

# Delivery Specialist

## 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

## SKU SERVICES FOR VMWARE HORIZON

### 1 Day for 4 Weeks

- In Region HAH-INONE-1TCT0-[Y]
- Offshore HAH-OFONE-1TCT0-[Y]

### 2 Days for 4 Weeks

- In Region HAH-INTWO-1TCT0-[Y]
- Offshore HAH-OFTWO-1TCT0-[Y]

### 3 Days for 4 Weeks

- In Region HAH-INTHREE-1TCT0-[Y]
- Offshore HAH-OFTHREE-1TCT0-[Y]

### 4 Days for 4 Weeks

- In Region HAH-INFOUR-1TCT0-[Y]
- Offshore HAH-OFFOUR-1TCT0-[Y]

### 5 Days for 4 Weeks

- In Region HAH-INFIVE-1TCT0-[Y]
- Offshore HAH-OFFIVE-1TCT0-[Y]

## 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:

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

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)

**SKU SERVICES FOR ALL OTHER PRODUCTS**

**1 Day for 4 Weeks In Region**

- On-Prem: VA-PSRD-IR-1D4W
- SaaS: WD[X]-INONE-1TCT0-[Y]

**1 Day for 4 Weeks Offshore**

- On-Prem: VA-PSRD-OS-1D4W
- SaaS: WD[X]-OFONE-1TCT0-[Y]

**2 Days for 4 Weeks In Region**

- On-Prem: VA-PSRD-IR-2D4W
- SaaS: WD[X]-INTWO-1TCT0-[Y]

**2 Days for 4 Weeks Offshore**

- On-Prem: VA-PSRD-OS-2D4W
- SaaS: WD[X]-OFTWO-1TCT0-[Y]

**3 Days for 4 Weeks In Region**

- On-Prem: VA-PSRD-IR-3D4W
- SaaS: WD[X]-INTHREE-1TCT0-[Y]

**3 Days for 4 Weeks Offshore**

- On-Prem: VA-PSRD-OS-3D4W
- SaaS: WD[X]-OFTHREE-1TCT0-[Y]

**4 Days for 4 Weeks In Region**

- On-Prem: VA-PSRD-IR-4D4W
- SaaS: WD[X]-INFOUR-1TCT0-[Y]

**4 Days for 4 Weeks Offshore**

- On-Prem: VA-PSRD-OS-4D4W
- SaaS: WD[X]-OFFOUR-1TCT0-[Y]

**5 Days for 4 Weeks In Region**

- On-Prem: VA-PSRD-IR-5D4W
- SaaS: WD[X]-INFIVE-1TCT0-[Y]

**5 Days for 4 Weeks Offshore**

- On-Prem: VA-PSRD-OS-5D4
- SaaS: WD[X]-OFFIVE-1TCT0-[Y]

- ii. Disaster Recovery (DR)
- iii. Application Server Migration
- iv. Database Server Migration
- v. Workspace ONE UEM Environment Upgrades
- vi. Environment Migrations for Workspace ONE UEM to Workspace ONE UEM only
- vii. VMware AirWatch® Cloud Connector™
- 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) 3<sup>rd</sup> 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

- o Design Workshop to discover and review the current VMware Carbon Black® App Control™ software level, configuration, and architecture.
  - o Assessment of up to one (1) VMware Carbon Black App Control Administration Console.
  - o 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
    - o Health Check Design Workshop to discover and review the current VMware Carbon Black EDR software level, configuration, and architecture.
    - o 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 fulfilment 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 consume 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.

	VMWARE RESPONSIBILITY	CUSTOMER RESPONSIBILITY
<b>Project Setup and Initiation</b>		
Conduct kick-off conference call with key stakeholders and Project Team	✓	☐
Develop high-level project schedule and contact list	☐	✓
Develop project plan	☐	✓
<b>Scope Management</b>		
Identify and manage any activities associated with Customer's project	☐	✓
Identify and maintain a Work Breakdown Structure (WBS) of any activities	☐	✓
<b>Schedule Management</b>		



Create, maintain, and manage a project schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Financial Management</b>		
Track and manage project time	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Review invoices for accuracy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Quality Management</b>		
Establish and execute Customer's project readiness at key checkpoints	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Identify, manage, and document requirements for user testing, operational readiness, or process changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Risk and Issue Management</b>		
Track and manage project issues and risks (product, process or technical)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Resource Management</b>		
Identify and assign qualified VMware resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Define, document, and manage a project resource plan if required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Integrate VMware and Customer resources into the project schedule	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manage and identify any changes to resource skills and communicate to VMware	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Identify and execute project change request for a different skill set if a change is required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communications Management</b>		
Weekly VMware status report(s)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Weekly status meeting(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilitate, host, and manage Customer meeting(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Attend periodic stakeholder meeting(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Host executive update(s)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Project Closure</b>		
Host a project closure conference call	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Complete a Customer Satisfaction Survey	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilitate "Lessons Learned" session	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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### 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.

