Delivery Specialist

Service Overview
VMware Professional Services will provide delivery specialist assistance to Customer for VMware product implementation and onboarding. We will provide the services remotely for a duration of four (4) contiguous weeks, without pause, at the purchased in-region or offshore resource allocation ranging from one (1) to five (5) days per week.

Project Scope
VMware Delivery Specialist consultants will work at the direction of the Customer and will have experience in their areas of focus. The assistance provided may focus on installation, configuration, and administration of one (1) the following VMware technologies:

<table>
<thead>
<tr>
<th>TECHNOLOGY</th>
<th>IN-REGION (AMER)</th>
<th>OFFSHORE (AMER AND EMEA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware Workspace ONE® UEM</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware Workspace ONE® Access*</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware Horizon® Cloud and On-Premises</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Application Packaging</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Dynamic Environment Manager</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware vRealize® Automation* (Blueprints)</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>VMware vRealize® Operations* (Dashboards)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware vSphere®</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>VMware Cloud Foundation™</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware NSX-T®</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>VMware NSX® Advanced Load Balancer*</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Data Center Migrations/Workload Migrations</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>VMware Carbon Black®</td>
<td>✔</td>
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</tr>
</tbody>
</table>

VMware consultants may perform the following VMware technology related tasks as time permits:

1. Workspace ONE UEM
   a) Core Environment Install and Architecture Design
      i. High Availability (HA)
b) Device and Application Management

i. Device configuration and rollout for iOS and Android (Profiles, Payloads, Compliance)
ii. Device configuration and rollout for Windows 10:
   1. Application Management
   2. Compliance and Remediation
   3. Users and Devices
   4. Patch Management
   5. Policy Management
iii. Device configuration and rollout for Mac OS
iv. Mobile Application Management
v. Enterprise Integration for Active Directory and Certificate Authority

c) Productivity and Collaboration

i. Email, Calendar, Contacts
ii. PowerShell integration for Office 365 and on-premises Exchange
iii. Secure Email Gateway and Email Notification Service v2 (ENS v2) and Boxer
iv. Certificate Integration for Email Authentication
v. Productivity (Tunnel, Content, VPN) for Content, Secure Browsing and App Tunneling

d) Rugged Device management

i. Rugged Device Configuration (Windows Mobile and Android)
ii. VMware Workspace ONE® Assist™

e) Additional Capabilities

i. VMware Workspace ONE® Intelligence™
ii. SAML Integration [assumes the SAML provider is already setup]
iii. Roll-out Support
iv. Custom Documentation

2. Workspace ONE Access

a) Core Environment Install and Architecture Design

i. Install and Upgrades
ii. Windows IDM connector
iii. High Availability (HA)
iv. Disaster Recovery (DR)
v. VMware Unified Access Gateway™
vi. Citrix Integration Broker

b) Native Workspace ONE App Store
c) 3rd Party IdP Integration (OKTA, Citrix, PING, ADFS)
d) Identity Bridging (SAML to Kerberos | Certificate to Kerberos)
e) Two-factor Authentication (DUO, RSA, VMware Verify)
f) Application Federation
   i. Standard Enterprise Web Applications
   ii. Non-Standard Applications that support SAML and OAUTH
g) VDI Integration to VMware Horizon*, Horizon Cloud and Citrix
h) Mobile Single Sign-on
3. Horizon Cloud and On-premises
   a) Desktops and Application Setup
      i. Basic Device and Application Management
      ii. Directory Integration
      iii. Portal setup
      iv. Desktop and application setup
   v. Image Optimization with VMware Optimization Tool
   vi. RDSH Desktop and application setup
4. App Packaging
   a) ThinApp
   b) AppStacks
   c) Writable Volumes
5. Dynamic Environment Manager
   a) Installation and knowledge transfer
   b) User configuration and application profiles setup
   c) Application profiler setup
6. VMware vRealize Automation (Blueprints)
   a) Create Templates and Blueprints for Adding Machines to Desktop Pools
   b) Use Machine Blueprints to Create and Add Desktops to Pools
   c) Configure a Machine Blueprint Service for Advanced Desktop Allocation
7. VMware vRealize* Operations for Horizon* (Dashboards)
   a) Create and Configure Dashboards and Widgets
   b) VMware vRealize* Operations Manager* Dashboards
   c) vRealize Operations Manager Custom Dashboards
   d) Dashboard Configuration
   e) Dashboard Workspace Widget and Template Lists
   f) Dashboard Workspace Widget Interactions
   g) Dashboard Navigation
   h) Reorder and Switch Dashboards
   i) Manage Summary Dashboards
   j) Manage Tab Groups
   k) Share Dashboards
8. VMware vSphere
   a) VMware vCenter* Deployment
b) VMware ESXi™ Deployment

