

VMware Workspace ONE

Deploy and Consume – Mobile + Modern Management

AT A GLANCE

The VMware Workspace ONE Deploy and Consume – Mobile + Modern Management service provides remotely delivered guided implementation and post go-live assistance, targeting comprehensive value realization and platform consumption.

KEY BENEFITS

- Guided implementation of Workspace ONE for mobile and modern management use cases
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout
- Project oversight through dedicated VMware project manager

SKUS

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VA-PS-DNC-MNM

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WD[X]-DNMNM-[Y]

Service Overview

The VMware Workspace ONE Deploy and Consume – Mobile + Modern Management service provides remotely delivered guided implementation and post go-live assistance. The service helps customers plan, design, implement, deploy, and operate Workspace ONE Unified Endpoint Management (UEM) for mobile and modern management use cases. The service drives the value realization of the Workspace ONE suite, including Workspace ONE UEM, Workspace ONE Access, Workspace ONE Intelligence, and Workspace ONE Assist.

Engagement Timeline

The consulting service typically takes 28 weeks to fully deliver (excluding the time it takes for our customer to procure hardware (where applicable) and meet pre-requisites) with the pre-defined scope outlined in this data sheet. The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

Initiate

- Introduction meeting
- Datasheet review
- Confirm scheduling

Plan

- Review scope, objectives, and key success criteria.
- Review technical architecture deployment options.
- Review modern management user experiences
- Build, review & deliver pre-requisites for customer completion.
- Download and set up any required software/tools.

Execute

- Software installation of necessary components.
- Technical integration with customer infrastructure.
- Configuration and validation of customer use case.
- Pilot and production rollout assistance.

Close

- Implementation monitoring and maintenance.
- Customer support transition.

The following depicts a typical project plan. Customer-specific project execution timelines may vary:

Phases	Workspace ONE Deploy & Consume - MOBILE + MODERN MANAGEMENT - DURATION (WEEKS)																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
Phase: Discovery																															
Phase: Pre-Requisites																															
Phase: Design & Plan																															
Phase: Kickoff																															
Phase: Execute Infrastructure																															
Phase: Execute Integrations																															
Phase: Execute Mobile Experience																															
Phase: Pilot & Adopt																															
Phase: Close & Transition to GSS																															
Phase: Execute Desktop Experience																															
Phase: Pilot & Adopt																															
Phase: Close & Transition																															

Key	
	Customer owned: Pre-Requisites
	Joint Owned: Core Design & Build
	Joint Owned: Mobile Workstream
	Joint Owned: Desktop Workstream
	Joint Owned: Close and Transition

Responsibilities

All VMware and customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

- Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the customer’s project team.
- Joint:** VMware and the customer’s project team are jointly responsible for the delivery of the component.
- Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

Service Scope

The service will include implementation of a Workspace ONE UEM and Access environments, with integration supported by components installed on-premises in the customer’s data centers or through VMware hosted Workspace ONE SaaS environments (where applicable). The implementation scope includes:

- Review of pre-requisites.
- Implementation of one highly available Workspace ONE UEM on-premises production environment, spanning up to two (2) datacenters, supporting up to five thousand (5,000) devices in each datacenter.
- Implementation of one highly available Workspace ONE Access on-premises production environment, spanning up to two (2) data centers, supporting up to five thousand (5,000) devices in each datacenter.
- Implementation of VMware Unified Access Gateway servers (supporting Content, Tunnel, Web, and Secure Email Gateway).
- Configuration of SaaS Workspace ONE Intelligence (License permitting).
- Configuration of SaaS Workspace ONE Assist (License permitting).
- Integration of Workspace ONE Access with select 3rd party Identity Providers (IDPs) Okta/Ping/ADFS.
- Application integration into Workspace ONE Access.
- Directory services integration.
- Implementation of mobile device enrollment strategies.
- Implementation of modern management enrollment strategies.
- Implementation of productivity applications (Web / Content / Tunnel).
- Integration of E-mail: Up to two (2) clients (Gmail, iOS Native, Boxer, Outlook).
- Implementation of E-mail authentication.
- Implementation of Workspace ONE AirLift

