



VMware Virtualization Health Check

Enterprise Medium

At a glance

The VMware Virtualization Health Check Enterprise Medium service examines the vSphere infrastructure that supports an organization’s global production environment and provides remediation recommendations.

Key benefits

- Get recommendations on how to optimize vSphere deployments
- Mitigate risk by leveraging experienced consultants and automation of environment analysis
- Take advantage of VMware proven practices

SKU

CON-VS-HC-ENT-M-C

Service overview

The VMware Virtualization Health Check Enterprise Medium service is designed to review and provide remediation advice for a VMware vSphere® environment, including VMware vCenter Server®, vSphere clusters, and individual VMware ESXi™ hosts.

The service 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:

- vSphere 6.7.x or 7.0.x

Project scope

The scope of the service includes the following activities:

- Assess compute virtualization health
- Review Customer vSphere environment (ESXi hosts and vCenter Server infrastructure) to assess conformance with VMware proven practices.

Service scope		
Specification	Parameters	Description
Architectural design review	Up to one (1)	Architectural design review workshop.
Customer environment interviews	Up to one (1)	Customer environment interviews.
HealthAnalyzer deployments	Up to one (1)	HealthAnalyzer deployments performed.
vCenter servers	Up to two (2)	vCenter servers to be analyzed.
vSphere clusters	Up to four (4)	vSphere clusters to be analyzed.
ESXi hosts	Up to one hundred and twenty-eight (128)	ESXi hosts to be analyzed.

Health check reports	Up to one (1)	Health check reports to create.
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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.

Estimated schedule

The project defined in this SOW is estimated to be for a duration of up to two (2) 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).

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

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 fifty-eight (58) 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.

Learn more

Visit vmware.com/services.

Deliverables

- Up to fifty-eight (58) 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:

- Number of vCenter Server instances. Defined minimum: 1

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.