VMware Horizon Cloud Deploy & Consume – Deployment or Hybrid Expansion

The VMware Horizon Cloud Deploy & Consume – Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud on Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

KEY BENEFITS

- Guided implementation of VMware Horizon Cloud Management for new environments or for the purposes of Hybrid Cloud Expansion.

- Drive adoption and consumption through post-implementation assistance for both pilot and production phases

- Expert assistance through planning, execution, and rollout

- Project oversight through dedicated VMware project manager

Service Overview

The VMware Horizon Cloud Deploy & Consume – Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud on Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

Engagement Timeline

The consulting service typically takes 10-12 weeks to fully deliver (excluding the time it takes for our customer to procure hardware (where applicable) and meet pre-requisites) with the pre-defined scope outlined in this data sheet. This includes the six (6) weeks of rollout support included in this service. The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

Initiate
- Introduction meeting
- Datasheet review
- Confirm scheduling

Plan
- Review scope, objectives, and key success criteria.
- Build, review & deliver pre-requisites for customer completion.
- Download and set up any required software/tools.

Execute
- Software installation of necessary components.
- Technical integration with customer infrastructure.
- Configuration and validation of customer use case.
- Pilot and production rollout assistance.

Close
- Review completed technical implementation.
- Customer support transition.

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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 the 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 the delivery of the component.
3. **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

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.

Service Scope

The VMware Horizon Cloud Deploy & Consume – Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud on Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

Service Assumptions

1. The customer is responsible for licensing of all operating systems, applications and software deployedon the Horizon Cloud platform.
2. ExpressRoute (requires interaction with a telecommunications service provider for dedicated connectivity between client premises and the Horizon Cloud tenant environment).
3. Low-complexity applications are defined as simple applications that install in standard Windows locations, do not depend on other applications, and have limited integration with operating system components. Examples include Mozilla Firefox, Ipswitch WS_FTP, and Google Chrome.
4. Customer provides access to technical resources with expertise in the following areas:• Desktop engineering• Network/security• Active Directory• Application Management
5. Customer must provide requested information related to Active Directory for authentication.
6. Customer-specific customization for VMware Identity Manager is out-of-scope of this SOW.
7. 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.

8. 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.
9. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
10. Deployment to clients over low-speed or high-latency networks is out-of-scope of this SOW.
11. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
12. 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.
13. Design, implementation, or integration of VMware ThinApp®, ThinPrint, Persona Management, or any other VMware product not already explicitly listed is out-of-scope of this SOW.
14. Implementation or integration of multifactor authentication technologies is out-of-scope of this SOW.
15. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
16. Formal training is out of scope of this SOW;however, review of the portal will be provided throughout the configuration.
17. The scope of the project will be delivered as a packaged Service in the specified phases. Items not included as a part of the Solution Design will be considered out-of-scope.
18. VMware and the client's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis. The Deployments team will not provide a projectmanager as a role of this SOW
19. All work, documentation and work product(s) will be conducted remotely during typical. VMware local business hours and will be provided in English.
20. The staffing for this SOW assumes all work will be completed within 12 weeks of project initiation. Should the duration of the engagement be extended, or should the product scope materially change, a formal change request may be adopted.
21. The customer is responsible for purchasing Microsoft Azure hosting for setup with Horizon Cloud.
22. The customer isresponsible to attach their own Microsoft Azure subscription to the Horizon Cloud Service.
23. The customer is responsible for determining their Microsoft Azure deployment model and the subscription type.
24. Verify that the NetworkSecurityGroup is configured to allow access to and fromthe Horizon Cloud environment.
25. Customer provides the necessary information for the Horizon Cloud environment to be configured properly.
26. The customer is responsible for allocating IP address space for the Horizon Cloud tenant environment in the corporate network.
27. The customer is responsible for configuring 3 non-overlapping subnets reserved in CIDR format (created on VNet during Horizon Cloud deployment)
    a. Management subnet –/28 minimum
    b. Tenant subnet –/28 minimum with /24 -/22 preferred, based on number of RDS servers
    c. DMZ subnet –/28 minimum when Unified Access Gateway is deployed (optional)

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28. Access method to Horizon Cloud desktops must be identified. From the trusted corporate network only, or allow direct access from the Internet.
29. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase
30. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
    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 the purchase date.

