

VMware Virtualization Health Check Service

Enterprise Medium

AT A GLANCE

The VMware Virtualization Health Check Service examines the VMware vSphere® infrastructure that supports an organization’s global production environment. VMware Professional Services experts validate technical consistency, examine the use of good practices, and identify areas where potential system degradation and bottlenecks can impact system health.

The VMware Virtualization Health Check Service identifies gaps in current practices and areas of concern. VMware also provides remediation recommendations. These topics are discussed during follow-up workshops, and formalized recommendations are documented and presented at the conclusion of the engagement.

KEY BENEFITS

- Optimize VMware vSphere performance
- Maximize resources through efficiencies and roadmap for future improvements
- Mitigate risk by leveraging experienced consultants and proven best practices

SKU

CON-VS-HC-ENT-M-C

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 VMware 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, vCenter Server infrastructure) to assess conformance with VMware best practices.

SPECIFICATION	PARAMETERS	DESCRIPTION
Architectural Design Review		
Architectural design review	Up to one (1)	Architectural design review workshop.
Health Check Analysis		
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.

SPECIFICATION	PARAMETERS	DESCRIPTION
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.

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 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).

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.

ACTIVITIES / WEEK	1	2	3
Phase 1: Initiate			
Phase 2: Plan			
Phase 3.1: Execute: Asses			
Phase 4: Close			

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.

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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 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.

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:

VMware Virtualization Health Check

- Number of vCenter Server instances. Defined minimum: 1