

VMware Workspace ONE Deployment Add-On - Advanced

AT A GLANCE

VMware delivery specialists provide product implementation and onboarding services in the Americas and EMEA for a variety of VMware products.

KEY BENEFITS

- Skilled resources available to supplement customer teams
- Experts in VMware technologies
- Wide variety of assistance available

SKU

VA-PS-ADAO-DEP

VA-PS-ELA-ADAO-DEP

WDS-ADAOD-1TCT0-C1S

WDS-ADAOD-1TCT0-A1S

WDM-ADAOD-1TCT0-C1S

WDM-ADAOD-1TCT0-A1S

WDP-ADAOD-1TCT0-C1S

WDP-ADAOD-1TCT0-A1S

Service Overview

This service provides for technical support related to the VMware AirWatch®Enterprise Mobility Management®and VMware Workspace ONE®offerings as set out below in the services description (the "Services" or Professional Services"). The Workspace ONE solution allows customers to activate, profile, and track mobile devices and usage.

VMware will provide implementation services for **one (1)** of the following Add-On services. Please review the associated Appendix for the respective Add-On service for additional details. Should a customer need more than one Add-On, multiple quantities of this datasheet are required to be purchased.

- Environment Migration
- Application Integration Units for VMware Workspace ONE®Access®
- Certificate Integration – Advanced
- Rugged Device Configuration
- VMware Workspace ONE®Assist®
- VMware Unified Access Gateway®(Content, Tunnel, Browsing)
- Health Check
- Workspace ONE Environment Upgrade
- VMware Workspace ONE®Intelligence®
- Identity Bridging (CA Integration or SaaS only Workspace ONE Access)

Engagement Timeline

The Professional Services typically take 2 - 5 weeks to fully deliver with the pre-defined scope and will consist of meetings every 3 - 5 business days, each being 2 - 4 hours in length, scheduled based on the agenda outlined for the next meeting. This is a target schedule but could vary depending on the availability of the assigned consultant. The estimated timeline for the engagement is outlined in the following table. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and VMware. VMware will perform the Professional Services according to a schedule agreed by both parties.

Change Management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with 2(c) of the General Terms and Conditions.

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 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 delivery of the component.
- **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

APPENDIX A – Environment Migration

Service Overview

VMware will provide services designed to replicate Customer's existing VMware Workspace ONE@UEM implementation in a new environment. Deployment will be conducted in a VMware environment with integration supported by VMware Gateway components in the Customer's data centers. This project will be organized into four phases: 1) Initiate, 2) Plan, 3) Execute, 4) Close.

The implementation scope includes:

- Production environment installation of Enterprise Mobile Management system (if applicable)
- Production environment installation/configuration of VMware Gateway components (if applicable)
- Directory Services integration
- Secure email for managed devices (if purchased)
- VMware Browser@for internal websites (if purchased)
- VMware Workspace ONE@Content integration with back-end file systems and VMware Content Locker repository (if purchased)
- Gap Analysis of current deployment with VMware capabilities
- Migration of all Configuration Settings
- Configure VMware AirWatch@Enterprise Mobility Management@improvements

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. The scope of the project includes Workspace ONE UEM to Workspace ONE UEM only.
4. The scope of the project is limited to configuration and implementation of existing and working functionality. Any new configuration or integration is out-of-scope.
5. VMware will provide migration services for a maximum of 25 of each of the following: Organization Groups, Profiles, Applications, Assignment Groups.
6. This service can be used for one of the following software components: 1) VMware, 2) Workspace ONE Access.
7. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
8. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
9. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.

10. Configuration of software other than VMware is the responsibility of the Customer.
11. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
12. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
13. Pre-requisites must be completed for all installation components before any installation activities will be performed.
14. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
15. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
16. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
17. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
18. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 3 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
19. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
20. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Initiate)				
1.1	Perform business requirements and solution design	Design and Implementation doc	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope

1.3	VMware Summarizes key next steps and requirements for Phase 2 (Plan)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Initiate) and next steps for Phase 2 (Plan)
Phase 2 (Plan)				
2.1	Perform Gap Analysis		VMware	
2.2	Review Pre-Installation Requirements		VMware	
2.3	Review Device Management approaches		VMware	
2.4	Define project plan and program management workbook		VMware	
2.5	Review Technical Architecture deployment options		VMware	
2.6	Configure Migration Mapping		VMware	
2.7	Configuration Optimization		VMware	
2.8	Pre-Installation Kickoff and review of Installation requirements		VMware	
2.9	Download/setup any required software/tools		VMware	
2.10	Define scope of the project		VMware	
2.11	Summarize pre-work, next steps, and requirements for Phase 3 (Execute)		VMware	
Customer requirements to proceed to Phase 3 (Execute)				
2.12	Procure virtual and/or physical servers for connection to cloud		Customer	
2.13	Configure firewall and service accounts for integration		Customer	
2.14	Complete and return Pre-Installation Requirements Worksheet to VMware		Customer	
2.15	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion	VMware	

