

# VMware Virtualization Health Check Service

## Enterprise Small

### 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

### 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

### Project Scope

The scope of the service includes the following.

#### Assess Compute Virtualization Health

Review of Customer VMware vSphere® environment (VMware ESXi™ hosts, and VMware vCenter Server® infrastructure) to assess conformance with VMware best practices.

| SPECIFICATION                      | PARAMETERS    | DESCRIPTION                           |
|------------------------------------|---------------|---------------------------------------|
| <b>Architectural Design Review</b> |               |                                       |
| Architectural design review        | Up to one (1) | Architectural design review workshop. |
| <b>Health Check Analysis</b>       |               |                                       |
| Customer environment interviews    | Up to one (1) | Customer environment interviews.      |

| SPECIFICATION              | PARAMETERS            | DESCRIPTION                           |
|----------------------------|-----------------------|---------------------------------------|
| HealthAnalyzer deployments | Up to one (1)         | HealthAnalyzer deployments performed. |
| vCenter servers            | Up to one (1)         | vCenter servers to be analyzed.       |
| vSphere clusters           | Up to two (2)         | vSphere clusters to be analyzed.      |
| ESXi hosts                 | Up to sixty-four (64) | ESXi hosts to be analyzed.            |
| Health check reports       | Up to one (1)         | Health check reports to create.       |

## Out of Scope

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

### General

- 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.
- Configuration of 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 one (1) week. 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 |
|----------------------------|---|---|
| Phase 1: Initiate          |   |   |
| Phase 2: Plan              |   |   |
| Phase 3.1: Execute: Assess |   |   |
| 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 the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

#### 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 following are the objectives of the meeting:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication and reporting process and creating a communications plan.
- Validating the project expectations and clarifying 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 in the following sub-phases:

- Assess

#### 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 twenty-six (26) 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 twenty-six (26) hours of assessment workshops
- Summary presentation
- Summary report

### Phase 4: Close

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

#### Deliverables

- Engagement summary presentation
- One (1) closure meeting

### Appendix – Service Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of 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

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