Service Assumptions

1. VMware will assist with the installation/configuration of one environment under this datasheet. The environment type (SaaS or On-Premises) will be implemented based on the license type purchased by the customer.
2. VMware will deliver this Service using global resources.
3. VMware will assist with the configuration and setup of either Windows 10 or macOS desktops (but not both)
4. VMware will assist with up to three different mobile device types/operating systems for configuration and setup (iOS, Android, Chrome). Rugged Android, Rugged Windows, Mobile/CE devices, and printers are out-of-scope.
5. VMware will integrate only one corporate e-mail infrastructure via one E-mail Management integration (PowerShell, SEG v2, or SEG on UAG).
6. Alignment of all configurations and policy design with customer's requirements is the responsibility of the customer. VMware will provide recommendations and guidance.
7. The procurement and installation of hardware for any on-premises is the responsibility of the customer. VMware may provide recommendations.
8. Configuration of software other than VMware is the responsibility of the customer, and aligned deliverables will be out-of-scope if third party software is not available
9. Third-Party web applications: Any SAML 2.0 compliant web applications can be integrated with Workspace ONE Access. The customer is required to work independently with the service provider to provide VMware with all required integration details or SAML meta-data. These include, but are not limited to the following:
 - Login Redirection
 - Assertion Consumer Service URL
 - Recipient Name
 - Signing Certificates
 - Audience
 - Assertion Lifetime
 - Attribute Mapping
 - Application Parameters
10. Internally Developed Web Applications: Any SAML 2.0 compliant internal application can be integrated with Workspace ONE Access. The customer is required to provide VMware with all required integration details or SAML meta-data. These include, but are not limited to the following:
 - Login Redirection
 - Assertion Consumer Service URL
 - Signing Certificates
 - Audience
 - Assertion Lifetime
 - Attribution Mapping
 - Application Parameters
11. Native Application One Touch SSO Integration: Native applications supporting SAML single-sign-on can be configured to accept Identity Provider initiated SSO through VMware managed devices. The customer is required to work independently with the service provider to provide VMware with all required integration details, including attributes to be passed via VMware.

12. VMware cannot guarantee that individual third-party SAML endpoints will integrate successfully with Workspace ONE Access given unforeseen customer or service configurations or limitations.
13. Workspace ONE Access for App Catalog will be implemented with Workspace ONE licensing.
14. Customer-specific customization for Workspace ONE Access is out-of-scope.
15. Certificate Authority integration can be included for the use of Single Sign-On with Workspace ONE Access.
16. Review of the systems and knowledge transfer will be provided throughout the configuration; however, formal training is out-of-scope.
17. The implementation of derived credentials is out-of-scope.
18. Integration of Citrix XenApp/XenDesktop is out of scope
19. Horizon True SSO integration is out of scope
20. Cisco ISE integration is out of scope
21. Service user experience outcomes not identified or pre-requisites not ready prior to Phase 3 (Execute) will be considered out-of-scope.
22. Services or products that have been deprecated or reached end of life are out-of-scope.
23. Pre-requisites must be completed for all installation components before any Phase 3 installation activities will be performed.
24. VMware and the customer will work closely together to ensure that project scope & expected outcomes remain consistent and issues are resolved in a timely manner.
25. All work will be delivered remotely via screen-share. On-site travel is out-of-scope.
26. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
27. Any feature not listed in Services Deliverables is out of scope
28. The staffing for this datasheet assumes all work will be completed part time, within a maximum of 28 weeks after the initiation of Phase 3 (Execute).
29. The period of performance is limited to 12 months from the purchase date.
30. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
 - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - b. After 28 weeks from the date the project is moved to Phase 3 (Execute) as agreed upon in the Design Sign-off Form.
 - c. After 12 months from purchase date.
 - d. If the services were purchased using PSO credits the services expire the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.
31. BYOD use cases/user experiences are out of scope for this engagement.

Service Deliverables

The following is a list of all the potential deliverables that the customer may select. Items will be listed on the project schedule as agreed to by customer and VMware during Phase 1 (Initiate) and Phase 2 (Plan).