		Acknowledgment form		
2.16	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 3 (Execute)				
3.1	Confirm all pre-requisites have been met		VMware	
3.2	Installation of AirWatch Enterprise Mobility Management server(s)		VMware	
3.3	Installation of VMware AirWatch@Cloud Connector@(if applicable)		VMware	
3.4	Installation of VMware AirWatch@Secure Email Gateway@(SEG v2), SEG on UAG or configuration of PowerShell (if applicable)		VMware	
3.5	Installation of Email Notification Service v2 (ENS v2) server (if applicable)		VMware	
3.6	Installation of Content Gateway		VMware	
3.7	Installation of VMware Tunnel@(if applicable)		VMware	
3.8	Configure Organizational Group structure (up to 5)		VMware	
3.9	Define Enrollment Strategy for new devices and assist with enrolling up to five (5) devices for identified device types		VMware	
3.10	Register email domain for auto-discovery		VMware	
3.11	Assistance configuring Active Directory integration: @Assist with creating up to five (5) users @Assist with creating up to five (5) administrators @Assist with adding one user group		VMware	
3.12	Email Management integration		VMware	

3.13	Content Management integration		VMware	
3.14	VMware Browser® configuration		VMware	
3.15	VMware Tunnel configuration and VPN profile for each device type		VMware	
3.16	Configure up to twenty-five (25) applicable profiles		VMware	
3.17	Configure all the applicable policies, including: ®Enrollment Restriction Policy (i.e., # of devices, Ownership Types, etc.) ®Compliance Policy (i.e., Comprised Status, Encryption, Application List, etc.,) ®Email Compliance Policy (i.e., Unmanaged Devices, Compromised Devices, Encryption, etc.) ®Privacy Policy (i.e., Collect GPS Data, Allow Full Wipe, etc.) ®Terms of Use (i.e., Platforms, Geographies, etc.)		VMware	
3.18	Configure up to twenty (25) applications: ®Public Application ®Internal Application ®Web Application ®App Store integration		VMware	
3.19	Configure up to five (5) all content repositories (if applicable)		VMware	
3.20	Deploy Pilot roll-out		VMware	
Phase 4 (Close)				
4.1	Re-implement Monitoring and Maintenance		Customer	
4.2	Perform device migration based on chosen approach		Joint	

4.3	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
4.4	Customer receives CAF		VMware	

APPENDIX B – Application Integration Units for Workspace ONE Access

Service Overview

VMware will provide implementation services for various levels of integration, listed in the Service Deliverables section, for Workspace ONE Access. A maximum of ten (10) units are available for integrations. These units are calculated based on the Integration Unit Valuation Matrix table below.

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. The Customer will provide a fully functional, Workspace ONE Access instance (SaaS or On-Premises) to allow for integration with VMware and additional third-party authentication endpoints.
4. The Customer will provide a fully functional Certificate Authority if utilizing Mobile SSO. Root CA Certificates must be exportable and OSCP and CRL endpoints must be reachable from the Workspace ONE Access instance.
5. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
6. The AirWatch Cloud Connector may be required for SAML integration. This datasheet does not cover AirWatch Cloud Connector installation and setup; it is assumed that this will already have been provisioned as part of a previous service engagement with VMware.
7. Enterprise domain name verification with Google is the responsibility of the Customer. VMware will provide guidance and assistance.
8. Third Party Web Applications: Any SAML 2.0 compliant web applications can be integrated with Workspace ONE Access. The client 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
9. Internally Developed Web Applications: Any SAML 2.0 compliant internal application can be integrated with Workspace ONE Access. The client 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
 - Recipient Name
 - Signing Certificates
 - Audience
 - Assertion Lifetime
 - Attribute Mapping
 - Application Parameters
10. Native Application On-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.
 11. Certificate usage for authentication is out-of-scope and must be purchased separately.
 12. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
 13. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
 14. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
 15. Configuration of software other than VMware is the responsibility of the Customer.
 16. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
 17. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
 18. Pre-requisites must be completed for all installation components before any installation activities will be performed.
 19. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
 20. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
 21. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
 22. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
 23. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks of project initiation. Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.

24. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
25. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Standard Enterprise Web Applications				
1.1	Review Integration Requirements/Finalize Scope		VMware	
1.2	Configure service to ensure provider trust		VMware	
1.3	Configure Identity Provider to enable SAML		VMware	
1.4	Set entitlements for users/ groups		VMware	
1.5	Validate redirect to service provider		VMware	
1.6	Test end-to-end SAML authentication		VMware	
Third-Party Web Applications / Internally Developed Web Applications				
1.1	Review Integration Requirements/Finalize Scope		VMware	
1.2	Gather all prerequisite SAML integration details		Customer	
1.3	Configure service to ensure provider trust		VMware	
1.4	Configure Identity Provider to enable SAML		VMware	
1.5	Set entitlements for users / groups		VMware	
1.6	Validate redirect to service provider		VMware	

VMware Horizon@View@Integration				
1.1	Review Integration Requirements for View Integration		VMware	
1.2	Gather Horizon View Pre-requisites		Customer	
1.3	Configure View Settings in Workspace ONE Access		VMware	
1.4	Configure Workspace ONE Access as a SAML provider in View		VMware	
1.5	Sync Desktops and Applications		VMware	
1.6	Verify SSO into Virtual Desktop/ Applications		VMware	
VMware ThinApp@Integration				
1.1	Review Integration Requirements for ThinApp Integration		VMware	
1.2	Gather all ThinApp Pre-requisites		Customer	
1.3	Configure ThinApp Repository in Workspace ONE Access		VMware	
1.4	Verify ThinApp Sync and Entitle them to end users		VMware	
1.5	Launch ThinApps on Windows Machine and verify		VMware	
Citrix XenApp Integration				
1.1	Review Integration Requirements for Citrix XenApp Integration		VMware	
1.2	Gather All Citrix XenApp Pre-requisites		Customer	
1.3	Configure XenApp Integration settings in Workspace ONE Access		VMware	
1.4	Validate Sync of Citrix Apps and Desktops		VMware	
1.5	Validate Launch of Apps and Desktops		VMware	
Native Application One Touch SSO Integration				
1.1	Review Integration Requirements / Finalize Scope		VMware	

1.2	Validate SAML integration with Workspace ONE Access		VMware	
1.3	Configure certificate authority for SSO		VMware	
1.4	Deploy MDM profiles and native application		VMware	
1.5	Set entitlements for users / groups		VMware	
1.6	Test one-touch SSO including new enrollment		VMware	

Integration Unit Valuation Matrix

UNITS	INTEGRATION TYPE	COMMENTS
1	<ul style="list-style-type: none"> Ⓜ Each Standard Application (excludes Office 365) 	<p>Standard Enterprise Web Applications: These commonly used enterprise web applications can be configured using integration units. These applications have been thoroughly tested with Workspace ONE Access. The list, which is subject to continuous updates can be found here. The client is required to work independently with the service provider to provide VMware with all required integration details or SAML meta-data.</p>
2	<ul style="list-style-type: none"> Ⓜ Each Non-Standard Application Ⓜ One Authentication adapter for MFA (includes VMware Workspace ONE® Verify) 	Excludes Office 365
3	<ul style="list-style-type: none"> Ⓜ Each Additional VDI Integration: Citrix, Horizon View, VMware Horizon®Cloud Service® Ⓜ ThinApp Integration Ⓜ Office 365 	Office 365 Integration refers to direct federation with Workspace ONE
4	<ul style="list-style-type: none"> Ⓜ Workspace ONE as a Trusted IDP for a Third party IDP Ⓜ Native Application One Touch SSO Integration 	With testing for up to three (3) apps

APPENDIX C – Certificate Integration - Advanced

Service Overview

VMware will provide implementation services connected with the deployment of VMware for management of certificates on capable devices. The certificate management capabilities included in the scope of this datasheet is based on software functionality available in VMware. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Alignment of all certificate configurations and policy design with the Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
4. Procurement and installation of Certificate Authority and Certificate template is the responsibility of Customer and must have been verified to issue certificates in the correct format.
5. VMware will assist with the setup of certificate management capabilities in one application environment.
6. VMware will assist with integration with one Certificate Authority.
7. VMware will assist with integration with one Certificate Template.
8. Implementation of derived credentials is out-of-scope.
9. VMware will provide integration assistance only with on-premises Microsoft Exchange 2010 and above environments, as well as Office 365; excludes any other mail platforms. For Microsoft Office 365 integration, VMware will provide configuration recommendation on the mail server side. However, for procedure verification, impact assessment, and further troubleshooting, Microsoft Office 365 Support needs to be engaged directly from the Customer's side.
10. Disaster Recovery sites would be considered a second deployment and is out-of-scope.
11. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
12. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
13. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
14. Configuration of software other than VMware is the responsibility of the Customer.
15. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
16. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.

