VMware Virtualization Health Check Service
Enterprise Large

Overview
The VMware Virtualization Health Check Service is designed to review and provide remediation advice for a VMware vSphere environment, including vCenter Server®, vSphere Clusters, and individual ESXi hosts.

The project includes the following modules: VMware will provide the following services:

- Assess compute virtualization health

The following are the high-level activities included in this project:

- Assess — Perform assessment within the Customer environment.

This project requires the following VMware On-Premises, VMware SaaS and third-party 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 SOW signing:

- VMware vSphere® 6.7.x or 7.0.x

Project scope
The scope of the service is defined in this section.
Assess Compute Virtualization Health
Review of Customer vSphere environment (VMware ESXi™ hosts, VMware vCenter Server infrastructure) to assess conformance with VMware best practices.

<table>
<thead>
<tr>
<th>SPECIFICATION</th>
<th>PARAMETERS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Architectural Design Review</td>
<td></td>
<td></td>
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<tr>
<td>Architectural design review</td>
<td>Up to one (1)</td>
<td>Architectural design review workshop.</td>
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<tr>
<td>Health Check Analysis</td>
<td></td>
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<tr>
<td>Customer environment interviews</td>
<td>Up to one (1)</td>
<td>Customer environment interviews.</td>
</tr>
<tr>
<td>HealthAnalyzer deployments</td>
<td>Up to one (1)</td>
<td>HealthAnalyzer deployments performed.</td>
</tr>
<tr>
<td>vCenter servers</td>
<td>Up to four (4)</td>
<td>vCenter servers to be analyzed.</td>
</tr>
<tr>
<td>vSphere clusters</td>
<td>Up to eight (8)</td>
<td>vSphere clusters to be analyzed.</td>
</tr>
</tbody>
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## SPECIFICATION

<table>
<thead>
<tr>
<th>SPECIFICATION</th>
<th>PARAMETERS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESXi hosts</td>
<td>Up to two hundred fifty-six (256)</td>
<td>ESXi hosts to be analyzed.</td>
</tr>
<tr>
<td>Health check reports</td>
<td>Up to one (1)</td>
<td>Health check reports to create.</td>
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### Out of scope

The following tasks are out of scope items for this project.

**General**

- Installing and configuring 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.
- Managing 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.
- Installing or configuring VMware products not included in the scope of this document.
- Installing or configuring third-party software or other technical services that are not applicable to VMware components.
- Installing or configuring Customer-signed certificates.
- Configuring VMware products used for the service other than those implemented for the mutually agreed-to use cases.
- Customer solution training other than the defined knowledge transfer session.

**Assess Compute Virtualization Health**

- Remediation of virtual infrastructure issues, whether discovered in the health check or otherwise, is out of scope.

### Estimated Schedule

The project defined in this SOW is estimated to be for a duration of up to four (4) weeks. VMware consulting services will operate according to a schedule agreed to by both parties. The consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following is an estimated outline of the duration of each phase in the project. Customer acknowledges that the estimated duration is indicative only and that VMware will not incur any penalty or forfeit any entitlement to payment, fees, or related expenses if the consulting services are not provided in accordance with the estimated duration.
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### Project Activities

#### Phase 1: Initiate

The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders.

Topics to be discussed include:

- Project business drivers, scope, and objectives.
- Project deadlines, timelines, scheduling, and logistics.
- Identification of key Customer team members who VMware will work with to accomplish the tasks defined in this data sheet.
- Customer technology prerequisites necessary for a successful project, including review of the Service Checklist for the VMware solution.

**Deliverables**

- One (1) project initiation call

#### Phase 2: Plan

VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines.

The objectives of the meeting are:

- Introduce the VMware team, roles, and responsibilities.
- Describe the project goals, phases, and key dates.
- Agree on communication and reporting process and create a communications plan.
- Validate the project expectations and clarify roles and responsibilities.

The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

**Deliverables**

- Communications Plan
- One (1) project kickoff meeting
- Project Plan

#### Phase 3: Execute

The key activities for this phase are organized into the Assess sub-phase.
Execute: Assess
VMware leads the customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following:

• Conducts up to one hundred twenty-three (123) hours of assessment workshops.
• Presents a summary of the findings detailed in the summary report.
• Carries out an assessment of the current Customer VMware software configuration against VMware best practice, which is documented in the summary report.

Deliverables
• Up to one hundred twenty-three (123) hours of assessment workshops
• Summary presentation
• Summary report

Phase 4: Close
The VMware Project Manager conducts one (1) closure meeting with the Customer covering project status, next steps, and how to engage further with VMware.

Deliverables
• Engagement summary presentation
• One (1) closure meeting

Appendix
Service checklist
The Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of the VMware consultants on site.

The participation of the following Customer stakeholders is required for the Service to be performed:

• Enterprise Architect
• Infrastructure Architect
• VMware Operations team leads

The following prerequisites are required to enable VMware to perform this service:

VMware Virtualization Health Check
• Number of vCenter Server instances. Defined minimum: 1