c) Admin / end user documentation

9. VMware Cloud Foundation

a) Deployment
   i. Planning and Preparation Workbook
   ii. Network and Infra Readiness
   iii. Host Preparation
   iv. VMware Cloud Builder™ appliance
   v. VMware Cloud Foundation Bring-Up – VMware Cloud Foundation™ SDDC Manager™, VMware vCenter, etc.
   vi. Management Domain
   vii. VI Workload Domains
   viii. NSX-T Edge Cluster Deployment
   ix. VMware vRealize® Suite Deployment

b) SDDC Manager
   i. Automation of the SDDC stack
   ii. Provisioning of the SDDC stack
   iii. Configuration of the SDDC stack

c) Upgrade
   i. In Place Upgrade
   ii. Skip Level Upgrade
   iii. Upgrade the Management Domain
   iv. Upgrade Workload Domains
   v. Migrate vRealize Suite Products to Application Virtual Networks
   vi. Upgrade vRealize Suite Components

d) Lifecycle Management
   i. VMware vRealize® Lifecycle Manager™ to manage vRealize Operations, VMware vRealize® Log Insight™, vRealize Automation
   ii. Host Commission and Decommission
   iii. Password Management
   iv. Users and Group Management
   v. Certificate Management
   vi. Backing up and Restoring SDDC Manager and VMware NSX® Manager™

10. NSX-T

a) Deployment
   i. Environment Assessment
   ii. NSX Manager Appliance Cluster build on vSphere / KVM
   iii. NSX-T Manager Integration with vCenter
   iv. Transport Zones (Overlay and Vlan)
   v. Profiles
   vi. Host Preparation
   vii. VMware NSX® Edge™ deployment and configuration
   viii. Licensing
b) NSX-T Backup, Restore and Upgrade
   i. SFTP
   ii. NSX-T / NSX-V Data Center

c) Services
   i. Tier-0 and Tier-1 Gateways
   ii. Segments and Host Switches
   iii. IPAM - DHCP Local / DHCP Relay
   iv. Micro segmentation
   v. Edge Firewall – Protection N-S traffic
   vi. Local Traffic Load Balancing – One Arm / Inline
   vii. VPN – L2/L3 VPN Services
   viii. AD Integration
   ix. Advanced Security
   x. Service Insertion
   xi. Traffic Monitoring and Troubleshooting
   xii. Certificates

11. NSX Advanced Load Balancer
    a) NSX Advanced Load Balancer Load Balancer Deployment
       i. Environment Assessment
       ii. AVI User Creation in vCenter
       iii. AVI Controller Cluster build on vSphere
       iv. AVI Controller Floating IP Configuration
       v. Cloud Connector Configuration
    b) AVI Software Upgrade
       i. AVI Controller Version Upgrade
    c) AVI Services
       i. IPAM and DNS Profile
       ii. Virtual Services, Profiles and Policies Creation
       iii. Pool and Pool Group Creation
       iv. Health Monitoring
       v. GSLB Configuration
       vi. Service Engine Deployment
       vii. TLS termination, Cert management / automation
       viii. Autoscaling Blue-Green / Canary deployments
       ix. WAF (Web Application Firewall)
       x. Migration from existing load balancer to AVI