17. Pre-requisites must be completed for all installation components before any installation activities will be performed.
18. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
19. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
20. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
21. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
22. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
23. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
24. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope

1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture Guide, Pre-Installation Requirements Worksheet	Joint	VMware reviews with Customer
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (Execute)				
1.6	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.7	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Configure the Certificate Authority in VMware		VMware	CA, NDES, Symantec PKI, etc.
2.3	Configure the Certificate Template in VMware		VMware	
2.4	Create a Credentials profile		VMware	
2.5	Assist with verification of certificate deployment to device		VMware	
2.6	Enable Exchange ActiveSync server for Certificate Authentication		VMware	OPTIONAL: If performing Certificate

				Authentication to EAS
2.7	Enable Secure Email Gateway v2 or SEG on UAG server for Kerberos Delegation to the EAS server		VMware	OPTIONAL: If performing SEG-KCD authentication
2.8	Create Email profile with Certificate Authentication		VMware	OPTIONAL: If performing Certificate Authentication to EAS or SEG-KCD authentication
2.9	Assist with verification of certificate authentication to customer's EAS environment		VMware	
Phase 3 (Close)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.2	Customer receives CAF		VMware	

APPENDIX D – Rugged Device Configuration

Service Overview

VMware will provide implementation services connected with the purchase of Rugged Device integration. Deployment involves enrolling and integrating Windows Mobile and Android rugged devices in the Customer's VMware environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. VMware will assist with up to two different device types/operating systems for configuration and setup (Rugged Android, Rugged Windows CE/Mobile) of up to five devices of each operating system. iOS, Android, Mac and Windows devices and printers are out-of-scope. Any additional device roll-out beyond the five devices are out-of-scope.
4. VMware will assist with enrollment of supported device versions as identified by VMware device OS specific platform guides.
5. Certificate usage for authentication is out-of-scope and must be purchased separately.
6. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
7. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
11. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
12. Pre-requisites must be completed for all installation components before any installation activities will be performed.
13. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
14. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
15. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
16. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

17. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
18. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
19. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope
1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture Guide, Pre-Installation Requirements Worksheet	Joint	VMware reviews with Customer
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (Execute)				

1.6	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.7	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Assist configuring one of each of the following profiles: ® Passcode ® Restrictions ® Wi-Fi ® VPN ® Launcher ® Etc.		VMware	
2.3	Assist with deploying Wi-Fi Regulatory Options	Android Only	VMware	
2.4	Assist configuring of three provisioning products and a product set	Windows Rugged and Android	VMware	
2.5	Assist enrolling up to five (5) Rugged Android devices via the following staging methods: ® Barcode ® On-Demand ® Sideload Staging	Android Only	VMware	
2.6	Assist enrolling up to five (5) Rugged Windows	Windows Rugged Only	VMware	

	<p>devices via the following methods:</p> <ul style="list-style-type: none"> Ⓜ Web enrollment Ⓜ Sideload CAB Ⓜ Barcode Ⓜ Staging 			
2.7	Demonstrate how to use the VMware Application Manager and VMware Diagnostics Utility	Windows Rugged Only	VMware	
2.8	Assist configuring VMware App Launcher	Windows Rugged Only	VMware	
2.9	<p>Assist configuring the following:</p> <ul style="list-style-type: none"> Ⓜ Power on Password Ⓜ Metrics Ⓜ Agent Settings Ⓜ Time Management settings Ⓜ Site-Specific Settings Ⓜ Conditioned by Adapter and Power settings Ⓜ OS Updates 	Windows Rugged and Android	VMware	
2.10	Assist with loading one (1) Public and one (1) Internal Application (if applicable)	Android Only	VMware	
2.11	Assist adding a Relay Server	Windows Rugged and Android	VMware	
2.12	Order provisioning installation of Apps, Profiles and Files	Windows Rugged and Android	VMware	
Phase 3 (Close)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.2	Customer receives CAF		VMware	

APPENDIX E – Workspace ONE Assist

Service Overview

VMware will provide implementation services to integrate and configure Workspace ONE Assist into an existing AirWatch Enterprise Mobility Management or Workspace ONE solution. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Customer must be licensed for Rugged devices in order to utilize Workspace ONE Assist functionality.
4. For a full list of supported platforms and operating systems, please check the following link: https://docs.vmware.com/en/VMware-Workspace-ONE-UEM/1909/WS1_Assist/GUID-AWT-RMV4-SUPPORTEDPLATFORMS.html
5. Customer environment must be on VMware version 9.1 or higher to utilize this functionality.
6. Certificate usage for authentication is out-of-scope and must be purchased separately.
7. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
8. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
9. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
10. Configuration of software other than VMware is the responsibility of the Customer.
11. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
12. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
13. Pre-requisites must be completed for all installation components before any installation activities will be performed.
14. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
15. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
16. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
17. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

18. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
19. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
20. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope
1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture Guide, Pre-Installation Requirements Worksheet	Joint	VMware reviews with Customer
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (Execute)				

1.6	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.7	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Installation of Workspace ONE Assist Database		VMware	
2.3	Installation of Workspace ONE Assist Application Server, which includes: <ul style="list-style-type: none"> • Core Services • Portal Services • Application Services • Connection Proctor 		VMware	
2.4	Installation of Workspace ONE Assist Applications as Internal applications in the VMware Console		VMware	
2.5	Assist with Workspace ONE Assist device testing: <ul style="list-style-type: none"> • Remote Control • Device Whiteboard (Android only) • Shortcuts • Device Summary • Detailed Device Information 		VMware	
Phase 3 (Close)				

