

# DELIVERY SPECIALIST DATASHEET

July 1, 2020

Product and company names referenced in this document are trademarks and/or registered trademarks of their respective companies.

## 1. 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.

## 2. Activities

VMware 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)	In-Region (EMEA)	Offshore
Workspace ONE (both UEM & Access)	✓	✓	✓
Horizon Cloud & On Premise (excludes AWS)	✓	✓	✓
Application Packaging	✓		✓
Dynamic Environment Manager	✓		✓
vRA (Blueprints)			✓
vROPs (Dashboards)	✓		✓
vSphere	✓		✓
vSAN	✓		✓

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)
    - 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. *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 & Remediation*
      - 3. *Users & 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 & 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 & Android)*
    - ii. *Workspace ONE Assist*
  - e. *Additional Capabilities*
    - i. *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. *UAG*
    - 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 Horizon, Horizon Cloud and Citrix*
  - h. *Mobile Single Sign-on*
3. *Horizon On Premise (except AWS) and Cloud*
- 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 vSAN*
- a. *ESXi Host Deployment*
  - b. *Bring-up and configuration of VMware Cloud Foundation using the VMware Cloud Foundation Builder VM*
  - c. *SDDC Manager instance deployment*
  - d. *Configuration of previously been configured VMware ESXi hosts which includes:*
    - i. *VMware vCenter Server*
    - ii. *VMware Platform Services Controllers*
    - iii. *VMware NSX for vSphere*
    - iv. *VMware vRealize Log Insight*
    - v. *SDDC Manager instances deployment*

- e. *Commissioning Hosts*
- f. *Lifecycle management*

7. *VMware vSphere*

- a. *vCenter Deployment*
- b. *ESXi Deployment*
- c. *Admin / end user documentation*

8. *VMware vRealize Operations (Dashboards)*

- a. *Create and Configure Dashboards and Widgets*
- b. *vRealize Operations Manager Dashboards*
- c. *vRealize Operations Manager Custom Dashboards*
- d. *Dashboard Configuration*
- e. *Dashboard Workspace Widget & 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*

9. *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*

### 3. 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 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. Horizon on AWS is not in scope if this Datasheet.
9. VMware will assist with the installation/configuration of environment or feature type will be implemented based on the license type purchased by the Customer.
10. Any changes to the scheduling to compress the schedule will be mutually agreed and documented in writing.
11. Customer is responsible for ensuring configurations and policies align to their requirements. VMware will provide recommendations and assistance.
12. Configuration of software other than VMware software is the responsibility of the Customer.
13. Review of the settings and features will be provided throughout the configuration; however formal training is out-of-scope.
14. Services or products that have been deprecated or reached end of life are out-of-scope.
15. Any work that may require custom configuration, scripting or coding are out-of-scope.
16. Complex solution and architecture design is out of scope
17. Pre-requisites must be completed for all components before any installation or configuration activities will be performed.
18. 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.
19. VMware and the Customer will work closely together to ensure that project scope remains consistent and issues are resolved in a timely manner.
20. All work will be delivered remotely via screen-share. On-site travel is out-of-scope.
21. All work will be conducted during VMware local business hours: 8am to 6pm UTC -5:00 Eastern Time (US & Canada) or UTC +00:00 Dublin, London
22. All work will be provided in English.
23. 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.
24. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:

- a. Upon consumption of the total resource allocation procured
  - b. After 4 weeks from the date the project is initiated
  - c. The period of performance is limited to 12 months from purchase date
25. 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.

#### 4. 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	☐	✓
<b>Financial Management</b>		
Track and manage project time	☐	✓
Review invoices for accuracy	✓	☐
<b>Quality Management</b>		
Establish and execute Customer's project readiness at key checkpoints	☐	✓
Identify, manage and document requirements for user testing, operational readiness or process changes	☐	✓
<b>Risk and Issue Management</b>		
Track and manage project issues and risks (product, process or technical)	☐	✓
<b>Resource Management</b>		
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	✓	✓
<b>Communications Management</b>		
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)	☐	✓
<b>Project Closure</b>		
Host a project closure conference call	☐	✓
Complete a Customer Satisfaction Survey	☐	✓
Facilitate "Lessons Learned" session	☐	✓

## 5. 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.

## 6. Customer Responsibilities

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

## 7. VMware Responsibilities

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

## 8. 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 Delivery Specialist 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 Delivery Specialist 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.

---

Product and company names referenced in this document are trademarks and/or registered trademarks of their respective companies.