12. Data Center Migration/Workload Migrations
    a) Infrastructure Discovery
       i. Deploy automated discovery and inventory tools (VMware vRealize Network Insight, Rvtools) and collect available asset data, including application dependencies
       ii. Performing health check of vSphere environment for migration readiness using VMware health analyzer
iii. High-level migration strategy recommendations and methods to be used for the migration
iv. Provide infrastructure discovery report

b) Discovery analysis and Migration Planning
   i. Analyze the discovery and dependency data to create migration runbooks
   ii. Finalize asset bundles and event schedule
   iii. Develop master migration event runbook and Conduct tabletop, Go/No-Go meetings

c) Migration Execution
   i. Installation of migration execution tools (VMware HCX®, VMware Site Recovery Manager®, VMware vSphere® Replication®, Carbonite migrate)
   ii. Conduct dry-run migration event and Migration runbook validation
   iii. Complete pre-migration event preparation
   iv. Manage the command center and support executing the migration event
   v. Migration execution using various methodologies and tools which includes VMware vSphere® vMotion®, VMware vSphere® Storage vMotion®, Cross VMware vCenter vMotion, VMware HCX, Site Recovery Manager, vSphere Replication, Carbonite Migrate

13. VMware Carbon Black Cloud Platform
    a) Migration
       i. Deploy up to five (5) VMware Carbon Black Cloud agents
       ii. Create up to fifteen (15) policies, rules and/or watchlists
       iii. Deploy remaining VMware Carbon Black Cloud Agents to Production Endpoints
       iv. Alerts and Watchlist Hits (Joint)
       v. Review and Triage up to fifteen (15) alerts and watchlists hits
    b) Health Check
       i. Collect Data
       ii. Offline Analysis
       iii. Present Findings
       iv. Upgrading Agents
       v. Assist analyzing endpoint event data
    c) NGAV Polices and rules
    d) Audit and Remediation
    e) Threat Hunting
    f) Vulnerability Management
    g) Container Protection
    h) App Control
       i. Create additional primary trusted strategies (for high enforcement policy), Review/triage unexpected blocks
       ii. Standby help with App Control Server upgrades, agent upgrades
       iii. Assist with Server Upgrade or moving the Server to a different platform
       iv. Health Check
- Design Workshop to discover and review the current VMware Carbon Black® App Control™ software level, configuration, and architecture.
- Assessment of up to one (1) VMware Carbon Black App Control Administration Console.
- Assistance with upgrading up to one VMware Carbon Black App Control instance.

i) On-Premises VMware Carbon Black® EDR™
   i. Conduct Threat Hunting Workshop, Threat Intelligence feeds, watchlist tuning (for up to 5000 endpoints)
   ii. Assist with Server Upgrade or moving the Server to a different platform

- Health Check Design Workshop to discover and review the current VMware Carbon Black EDR software level, configuration, and architecture.
- Assessment of up to one (1) VMware Carbon Black EDR Console.

Service Assumptions

1. VMware makes no representation or warranty that the services provided will yield any specific deliverable(s) or assumed result(s). The Consultant’s time delivered, and technical knowledge are the assumed requirements for fulfillment of the service.
2. The service will be provided for a duration of four (4) contiguous weeks, without pause at the purchased in-region or offshore resource allocation ranging from one (1) to five (5) days per week. The resource allocation days per week procured must be consumed each week.
3. Customer may request to consume Delivery Specialist allocations planned in future weeks. Such requests will be granted based on resource availability.
4. Service will be initiated within 30 days of purchase.
5. VMware expects Customer to provide systems access as required for resource to perform activities and delays created by resource not having access will be the responsibility of Customer.
6. Customer is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by Customer.
7. Completion of any work will be limited by the resource allocated procured by the Customer.
8. VMware will assist with the installation/configuration of environment or feature type will be implemented based on the license type purchased by the Customer.
9. Any changes to the scheduling to compress the schedule will be mutually agreed and documented in writing.
10. Customer is responsible for ensuring configurations and policies align to their requirements. VMware will provide recommendations and assistance.
11. Configuration of software other than VMware software is the responsibility of the Customer.
12. Review of the settings and features will be provided throughout the configuration; however formal training is out-of-scope.
13. Services or products that have been deprecated or reached end of life are out-of-scope.
14. Any work that may require custom configuration, scripting or coding are out-of-scope.
15. Complex solution and architecture design is out of scope.
16. Pre-requisites must be completed for all components before any installation or configuration activities will be performed.
17. VMware reserves the right to assign Consultant(s) to the engagement in accordance with the skills levels required to perform the work described in this Datasheet.
18. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
19. All work will be delivered remotely via screen-share. On-site travel is out-of-scope.
20. All work will be conducted during VMware local business hours: 8am to 6pm UTC - 5:00 Eastern Time (US and Canada) or UTC +00:00 Dublin, London.
21. All work will be provided in English.
22. Any feature or technology not listed in Section 2. Activities is out of scope, unless discussed and agreed in writing with the Delivery Specialist Team prior to purchase.
23. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
   - Upon consumption of the total resource allocation procured
   - After 4 weeks from the date the project is initiated
   - The period of performance is limited to 12 months from purchase date
24. 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.