3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.2	Customer receives CAF		VMware	

APPENDIX F – Unified Access Gateway (Content, Tunnel, Browsing)

Service Overview

VMware will provide implementation of VMware and Workspace ONE functionality into an existing environment based on the Customer's current environment and services purchased. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Review of associated pre-requisites
- Implementation of VMware gateway servers
- VMware Browser integration
- VMware Workspace ONE Content - Standard integration
- VMware Tunnel for per application VPN functionality

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. The scope of this service excludes all deliverables from the original deployment bundle(s). The scope of these services is intended to only include the features listed in 3. Service Deliverables Table.
4. Project does not include Secure Email Gateway on Unified Access Gateway setup, or any other Unified Access Gateway components not explicitly listed.
5. VMware will assist with up to four different device types/operating systems for configuration and setup (iOS, Android, Mac, and Windows) of up to five devices of each operating system. Rugged Android, Rugged Windows Mobile/CE devices and printers are out-of-scope. Any additional device roll-out beyond the five devices are out-of-scope.
6. Configuration of Workspace ONE Launcher, Web Portal and Single Sign On is out-of-scope.
7. Implementation of derived credentials is out-of-scope.
8. The scope of Service Deliverables listed in Section 3 below will be determined mutually by the parties during Phase 1 (Plan). Service Deliverables not identified and scheduled prior to Phase 2 (Execute) will be considered out-of-scope.
9. Services or products that have been deprecated or reached end of life are out-of-scope.
10. Certain features may require the purchase of a Workspace ONE Deployment Add-On bundle. Please contact your VMware representative for further information.
11. Certificate usage for authentication is out-of-scope and must be purchased separately.
12. Includes High Availability for Unified Access Gateway.
13. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this datasheet.

14. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
15. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
16. Configuration of software other than VMware is the responsibility of the Customer.
17. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
18. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
19. Pre-requisites must be completed for all installation components before any installation activities will be performed.
20. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
21. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
22. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
23. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
24. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
25. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
26. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				

1.1	Plan Meeting		Joint	
1.2	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.3	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	Hardware sizing and architecture
1.4	Review of technical pre-installation requirements	Pre-Installation Requirements Worksheet	VMware	Pre-requisite clarified with Customer network, database, server and security teams, hardware sizing and architecture
1.5	Review Best Practices Guide		VMware	Configuration best practices
1.6	Download and setup any required software/tools		VMware	
1.7	Summarize pre-work, next steps, and requirements for Phase 2 (Execute)	Customer action items	VMware	
Customer requirements to proceed to Phase 2 (Execute)				
1.8	Procure virtual and/or physical servers		Customer	Servers accessible and software pre-requisites completed
1.9	Stage required OVA files		Customer	If Applicable
1.10	Configure networking/firewall and service accounts for integration		Customer	Networking rules provisioned
1.11	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	
1.12	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	Scope of project cannot be modified without agreed change control
1.13	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				
Step 1: Installation				
AirWatch Enterprise Mobility Management				

2.1	Confirm completion of pre-requisites	Pre-Installation Requirements Worksheet	VMware	
2.2	Installation of VMware Tunnel		VMware	1 Server for High Availability is in scope
Unified Access Gateway Applications				
2.3	Installation of VMware Proxy		VMware	1 Server for High Availability is in scope
2.4	Installation of VMware Content Gateway		VMware	1 Server for High Availability is in scope
Step 2: Configuration				
AirWatch Enterprise Mobility Management				
2.5	VMware Tunnel configuration and VPN profile for each device type		Joint	
2.6	Assist with configuration of App Wrapping/SDK	VMware SDK Technical Implementation Guide	Joint	
2.7	Configure Data Loss Prevention <ul style="list-style-type: none"> • Application Containerization Controls • "Open in" Controls • Email Attachment Management • Authentication • Single Sign-on • Integrated Authentication • Compromised protection • Network Access Control 	Data Loss Prevention	Joint	Configuration of Data Loss Prevention policies
2.8	Assist with configuring Telecom plans and settings	VMware Telecom Guide	Joint	Configuration of Telecom plans and policies
2.9	Advanced Desktop Management Product Provisioning Scripting Desktop/Win 32 app management Windows 10 enterprise policies		Joint	

UAG Applications				
2.10	VMware Browser configuration	VMware Browser Admin Guide	Joint	Configuration of VMware Browser tunneling
2.11	Configuration of Content: <ul style="list-style-type: none"> • Content Repository integration • Editing and Annotation • Personal Content • VMware Workspace ONE Content Sync 	VMware Mobile Content Management Guide	Joint	Configuration may be limited by Customer licensing
Step 3: Deploy				
2.12	Assist with testing on up to 5 devices for identified device types		Joint	Successfully test new functionality
Phase 3 (Close)				
3.1	Implement Monitoring and Maintenance		Customer	
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.2	Customer receives CAF		VMware	

APPENDIX G – Health Check

Service Overview

The Health Check program includes a technical review of system health as well as a functional review of the usage of the VMware solution. This service is applicable to both on-premises and cloud deployment models and will be conducted remotely via teleconference. It is recommended that the Health Check program be conducted 90 days post go-live; and also, on a recurring annual schedule to optimize usage and proactively detect vulnerabilities in a rapidly evolving mobile ecosystem.

