/services](http://www.vmware.com/services).

#### About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

## APPENDIX A – IDENTITY MANAGER

### 1. Service Overview

The deployment will include implementation of a VMware Identity Manager tenant with on-premise Active Directory integration. **This datasheet includes 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:

- VMware Identity Manager and Access Management installation/configuration
- AD/LDAP integration
- SAML Endpoint Integration

### 2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Standard integration endpoints are limited to those listed on the “VMware Identity Manager Integrations Documentation” support webpage: [https://www.vmware.com/support/pubs/vidm\\_webapp\\_sso.html](https://www.vmware.com/support/pubs/vidm_webapp_sso.html).
3. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with VMware Identity Manager given unforeseen Customer or service configurations or limitations outside of our product.
4. 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 Identity Manager instance.
5. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
6. 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.
7. Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Procurement and installation of hardware for any components that will be installed on-premise is the responsibility of the Customer. VMware may provide recommendations.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
11. 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.
12. Pre-requisites must be completed for all installation components before any installation activities will be performed.
13. 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.
14. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
15. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
16. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

17. 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.
18. 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.
19. 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 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
  - c) After 12 months from purchase date.
20. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

### 3. 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
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 pre-requisites are met		VMware	
2.2	Installation of VMware Identity Manager Connector or Enterprise Services Connector		VMware	
2.3	Installation of VMware Identity Manager Tenant		VMware	
2.4	Configure Active Directory Integration & Sync		VMware	
2.5	Configure Administrator Accounts		VMware	
2.6	Assist with integration of desired applications		VMware	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
2.9	Creation of SSO profile and associated configuration		VMware	Only applicable for Native Mobile SSO
2.10	Upload CA Certificates to Identity Manager		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 Identity Manager		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 3 apps
2.16	Test and Validate Web Applications and/or SSO experience		VMware	
<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

#### 4. 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>VMware View Integration</li> <li>VMware ThinApp Integration</li> <li>Citrix XenApp Integration</li> <li>Office 365 Integration</li> </ul>	Per Connection Broker / Connection Server

4	<ul style="list-style-type: none"><li>• <i>Native Application One-Touch SSO</i></li></ul>	<i>Per Native Application</i>
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## APPENDIX B – USER ENVIRONMENT MANAGER

### 1. Service Overview

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

The implementation scope includes:

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

### 2. 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 SOW.
3. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
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 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 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. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
- b. After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- c. After 12 months from purchase date.

### 3. 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 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
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.4	Review VMware release notes and documentation		Customer	
1.5	Implement and new technical pre-requisite requirements		Customer	
1.6	Ensures full System Administrator access on all servers		Customer	
1.7	Download and stage all VMware user 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 in AD Mode
2.3	Configure UEM Group Policy Settings		VMware	Applicable for UEM Install in AD Mode
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 5 Application Profiles in Personalization section		VMware	
2.8	Assist in creation of up to 5 User Profiles in User Environment section		VMware	
2.9	Assist in creation of up to 5 Condition Sets		VMware	
2.10	Install User Environment Manager Application Profiler		VMware	
2.11	Assist in capture of Configuration Files through Application Profiler of up to 3 low complexity applications		VMware	
Phase 3 (Close)				
3.1	UEM Support Tool walkthrough		VMware	
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

### 1. 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 3 Image Designs
- Creation of up to 5 desktop pools
- Setup assistance with up to 7 low-complexity applications
- Optimization and configuration of up to 1 RDS Host Server image with up to 7 low complexity applications installed to be used for desktops

### 2. 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 SOW.
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 SOW.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
5. Deployment to clients over low-speed or high-latency networks is out-of-scope of this SOW.
6. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
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 SOW.
8. Design, implementation, or integration of VMware App Volumes™, ThinApp®, ThinPrint, Persona Management, or any other VMware product not already explicitly listed is out-of-scope of this SOW.
9. Implementation or integration of multifactor authentication technologies is out-of-scope of this SOW.
10. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
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 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.
26. 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.
27. 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 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
  - c. After 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.

### 3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
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
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 3 use cases for for Deployment		VMware	
2.2	Assist in up to 3 image designs		VMware	
2.3	Assist in creation of up to 5 desktop pools		VMware	
2.4	Validate desktops are accessible from Windows & 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	
2.8	Setup assistance with up to 7 low-complexity applications		VMware	

2.9	Optimization and configuration of up to 1 RDS Host Server image with up to 7 low complexity applications installed to be used for desktops			
Phase 3 (Close)				
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	VMware will only provide validation of the desktops. All licensing requirements will be completed by client
3.4	Assist in Basic and Advanced GPO Optimization by providing ADM templates		VMware	VMware will only provide ADM templates for Group Policies
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 & DaaS Agent Logs		VMware	
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

### 1. 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

### 2. 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 SOW.
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 SOW.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
5. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
6. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
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 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 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.

### 3. 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
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		Customer	
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 & check networking		Joint	
Phase 3 (Close)				
3.8	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting

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