Phase 1 (Initiate)

ID	Description	Tool / Deliverable	Primary Owner	Comments
1.1	Introduction Meeting		Joint	
1.2	Review Datasheet		Customer	Understand service assumptions and scope
1.3	Register for My Workspace ONE ID	My Workspace ONE	Customer	Required to access resources and training

Phase 2 (Plan)

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.1	Plan Meeting		Joint	
2.2	Review scope/objectives and success criteria for customer's deployment		Joint	Scope definition
2.3	Review recommended architecture deployment options	VMware recommended architecture guide	VMware	Hardware sizing and architecture
2.4	Review user experience and outline user experience outcomes	VMware Solution Design	VMware	Scope Definition
2.5	Provide and review pre-requisites	Pre-Installation requirements worksheet	VMware	Pre-requisites clarified with customer network, database, server, and security teams
2.6	Review best practices		VMware	
2.7	Download and setup any required software/tools		Customer	

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.8	Summarize pre-work, next steps, and requirements for Phase 3 (Execute)	Customer action items		
Customer requirements to proceed to Phase 3 (Execute)				
2.9	Procure virtual and physical servers		Customer	Servers accessible and software pre-requisites completed
2.10	Stage required Open Virtual Appliance (OVA) files		Customer	If applicable
2.11	Configure networking/firewall and service accounts for integration		Customer	Networking
2.12	Complete and return pre-installation requirements worksheet	Installation pre-requisites	Customer	
2.13	Design approval and sign-off	Documented scope & design for customer	Customer	Confirm the project design, barring change control

Phase 3 (Execute)

ID	Description	Tool / Deliverable	Primary Owner	Comments
Step 1: Installation				
3.1.1	Validate Completion of pre-requisites	Pre-installation requirements worksheet	Joint	
3.1.2	Installation of VMware UEM servers	VMware installation guide	VMWare	If Required
3.1.3	Installation of Workspace ONE Access servers	VMware installation guide	VMWare	If Required
3.1.4	Installation of VMware connectors	VMware installation guide	VMWare	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.1.5	Installation of Unified Access Gateways	VMware installation guide	VMWare	For Per-App VPN
3.1.6	Installation of Secure E-mail Gateway v2 (SEG v2) or SEG on UAG, or configuration of PowerShell	VMware installation guide	VMware	
3.1.7	Integration with VMware SaaS E-mail Notification Service v2 (ENS v2)	VMware installation guide	VMware	On-Prem if Required
3.1.8	Installation of Workspace ONE Intelligence connectors	VMware installation guide	VMware	
3.1.9	Installation of AirLift	VMware installation guide	VMWare	
Step 2: Configuration and Integration of UEM				
3.2.1	Configure Organizational Group structure		Joint	
3.2.2	Register e-mail domain for auto discovery		Joint	
3.2.3	Assistance configuring Directory Services integration		Joint	
3.2.4	Assist with creating two (2) user experiences		Joint	Refer to Appendix B Choose (2)