The Health Check program includes the following deliverables:

- Thirty (30) minute remote kick-off meeting
- Two (2) day Health check conducted on consecutive days (delivered remotely via web conference)
 - **Day 1:** Health Check Assessment
 - **Day 2:** Presentation of findings, technical review of requested follow-up areas

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Should Customer request VMware to perform tasks that are dependent upon Customer resources or decisions, Customer will make such resource available or decisions final in a timely manner.
4. Procurement and installation of hardware is the responsibility of Customer. VMware will provide recommendations and assistance.
5. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
6. The Health Check program does not include installation, upgrades, implementation of new features, or any deliverables not explicitly mentioned as in scope of this service.
7. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
8. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
9. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
10. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
11. When filling out the Health Check questionnaire, the Customer may only choose one primary area of focus and one secondary area of focus for day two.
12. Program must be conducted within two consecutive days and any service requests beyond this time frame are subject to an additional work order.

13. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
14. 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Initiate)				
1.1	Delivery of Health Check Questionnaire	Health Check Ticket	VMware	
1.2	Customer Completes and Returns Questionnaire	Health Check Ticket	Customer	
1.3	Review of Health Check Offering and FAQ	Remote Teleconference	Joint	
1.4	Schedule Health Check	Remote Teleconference	Joint	Determine Health Check delivery date(s)
Phase 2 (Assessment)				
2.1	Architecture Audit	VMware Health Check Checklist	VMware	Validate server requirements and High Availability/Disaster Recovery setup
2.2	Monitoring and Maintenance Audit	VMware Health Check Checklist	VMware	Validate monitoring and maintenance practices
2.3	Network Audit	VMware Health Check Checklist	VMware	Validate firewall configuration, network rules, ports
2.4	Application Audit	VMware Health Check Checklist	VMware	Validate versions of VMware components, logging levels, seed scripts, etc.
2.5	Security Settings Audit	VMware Health Check Checklist	VMware	Validate security settings, compliance, restrictions
2.6	Certificate Audit	VMware Health Check Checklist	VMware	Validate APNS, Apple ID, Certificate Usage
2.7	Setup Audit	VMware Health Check Checklist	VMware	Review management and deployment of groups, users, devices, profiles, compliance, etc.

2.8	Services Integration Audit	VMware Health Check Checklist	VMware	Validate configuration of internal components, integration of enterprise components
2.9	Mobile Device Management Health Audit	VMware Health Check Checklist	VMware	Review enrollment, terms-of-use, authentication types, etc.
2.10	Content Management Health Audit	VMware Health Check Checklist	VMware	Review content repo integration, deployment types, sharing, security, personal content, etc.
2.11	Mobile Access Management Health	VMware Health Check Checklist	VMware	Review app catalog configuration, App management, Wrapping, SDK Settings, Teacher Tools
2.12	Mobile Email Management Health Audit	VMware Health Check Checklist	VMware	Review Mobile Email Management config, security policies, etc.
Phase 3 (Presentation and Technical Review)				
3.1	Presentation of Findings	VMware Health Check Report	VMware	Formal report delivered during interactive meeting
3.2	Technical review and assistance with follow-up areas	VMware Health Check Report	Joint	Technical review of follow-up areas as chosen during questionnaire phase
3.3	Customer receives CAF		VMware	

APPENDIX H – Workspace ONE Environment Upgrade

Service Overview

Upgrade services include the planning, execution, and post-upgrade testing of the Customer's on-premises VMware Workspace ONE@UEM and Workspace ONE Access environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Pre-Upgrade workflow and integration validation
- Production environment upgrade of all VMware components
- Post-Upgrade validation testing of existing workflows and integrations