Service Deliverables

Phase 1 (Initiate)

ID	Description	Tool / Deliverable	Primary Owner	Comments
1.1	Introduction Meeting	Meeting	Joint	
1.2	Register for MyVMware ID on myvmware.com	MyVMware Access	Customer	Required to access resources and Customer downloads
1.3	Review Datasheet	Datasheet	Customer	Understand service assumptions and scope
1.4	Discuss Technical Architecture and Deployment Workbook requirements	Online Deployment Workbook		
1.5	Identify RDSH OS versions for implementations	Images for Deployment		
1.6	Complete and submit the required architecture and deployment information requested by VMware	Architecture and Deployment Information		
1.7	Determine and obtain Microsoft Azure deployment model and subscription	Microsoft Azure Subscription	Customer	Customer obtains their Microsoft Azure deployment model and the subscription type from Microsoft. Requirement before

ID	Description	Tool / Deliverable	Primary Owner	Comments
				proceeding to next phase of deployment

Phase 2 (Plan)

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.1	Validate access to VMware Horizon Cloud Admin Portal	Admin Portal Access	VMware	
2.2	Deploy a node for VMware Horizon Cloud on Microsoft Azure	Horizon Cloud Node on Azure	Joint	Add Horizon Cloud Node and capacity on Microsoft Azure
2.3	Validate necessary images uploaded in the environment	Images	VMware	
2.4	Validate Horizon Cloud Portal access from Images	Connectivity between Images and Admin Portal	VMware	
2.5	Validate Images have up-to-date Agents	DaaS and View Agents	VMware	Verify Images have up-to-date View and DaaS Agents
2.6	Discuss Display Protocols – PCOIP and BLAST Extreme	Display Protocols	VMware	Supported Display Protocols for Desktop and Application Access
2.7	Summarize pre-work, next-steps, and schedule handoff for Phase 3	Customer action items and handoff call	VMware	Handoff for configuration will be scheduled
Customer requirements to proceed to Phase 3 (Execute)				
2.8	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	Active Directory Integration for

ID	Description	Tool / Deliverable	Primary Owner	Comments
				environment access
2.9	Validate Pre-requisites in place for EXECUTE	Deployment Validation	Customer	
2.10	Provision Domain Join Account	Domain Join Account	Customer	Account for joining desktops to the Domain
2.11	Identity Display Protocol(s) for Desktop and Application Access	Identity display protocol(s) from PCOIP, BLAST, and BLAST Extreme	Customer	
2.12	Set up necessary licensing for desktops and applications	Desktop and application licenses	Customer	VMware will only provide validation of the desktops. All licensing requirements will be completed by Customer.
2.13	Finalize project scope and return signed solution design document	Solution Design Document	Customer	Scope of project cannot be modified without agreed change control

Phase 3 (Execute)

ID	Description	Tool / Deliverable	Primary Owner	Comments
Step 1: Deployment				
3.1.1	Cofigure Active Directory Integration & Sync	Active Directory Integration	Joint	
3.1.2	Configure AD Groups for Administrative Accounts	AD Group sync for Administrators	Joint	AD Groups for access to Admin Portals
3.1.3	Configure AD Groups for User Accounts	AD Group sync for Users	Joint	AD Groups for access to User

ID	Description	Tool / Deliverable	Primary Owner	Comments
				Desktop Portal
3.1.4	Validate access to all portals	Portal Access	VMware	Access to Admin, Helpdesk, and Desktop Portals
3.1.5	Discuss Best Practices for the following: • Domain Bind • Domain Join & Desktop Naming • Images • Farms assignment • Miscellaneous Horizon Cloud Management	Best Practices for Horizon Cloud Deployment	VMware	
3.1.6	Define up to two use-cases for deployment	Use-Cases	Joint	
3.1.7	Assist in up to 3 Image Designs	Convert Images to Gold Patterns	Joint	Assist in design and conversion of up to 3 images
3.1.8	Assist in creation of up to 3 Desktop Assignments	Desktops	Joint	Assist in creating Session-Based Desktops
3.1.9	Assignment using Configured Farms	Assignment	Joint	
3.1.10	Validate desktops are accessible from Windows & Mac workstations	Multi-platform access	Joint	
3.1.11	Demonstrate Editing Images and resealing an image and assigning to end users	Edit & Re-publish Images	Joint	Edit and reseal an image an validate

