



# VMware Site Reliability Engineering Services

## For Cloud Infrastructure

### At a glance

VMware Site Reliability Engineering Services for Cloud Infrastructure provide VMware expertise to help create ultra-scalable and highly reliable VMware Cloud Foundation and VMware Cloud Foundation on VxRail environments.

### Key benefits

- Improve infrastructure and service reliability and availability
- Increase operational efficiency
- Minimize toil
- Remove configuration drift
- Establish visibility into infrastructure performance and service health
- Address security vulnerabilities

### SKUs

For VMware Cloud Foundation and VMware Cloud Foundation on VxRail  
 Standard: PS-SRE-CI-VCF-STD  
 Advanced: PS-SRE-CI-VCF-ADV

### Service overview

VMware Site Reliability Engineering (SRE) Services for Cloud Infrastructure are agile service offerings which allow a team of VMware Experts to help guide and develop a VMware Cloud Foundation™ or VMware Cloud Foundation on VxRail environment, making sure that the value of the investment is maximized.

From solving business challenges, to helping with common operational tasks such as upgrades, and security hardening, this service will help with the adoption of the technology in the environment. Based on Customer specific use cases identified, it provides continuous value and innovation solving real business problems that are identified.

This service applies to the following VMware products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of service purchase:

- VMware Cloud Foundation 4.x
- VMware Cloud Foundation 4.x on VxRail

### Service scope

VMware SRE Services are prescriptive agile services which address the different topic areas shown in the table below. Example backlog tasks are shown in Appendix C of this datasheet.

VMware SRE Services topic areas		
Topic areas	Standard edition	Advanced edition
Upgrade and patching	✓	✓
Inventory and technical controls	✓	✓
Security controls	✓	✓
Service operation controls	-	✓
Cloud service management	-	✓

## Delivery methodology

The following table describes the parameters and teams for the services.

VMware SRE Services delivery methodology and teams		
Attribute	Standard edition	Advanced edition
Duration	1-year commitment	1-year commitment
Delivery methodology	Prescriptive agile	Prescriptive agile
SRE sprint backlog items	Predefined picklist (Appendix C)	Predefined picklist (Appendix C)
Sprint length, frequency	2 weeks per sprint, 2 sprints per month	2 weeks per sprint, 2 sprints per month
Team composition	Fixed team	Fixed team
Resource staffing	Global	Blended global and local

For delivery of prescriptive agile services, VMware will work with Customer's team to create and prioritize the agile backlog which will be delivered upon. These services assume a fixed team of resources as described in Appendix B which will deliver the identified backlog items.

## Estimated schedule

VMware SRE services are a 1-year term commitment. VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays) and will be provided in English. Backlog items will be developed in 2-week sprints, 2 sprints per month, for the 12 months of the engagement.

## Deliverables

The deliverables will be jointly decided with Customer during sprint planning based on Customer prioritization.

In and out of scope items will be subject to the agreed planning construct and subject to available sprint time and to the availability of assigned resources.

Backlog and delivery items may change throughout the engagement as appropriate and will be considered complete as mutually agreed upon based off the individual sprints being planned.

## Out of scope

The following are out of scope items for this service divided by section.

### General

- Hardware and firmware patches and upgrades are not included.
- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines
- Operating system administration including the operating system itself or any operating system features or components
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer
- Installation or configuration of VMware products not included in the scope of this document
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components
- Installation and configuration of Customer-signed certificates, unless otherwise agreed upon
- Customer solution training other than the defined knowledge transfer sessions for each sprint

## Appendix A – Service checklist

The participation of the following customer stakeholders is required for the service to be performed.

- Enterprise architect
- Infrastructure architect
- VMware operations teams
- Network architecture team leads
- Network operations team leads
- Security policy team leads

## Appendix B - Detailed team breakdown

For fixed team services, the following is the team composition from VMware which will be used for the delivery of the service.

VMware SRE team composition		
Service	Team	Participation %
VMware SRE Standard	Remote project manager	20
	Remote consultant (VMware Cloud Foundation)	50
	Remote senior consultant (vRealize Automation)	50
	Remote architect (vRealize Automation)	15
VMware SRE Advanced	Remote project manager	20
	Remote consultant (VMware Cloud Foundation)	75
	Remote senior consultant (vRealize Automation)	50
	Remote architect (vRealize Automation)	20
	Local senior consultant (VMware Cloud Foundation)	10
	Local consulting architect (Transformation services)	50

## Appendix C - Detailed backlog breakdown

The following table lists types of backlog tasks which are included as part of the services, the descriptions and estimated sprints are only examples and final backlogs items must be discussed and agreed between VMware and Customer during the backlog analysis and sprint planning kickoff.

VMware SRE Services tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Upgrade assessments	✓	✓	Assessing VMware Cloud Foundation and VMware Cloud Foundation on VxRail hosts for upgrades	2
Patching/upgrade	✓	✓	Perform upgrade /patching of VMware Cloud Foundation and VMware Cloud Foundation on VxRail hosts	2
Pre-upgrade /migration remediation	✓	✓	Perform remediations related to pre-checks of upgrades	3
Upgrade remediation assistance	✓	✓	Perform patching related bug or security issues	3
Runbook for upgrades/updates	✓	✓	Building runbook for upgrades of VMware Cloud Foundation and VMware Cloud Foundation on VxRail hosts	2
Security advisory scoring and remediation	✓	✓	Perform security audits vs product guidelines and remediation.	4

VMware SRE Services tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Password and certificate rotation	✓	✓	Automate rotation passwords based on organization policy and certificates	4
Maintenance plan review and advisory	✓	✓	Review and update maintenance plan of the organization	2
Configuration SRE recommended practice advisory	✓	✓	advisory on how to build SRE practice for the organization	12
Automated environmental assessments	✓	✓	Collect the configurations with advice on best practices	4
Implementation of monitoring telemetry extensions	✓	✓	Develop custom extensions to measure out-of-the-box KPIs	2
Implementation of dynamic dashboards	✓	✓	Configure vRealize Operations dashboards	6
Automated security auditing	✓	✓	Automated checklists detection of configurations and the gaps associated to security practices	3
Hardening, password, and certificate policy	✓	✓	Implement automated way of enforcing password and certificate policy	4
Automated product and solution lifecycle management	-	✓	Build various automated day 2 operations	4

VMware SRE Services tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Code and content CI/CD pipelines	-	✓	Develop headless CI/CD pipeline for cloud management lifecycle	4

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VMware Cloud SRE Services tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Infrastructure as code and centralized management	-	✓	Deploy VMware vRealize development tool	4
Third-party Integrations	-	✓	Build custom third-party integrations	4
Automated license management and optimizations	-	✓	Automated License Management allows automated integration with a licensing server to issue and configure valid licenses. Allows license management whenever cloud capacity is added or removed	4
Automated cloud platform scale-in and scale-out	-	✓	Automated scaling and descaling of resources and VMs	6