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. VMware will assist with upgrading of one environment (UAT, Testing, Production, etc..). An additional upgrade will need to be purchased for each environment.
4. This service includes both Workspace ONE UEM and Workspace ONE Access components.
5. The Environment Upgrade service is only applicable for current supported Workspace One versions and the latest out of support version. If your current version is no longer supported, additional services may be required. For a list of the end of general support dates, please see https://kb.vmware.com/s/article/2960922?lang=en_US&queryTerm=end+of+support+airwatch
6. If your SQL and Operating System version are not supported by the version of Workspace One that you are upgrading to, additional services may be required. You can check the latest supported versions here: <https://docs.vmware.com/en/VMware-Workspace-ONE-UEM/index.html>
7. If any additional components have gone out of support, the upgrade of that component would be considered out-of-scope.
8. Product changes are considered out-of-scope. Examples include Email Notification Service v1 to Email Notification Service v2, Secure Email Gateway v1 to Secure Email Gateway v2 or Secure Email Gateway on Unified Access Gateway, RMS 3.0 to 4.0, Windows Proxy/MAG to Unified Access Gateway, etc. These changes are considered new implementations, and as such are not to be included in the Upgrade services and would need to be purchased as a new service.
9. This service covers up to a maximum of 16 servers.
10. Testing of any use cases not outlined in the standard Environment Upgrade datasheet is the responsibility of the Customer. VMware will provide recommendations and assistance.
11. Scheduling of the Upgrade Call will occur after the Kick-Off and Validation Testing Call.

12. Customer is responsible for ensuring all hardware meets the minimum technical requirements outlined in the VMware Recommended Architecture Guide.
13. Customer is responsible for all hardware maintenance and sizing. VMware will provide recommendations.
14. Customer is responsible for taking all database backups and VM snapshots prior to the Upgrade Call.
15. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
16. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
17. Configuration of software other than VMware is the responsibility of the Customer.
18. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
19. Pre-requisites must be completed for all installation components before any installation activities will be performed.
20. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
21. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
22. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English. VMware local business hours are considered Monday - Friday, 8:00 am to 6:00 pm Eastern Time. If you require anything outside of these hours or have a special request that requires a consultant to work during a time that is not their normal working hours, the Weekend/After-Hours Environment Upgrade service will be required.
23. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
24. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
25. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
26. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				
1.1	Confirm VMware Environment Specifications records	Architecture Design	Joint	
1.2	Review pre-install technical requirements		Joint	
1.3	Review and note any changes or custom configurations made		Joint	
1.4	Perform Pre-Upgrade validation tests per the Upgrade Verification Plan		Joint	
1.5	Review Upgrade Plan and execution process		Joint	
1.6	Schedule the Upgrade Call		Joint	
Customer requirements to proceed to Phase 2 (Execute)				
1.7	Review VMware release notes and documentation		Customer	
1.8	Implement and new technical pre-requisite requirements		Customer	
1.9	Ensures full System Administrator access on all Application servers		Customer	
1.10	Download and stage all VMware Upgrade files on the appropriate VMware Servers		Customer	Staged on all servers
1.11	Ensure All application servers have VM snapshots or backup		Customer	Needed in event of a rollback
1.12	Permission to RDC on all VMware Servers		Customer	
Phase 2 (Execute)				
2.1	Run the Application upgrade installers on all VMware application servers		VMware	This service includes UEM and Workspace ONE Access components
2.2	Perform Post Upgrade procedures and validation testing.		VMware	
2.3	Assist with enrolling up to three different, supported device platforms (already		VMware	

	being used prior to the upgrade) for upgrade validation.			
Phase 3 (Close)				
3.1	Re-implement Monitoring and Maintenance		VMware	
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support
3.2	Customer receives CAF		VMware	

APPENDIX I – Workspace ONE Intelligence

Service Overview

VMware will provide implementation services to setup and configure Workspace ONE Intelligence for AirWatch Enterprise Mobility Management (EMM) planning and automation. This helps to optimize resources, strengthen security and compliance, and increase user experience across your environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Providing the necessary information from Slack and ServiceNow is the responsibility of the Customer.
4. Building Aptelligent SDK into applications is out of scope.
5. Custom sensors outside of the examples provided by VMware is out of scope.
6. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate High Availability/Disaster Recovery into the scope of this datasheet.
7. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. Review of the settings will be provided throughout the configuration; however formal training is out-of-scope.
11. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
12. Pre-requisites must be completed for all installation components before any installation activities will be performed.
13. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
14. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
15. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
16. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
17. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.

18. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
19. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope
1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture, Pre-Installation Requirements Worksheet	Joint	VMware reviews with Customer
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (Execute)				
1.6	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)

1.7	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.8	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.9	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Install VMware Workspace ONE® Intelligence Connector®		VMware	Required for On Premise customers
2.3	Create up to five (5) pre-made Windows Sensors		VMware	Only the sensors available here can be selected - https://code.vmware.com/samples/4930/windows-10--workspace-one-sensors-samples?h=sensors
2.4	Enable Intelligence in UEM		VMware	
2.5	Enable the Automation Connections for UEM, Service Now, and Slack		VMware	
2.6	Create up to five (5) Custom reports		VMware	
2.7	Create up to five (5) automations		VMware	
2.8	Create up to three (3) custom Dashboards with up to five (5) widgets per dashboard		VMware	
2.9	Authorize Workspace ONE		VMware	This assumes Workspace ONE Access is setup.