Project Management
Customers that are engaging in a project and will leverage a resource on this effort should note that VMware will limit their project management responsibilities to the activities listed below. All other project management responsibilities and activities will be the Customer’s responsibility as identified in the following table.

<table>
<thead>
<tr>
<th>VMWARE RESPONSIBILITY</th>
<th>CUSTOMER RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Setup and Initiation</strong></td>
<td></td>
</tr>
<tr>
<td>Conduct kick-off conference call with key stakeholders and Project Team</td>
<td>✓</td>
</tr>
<tr>
<td>Develop high-level project schedule and contact list</td>
<td>□</td>
</tr>
<tr>
<td>Develop project plan</td>
<td>□</td>
</tr>
<tr>
<td><strong>Scope Management</strong></td>
<td></td>
</tr>
<tr>
<td>Identify and manage any activities associated with Customer’s project</td>
<td>□</td>
</tr>
<tr>
<td>Identify and maintain a Work Breakdown Structure (WBS) of any activities</td>
<td>□</td>
</tr>
<tr>
<td><strong>Schedule Management</strong></td>
<td></td>
</tr>
<tr>
<td>Role: Delivery Specialist</td>
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<tr>
<td>--------------------------</td>
<td></td>
</tr>
</tbody>
</table>

- **Create, maintain, and manage a project schedule**: ✓
- **Financial Management**
  - Track and manage project time: ✓
  - Review invoices for accuracy: ✓
- **Quality Management**
  - Establish and execute Customer’s project readiness at key checkpoints: ✓
  - Identify, manage, and document requirements for user testing, operational readiness, or process changes: ✓
- **Risk and Issue Management**
  - Track and manage project issues and risks (product, process or technical): ✓
- **Resource Management**
  - Identify and assign qualified VMware resources: ✓
  - Define, document, and manage a project resource plan if required: ✓
  - Integrate VMware and Customer resources into the project schedule: ✓
  - Manage and identify any changes to resource skills and communicate to VMware: ✓
  - Identify and execute project change request for a different skill set if a change is required: ✓
- **Communications Management**
  - Weekly VMware status report(s): ✓
  - Weekly status meeting(s): ✓
  - Facilitate, host, and manage Customer meeting(s): ✓
  - Attend periodic stakeholder meeting(s): ✓
  - Host executive update(s): ✓
- **Project Closure**
  - Host a project closure conference call: ✓
  - Complete a Customer Satisfaction Survey: ✓
  - Facilitate “Lessons Learned” session: ✓
Engagement Timeline
The service will be provided for a duration of four (4) contiguous weeks, without pause at the purchased in-region or offshore resource allocation ranging from one (1) to five (5) days per week. The resource allocation days per week procured must be consumed each week.

Customer Responsibilities
Customer is responsible for task assignment and prioritization of the supplied resource(s).

VMware Responsibilities
VMware will provide the resource(s) described in this Datasheet.

TERMS AND CONDITIONS
This datasheet is for informational purposes only. VMware MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions. 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.