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.2.5	Assist with creating two (2) user experiences that work for up to three (3) mobile device operating systems (iOS, Android, Chrome)		Joint	Refer to Appendix A Choose (2)
3.2.6	Assist with creating up to three (3) of each of the following policies, one for each device Operating System (if applicable): <ul style="list-style-type: none"> • Enrollment Restriction Policy (i.e. #of devices, Ownership Types, etc.) • Compliance Policy (i.e. Comprised Status, Encryption, Application List, etc.) • Privacy Policy (i.e. Collect GPS Data, Allow Full Wipe, etc.) • Terms of Use (i.e. Platforms, Geographies, etc.) 		Joint	
3.2.7	Configure Data Loss Prevention (DLP) <ul style="list-style-type: none"> • Application Containerization Controls • "Open in" Controls • Email Attachment Management • Authentication • Single Sign-on • Integrated Authentication 		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	<ul style="list-style-type: none"> • Compromised protection • Network Access Control 			
3.2.7.	Configure mobile application management policies <ul style="list-style-type: none"> • Internal Application (5 per device os) • App Store integration 		Joint	
3.2.8	Assist with the installation of up to three client scripts from the Workspace ONE console		Joint	Customer owns writing and supporting scripts. VMware will help publish.
3.2.9	Assist with setup, association, and installation of Volume Purchase Program (VPP) applications (sToken or License-Based). This will include: <ul style="list-style-type: none"> • Register for up to 3 deployment types with VPP Terms of Use • Registration with Microsoft Business Store 		Joint	
3.2.10	VMware Tunnel configuration		Joint	
3.2.11	VMware Web configuration		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.2.12	Configuration of Content: <ul style="list-style-type: none"> • Content Repository integration • Editing and Annotation • Personal Content • SCL Sync 		Joint	
Step 3: Configuration and Integration of Workspace ONE Access				
3.3.1	Workspace ONE Access configuration <ul style="list-style-type: none"> • Sync with Active Directory users and groups • Configure the Unified Application Catalog. • Enable User AD Password change • Integration with Workspace ONE UEM 		Joint	Integration with customer's endpoints for single sign-on
3.3.2	Assist with SAML Integration of the following: <ul style="list-style-type: none"> • Workspace ONE UEM Admin Authentication • Workspace ONE UEM User Authentication • Up to three (3) standard SAML application • Up to three (3) non-modern authentication applications (Cert / Basic authentication) 		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	<ul style="list-style-type: none"> Up to three (3) weblinks in the catalog Up to one (1) Horizon Pod integrations 			
3.3.3	Configure the following authentication methods: <ul style="list-style-type: none"> Directory Kerberos IWA iOS Mobile SSO Android Mobile SSO 		Joint	
3.3.4	Setup Network Ranges for Authentication Policy		Joint	
3.3.5	Setup of three Application-Specific Authentication Policies		Joint	
Step 4: Configuration of Intelligence				
3.4.1	Configure up to one Workspace ONE Intelligence custom report		Joint	
3.4.2	Configure up to one Workspace ONE intelligence automation (out of the box)		Joint	
3.4.3	Configure up to five (5) Windows Sensors		Joint	
Step 5: Configuration of Hub Services Features				
3.5.1	Knowledge Transfer to customer's project team about Hub Services		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	<ul style="list-style-type: none"> • People Search • Home Tab • Notifications 			
3.5.2	Configure up to one Mobile Flow (out of the box connectors)		Joint	
Step 6: Configuration of Windows 10 Features				
3.6.1	Configure Work Access Enrollment, Azure AD Enrollment (including Out of the Box Experience (OOBE) & Autopilot), Agent Enrollment		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.2	Configure up to two (2) enrollment methods out of the following options: <ul style="list-style-type: none"> • Bulk Provisioning • Device Staging Enrollment • DELL Factory Provisioning 		Joint	Assumes customer has required 3 rd party licenses available Applicable only if Windows 10 is chosen Operating System
3.6.3	Configure Dell Factory Provisioning Service for 1 image only:		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.7	Configure airlift for up to five (5) application		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.8	Package up to five (5) applications (MSI, EXE, or Zip)		Joint	Applicable only if Windows 10 is chosen Operating System

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.6.9	Configure up to five (5) Group Policy Object (GPO) policies		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.10	Configure up to five (5) Configuration Service Provider (CSP) policies using Policy Builder		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.11	Configure VMware Tunnel for up to five (5) applications		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.12	Configure Bitlocker for Encryption and Key Storage		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.13	Configure Dell OEM Updates and BIOS Configurations		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.14	Configure Windows patch management		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.15	Configure Windows Defender and Windows Firewall		Joint	Applicable only if Windows 10 is chosen Operating System
3.6.16	Configure peer to peer distribution via Branch Cache or Adaptiva		Joint	Applicable only if Windows 10 is chosen

ID	Description	Tool / Deliverable	Primary Owner	Comments
				Operating System Adaptiva requires separate license from a 3 rd party
Step 7: Configuration of MacOS Features				
3.7.1	Configure Hub, Device Staging, Apple Business Manager		Joint	Applicable only if MacOS is chosen Operating System
3.7.2	Configure up to two (2) enrollment solutions out of the following: <ul style="list-style-type: none"> • Apple Business Manager (ABM) • Workspace ONE UEM • Bootstrapping 		Joint	Applicable only if MacOS is chosen Operating System
3.7.3	Configure Apple Business Manager		Joint	Applicable only if MacOS is chosen Operating System
3.7.4	Configure application distribution for up to 10 applications		Joint	Applicable only if MacOS is chosen Operating System
3.7.5	Distribute up to five (5) custom scripts		Joint	Customer owns writing and supporting scripts. VMware will help publish
3.7.6	Configure VMware Tunnel for up to five (5) applications		Joint	Applicable only if MacOS is chosen Operating System