	Access as a data source to stream data about Workspace ONE users and events to Intelligence			Workspace ONE Access setup is out of scope of this Service.
Phase 3 (Close)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.2	Customer receives CAF		VMware	

APPENDIX J – Identity Bridging (CA Integration or SaaS Only Workspace ONE Access)

Service Overview

VMware will provide implementation of VMware and Workspace ONE functionality into an existing environment based on the Customer's current environment and services purchased. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Review of associated pre-requisites
- Implementation of VMware gateway servers
- Configure Web Reverse Proxy in Unified Access Gateway for up to 3 Websites (website must be leveraging IIS as the web server)
- Configure Identity Bridging for up to 3 websites

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Professional Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Desired way of Identity Bridging (SaaS Workspace ONE Access or CA Integration) must be confirmed in writing by Customer before services will begin.
4. The scope of this service excludes all deliverables from the original deployment bundle(s). The scope of these services is intended to only include the features listed in 3. Service Deliverables Table.
5. Configuration of Workspace ONE Launcher, Web Portal and SSO is out-of-scope.
6. Install and configuration of Workspace ONE Access is out-of-scope.
7. Implementation of derived credentials is out-of-scope.
8. The scope of Service Deliverables listed in Section 3 below will be determined mutually by the parties during Phase 1 (Plan). Service Deliverables not identified and scheduled prior to Phase 2 (Execute) will be considered out-of-scope.
9. Services or products that have been deprecated or reached end of life are out-of-scope.
10. Certain features may require the purchase of another Workspace ONE Deployment Add-On bundle. Please contact your VMware representative for further information.
11. Websites to be setup for authentication via Identity Bridging are required to be IIS websites.
12. The websites have been configured to use relative URI references and not absolute URI references. Information about the differences can be found https://en.wikipedia.org/wiki/URL_redirection and also in the standard here <https://tools.ietf.org/html/rfc3986>
13. Includes High Availability for Unified Access Gateway.
14. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this datasheet.

15. Alignment of all AirWatch Enterprise Mobility Management configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
16. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
17. Configuration of software other than VMware is the responsibility of the Customer.
18. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
19. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
20. Pre-requisites must be completed for all installation components before any installation activities will be performed.
21. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
22. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
23. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
24. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
25. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 2 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
26. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
27. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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.

Service Deliverables

ID	DESCRIPTION	TOOL/DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1 (Plan)				

1.1	Plan Meeting		Joint	
1.2	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.3	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.4	Review of technical pre-installation requirements	Pre-Installation Requirements Worksheet	VMware	Pre-requisite clarified with Customer network, database, server and security teams, hardware sizing and architecture
1.5	Review Best Practices Guide		VMware	Configuration best practices
1.6	Download and setup any required software/tools		VMware	
1.7	Summarize pre-work, next steps, and requirements for Phase 2 (Execute)	Customer action items	VMware	
Customer requirements to proceed to Phase 2 (Execute)				
1.8	Procure virtual and/or physical servers		Customer	Servers accessible and software pre-requisites completed
1.9	Stage required OVA files		Customer	If Applicable
1.10	Configure networking/firewall and service accounts for integration		Customer	Networking rules provisioned
1.11	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	
1.12	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.13	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (Execute)				

Step 1: Installation				
2.1	Confirm completion of pre-requisites	Pre-Installation Requirements Worksheet	VMware	
2.2	Deployment of Unified access Gateway		VMware	1 Server for High Availability is in scope
Step 2: Configuration (choose one of the two options below – SaaS Workspace ONE Access or CA Integration)				
SaaS Workspace ONE Access				
2.3	Installation of Workspace ONE Access Connector		Joint	
2.4	Complete 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 (AirWatch Compliance) 		Joint	
CA Integration				
2.5	Configure the Certificate Authority in VMware		Joint	CA, NDES, Symantec PKI, etc.
2.6	Configure the Certificate Template in VMware		Joint	
2.7	Create a Credentials profile		Joint	
Step 3: Deploy				
2.8	Prepare for Kerberos integration to specific site		Joint	Up to three (3) websites
2.9	Configure & assign SPN for a service account		Joint	
2.10	Assign and update Delegation rights to the Service Account		Joint	
2.11	Configure Web Reverse Proxy in UAG for up to three (3) Websites		Joint	Website(s) must be leveraging IIS as the web server

LEARN MORE

Visit vmware.com/services.

2.12	Configure Identity Bridging for up to three (3) websites		Joint	
2.13	Validate ability to access and authenticate to the websites through Unified Access Gateway		Joint	
Phase 3 (Close)				
3.1	Implement Monitoring and Maintenance		Customer	
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting
3.3	Customer receives CAF		VMware	

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services [General Terms and Conditions](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

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.

