Datasheet

VMware 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

SKUs 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-OFFFOUR-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:

<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 Service™ with Hosted Infrastructure and VMware</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Horizon Cloud Service with On-Premises Infrastructure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application Packaging</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VMware Dynamic Environment Manager™</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VMware Aria Automation™ (Blueprints)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VMware Aria Operations™ (Dashboards)</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VMware vSphere®</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>VMware Cloud Foundation™</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
SKUs 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]-INTTHREE-1TCT0-[Y]

3 Days for 4 Weeks Offshore
- On-Prem: VA-PSRD-OS-3D4W
- SaaS: WD[X]-OFTTHREE-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]-OFFFOUR-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-5D4W
- SaaS: WD[X]-OFFIVE-1TCT0-[Y]

| VMware NSX® | ✓ | ✓ |
| VMware NSX® Advanced Load Balancer™ | ✓ | ✓ |
| Data Center Migrations/Workload Migrations | ✓ |

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. 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 set up]
   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) Third-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 Services with Hosted Infrastructure and Horizon Cloud Service with On-Premises Infrastructure
   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 Aria 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 Aria Operations (Dashboards)
   a) Create and configure dashboards and widgets
   b) VMware Aria Operations dashboards
   c) VMware Aria Operations 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 infrastructure 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. VMware NSX Edge™ cluster deployment
      ix. VMware Aria 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 VMware Aria Suite products to application virtual networks
vi. Upgrade VMware Aria Suite components
d) Lifecycle management
i. VMware Aria Suite Lifecycle™ to manage VMware Aria Operations, VMware Aria Operations for Logs, VMware Aria 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
a) Deployment
i. Environment assessment
ii. NSX Manager Appliance Cluster build on vSphere/KVM
iii. NSX Manager integration with VMware vCenter
iv. Transport zones (overlay and vlan)
v. Profiles
vi. Host preparation
vii. VMware NSX Edge™ deployment and configuration
viii. Licensing
b) NSX Backup, restore and upgrade
i. SFTP
ii. NSX
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 deployment
i. Environment assessment
ii. AVI user creation in VMware 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, certificate management/automation
   viii. Autoscaling blue-green/canary deployments
   ix. 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 Aria Operations for Networks, 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, and Carbonite Migrate

Service assumptions

• 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.
• 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 may request to consume Delivery Specialist allocations planned in future weeks. Such requests will be granted based on resource availability.

• Service will be initiated within 30 days of purchase.

• 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.

• 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.

• Completion of any work will be limited by the resource allocated procured by the Customer.

• VMware will assist with the installation/configuration of environment or feature type will be implemented based on the license type purchased by the Customer.

• Any changes to the scheduling to compress the schedule will be mutually agreed and documented in writing.

• Customer is responsible for ensuring configurations and policies align to their requirements. VMware will provide recommendations and assistance.

• Configuration of software other than VMware software is the responsibility of the Customer.

• Review of the settings and features will be provided throughout the configuration; however formal training is out-of-scope.

• Services or products that have been deprecated or reached end of life are out-of-scope.

• Any work that may require custom configuration, scripting or coding are out-of-scope.

• Complex solution and architecture design is out of scope

• Pre-requisites must be completed for all components before any installation or configuration activities will be performed.

• 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.

• VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
• All work will be delivered remotely via screen-share. On-site travel is out-of-scope.

• 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

• All work will be provided in English.

• 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.

• 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

• If the services were purchased using VMware Professional Services 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>Activity</th>
<th>VMware responsibility</th>
<th>Customer responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project setup and initiation</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Conduct kick-off conference call with key stakeholders and Project Team</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Develop high-level project schedule and contact list</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Develop project plan</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Scope management</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Identify and manage any activities associated with Customer’s project</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Identify and maintain a Work Breakdown Structure (WBS) of any activities</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Schedule management</td>
<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
- ✓
Learn more
Visit [vmware.com/services](https://vmware.com/services).

**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.

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.