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.7.7	Configure full disk encryption	File Vault	Joint	Applicable only if MacOS is chosen Operating System
3.7.8	Configure Privacy Preferences		Joint	Applicable only if MacOS is chosen Operating System
3.7.9	Configure custom attribute profiles		Joint	Applicable only if MacOS is chosen Operating System
3.7.10	Configure Software Update Control		Joint	Applicable only if MacOS is chosen Operating System
Step 8: Pilot Readiness & Deployment				
3.8.1	Define Enrollment / Registration Strategy for new devices		Joint	
3.8.2	Identify suitable pilot user group		Customer	
3.8.3	User communication to pilot group		Joint	
3.8.4	Up to two weeks of pilot group support, targeting a friendly Pilot of customer's IT & operations teams per Appendix C		Joint	Refer to Appendix C
Step 9: Production Roll-out				
3.9.1	Identify production user groups		Customer	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.9.2	User communication to Production group(s)		Joint	
3.9.3	Up to four weeks of go-live assistance for production group(s) per Appendix C		Joint	Refer to Appendix C

Phase 4: Close

ID	Description	Tool / Deliverable	Primary Owner	Comments
4.1	Implement Monitoring and Maintenance		Customer	
4.2	Transition to support	VMWare delivers software related services completion materials and contact information for support	Joint	Open support items owned by Global Support Services
4.1	Implement Monitoring and Maintenance		Customer	

Appendix A: User Experiences

A user experience is defined as the unique combination of device enrollment methods, policies, and mobile applications. For example (these are just examples and will not limit a customer's ability to customize what works for your business during solution design conversations):

- User Experience 1: Knowledge workers often times leverage corporate owned devices. These workers need access to email, internal websites and internal content safely and securely on their device. Because these are corporate owned devices, the business wants to implement tighter restrictions (like locking down the camera), requiring complex passcodes to open the device, or among other things, requiring passcodes into WorkspaceONE productivity applications. Customers often choose for this device posture to be the “de-facto” device posture for users enrolling leveraging the device with Apple Business Manager or take advantage of Android for Work, Work Managed policies. User
- Experience 2: In addition to user experience 1, knowledge workers often times want to enroll their personally owned (BYO) mobile devices into WorkspaceONE. Similar to the above, they would like access to corporate email, internal websites, and internal content. As these are personally owned devices, administrators and HR teams want to provide the same tools but often times decide to offer a more employee friendly touch to privacy and restriction policies. Customers often enable this workflow, with a “by approval only” approach. When approved, a user's device will be registered in the console, and an email will be generated walking the user through the appropriate enrollment procedures.
- User Experience 3: A line of business kiosk devices need to be outside each conference room so staff can register and check into conference rooms. These devices will require access to a single locked application, leaving staff no ability to access settings or other applications. Administrators, if required, would be able to log out of the locked application to access the core OS.
- User Experience 4: A line of business device allowing users, between shifts, to check in the device they were leveraging, giving the next staff member the opportunity to check out the device as themselves. Different users will require different app access, and those settings should be taken into consideration automatically by policies established in the console.

Appendix B: User Experiences (Modern Management)

A user experience is defined as the unique combination of device enrollment methods, policies, and mobile applications. For example (these are just examples and will not limit a customer's ability to customize what works for your business during solution design conversations):

- User Experience 1: Knowledge workers often times leverage corporate owned devices. These workers need access to email, internal websites and internal content safely and securely on their device. Because these are corporate owned devices, the business wants to implement tighter restrictions
- User Experience 2: A line of business kiosk devices need to be outside each conference room so staff can register and check into conference rooms. These devices will require access to a single locked application, leaving staff no ability to access settings or other applications. Administrators, if required, would be able to log out of the locked application to access the core OS.

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Appendix C: Go-Live support

During the go-live support phases, the primary professional services consultant is available for the following activities:

- Assistance up to eight (8) hours per week
- Answer questions from Customer's Workspace ONE IT team that deployed the solution
- Assist the customer with resolving configuration issues and transitioning product issues (not configuration related) to long term support for resolution or feature requests.
- Assist with collection of pertinent logs and other relevant information required to help resolve support tickets.
- Assist with raising tickets with VMWare's technical support teams on behalf of the Customer for non configuration related issues.

Direct support of end-users or of staff outside of the customer's designated Workspace ONE team is out of scope.

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