ID	Description	Tool / Deliverable	Primary Owner	Comments
				changes by publishing to test user
3.1.12	Discuss Application Assignments and identify low complexity applications	Application use-case	Joint	Discuss typical use-cases and best practices for application assignment.
3.1.13	Discuss typical use cases and Best Practices for Application Assignment	Identify Apps for assignment	Joint	Identify up to 5 low-complexity applications
3.1.14	Assistance with up to 5 low-complexity applications on one Image	Low complexity App assignment	Joint	Assist in deploying up to 5 low-complexity applications
3.1.15	Optimization and configuration of up to 1 RDS Host Server image with up to 5 low complexity applications installed to be used for desktops	RDSH Applications	Joint	
3.1.16	Installation of Dynamic Environment Manager	DEM Install	VMware	Assist with Installation and Configuration of Dynamic Environment Manager
3.1.17	Assist in creating up to 1 User Configuration in Dynamic Environment Manager	DEM Configuration	Joint	User Configuration in VMware DEM
3.1.18	Assist in creating up to 3 application profiles in Dynamic Environment Manager	DEM Configuration	Joint	Application Configuration in VMware DEM
3.1.19	Enable App Volumes	App Volumes Setup	VMware	
3.1.20	Creating an App Volumes AppStack Provisioning VM	App Volumes	VMware	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.1.21	Updating upto 2 Golden/Master Image with App Volumes Agent	App Volumes	VMware	
3.1.22	Creating & Publishing up to 2 AppStacks with up to 2 Low complexity applications per AppStack	App Volumes	VMware	
3.1.23	Assist in setting up VMware WS1 Access Connector	Connector setup for AD integration	Joint	Workspace ONE Access
3.1.24	Assist in Directory Integration of VMware WS1 Access	AD Integration	Joint	Workspace ONE Access
3.1.25	Assist in Integrating Horizon Cloud with VMware Workspace ONE Access	Horizon Cloud SSO with VMware Workspace ONE Access	Joint	Integrate Horizon Cloud with existing tenant of VMware Workspace ONE Access
3.1.26	Create entitlements for Horizon Cloud desktops of up to 2 desktops pools in Workspace ONEAccess	Desktop entitlements	Joint	Add user entitlements in Workspace ONE Access for desktops
3.1.27	Configure Single Sign On for Horizon Cloud desktops from Workspace ONEAccess	Single Sign On for Desktops	Joint	Validate Single Sign On for desktops in Workspace ONEAccess
3.1.28	Workspace ONE Access as Trusted IDP for a Third party IDP	Third Party IDP Integration	Joint	Includes testing for up to 3 apps
Step 2: Production Roll-out				
3.2.1	Identify production user groups		Customer	
3.2.2	User communication to Production group(s)		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.2.3	Up to six (6) weeks of go-live assistance for pilot group(s) per Appendix A		Joint	Refer to Appendix A
3.2.4	Up to four (4) weeks of go-live assistance for production group(s) per Appendix A		Joint	Refer to Appendix A

Phase 4: Close

ID	Description	Tool / Deliverable	Primary Owner	Comments
4.1	Assist in adding second Admin account for up to two Images	Desktop backup Admin Access	VMware	The account will act as a backup in case Sysprep disables the primary local admin account
4.2	Assist in OS optimization of up to two Images using VMware OS Optimization	OS Optimization	Joint	OS optimization of Desktop Images for Gold Patterns
4.3	Assist in Basic and Advanced GPO Optimization by providing ADM templates	GPO Optimization	Joint	VMware will only provide ADM templates for Group Policies
4.4	Discuss Statistics & Report Sectiosn in Admin Portal	Usage Statistics & Reports	VMware	These sections go over Statistics in the Admin Portal
4.5	Discuss Horizon Agent Logs	Horizon Agent and PCOIP logs	VMware	Discuss location and keywords to check in View Agent Logs. Discuss PCOIP logs as well
4.6	Discuss DaaS Agent Logs	DaaS Agent Logs	VMware	Discuss location and keywords to check in DaaS Agent Logs as well as

ID	Description	Tool / Deliverable	Primary Owner	Comments
				changing logging level
4.7	Review completion of Activity outlined in deployment approach		Joint	
4.8	Customer Support Transition	VMware delivers services completion material and contact information for support/CSR.	VMware	Transition to support meeting

Appendix A: Go-Live support

During the go-live support phases, the primary professional services consultant is available for the following activities:

- Assistance up to eight (8) hours per week
- Answer questions from Customer's Horizon IT team that deployed the solution
- Assist the customer with resolving configuration issues and transitioning product issues (not configuration related) to long term support for resolution or feature requests.
- Assist with collection of pertinent logs and other relevant information required to help resolve support tickets.
- Assist with raising tickets with VMWare's technical support teams on behalf of the Customer for non configuration related issues.
- Direct support of end-users or of staff outside of the customer's designated Horizon team is out of scope.

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Contact a Professional Services expert at
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If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.