



VMware Workspace ONE Deployment Add-On Professional

At a glance

VMware Delivery Consultants provide implementation for one (1) add-on service in an existing Workspace ONE environment.

Key benefits

- Skilled resources available to supplement customer teams
- Experts in VMware technology
- Assistance through planning, delivery, and transition to Support

SKU

VA-PS-ACCAO-PROF

WDS-ACPRO-1TCT0-C1S

WDS-ACPRO-1TCT0-A1S

WDM-ACPRO-1TCT0-C1S

WDM-ACPRO-1TCT0-A1S

WDP-ACPRO-1TCT0-C1S

WDP-ACPRO-1TCT0-A1S

Service overview

This service provides for technical support related to the VMware AirWatch® ("VMware") Enterprise Mobility Management™ and Workspace ONE® offerings as set out below in the services description (the "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 service are required to be purchased.

[Appendix A – VMware Workspace ONE® Access™](#)

[Appendix B – Environment Upgrade – Weekend/After Hours \(VMware Workspace ONE® UEM Only\)](#)

[Appendix C – Environment Upgrade – Weekend/After Hours \(Workspace ONE Access Only\)](#)

[Appendix D – Windows 10 Management Professional](#)

[Appendix E – MacOS Management Professional](#)

[Appendix F – Identity Bridging \(on-premises Workspace ONE Access\)](#)

Engagement Timeline

The 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 Services according to a schedule agreed by both parties.

Plan

Review scope, objectives, and key success criteria

Review technical architecture deployment options

Review prerequisite 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

Close

Implementation monitoring and maintenance

Customer support transition

Change Management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with 2c 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 the delivery of the component, with minimal assistance from the customer's project team.

Joint Owners = VMware and Customer's Project Team: Both 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.

Appendix A VMware Workspace ONE Access

Service Overview

The deployment will include implementation of a Workspace ONE Access tenant with on-premises Active Directory integration. This service includes some integrations by default and has an additional five (5) Application Integration units which can be utilized according to the Service Deliverables table. This project will be organized into three (3) phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Workspace ONE Access installation and Access Management configuration
- AD/LDAP integration
- SAML Endpoint Integration

Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Standard integration endpoints are limited to those listed on the “Workspace ONE Access Integrations Documentation” support webpage: https://www.vmware.com/support/pubs/vidm_webapp_sso.html.
4. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with Workspace ONE Access given unforeseen Customer or service configurations or limitations outside of our product.
5. The Customer will provide a fully functional Certificate Authority if utilizing Mobile SSO. Root CA Certificates must be exportable and Online Certificate Status Protocol and Certificate Relocation List endpoints must be reachable from the Workspace ONE Access instance.
6. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
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.
11. Pre-requisites must be completed for all installation components before any installation activities will be performed.
12. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployment team will not provide a project manager as a role under this service.
13. All work will only be delivered remotely via screen-share.
14. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
15. The staffing for this service assumes all work will be completed within a maximum of twelve (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.

16. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
17. The scope of the services is deemed complete upon ONE (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c) After twelve (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.

Out of Scope

1. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate HA/DR into the scope of this service.
2. Formal training of the console is out-of-scope.
3. 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.
4. On-site travel is out-of-scope.
5. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
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	Download / Stage OVA Connector file		Customer	If Applicable
1.10	Procure virtual VMware vSphere® resources		Customer	If Applicable

ID	Description	Tool/Delivery	Primary Owner	Comments
1.11	Validate Certificate Authority functionality		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)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Installation of Workspace ONE Access Connector		VMware	
2.3	Installation of Workspace ONE Access Tenant		VMware	
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 Active Directory Password change • Integration with Workspace ONE UEM (AirWatch Compliance) 		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.5	Configure the following for Application Management functionality: <ul style="list-style-type: none"> • Internal Application, one (1) per device type • Web Application one, (1) per device type • App Store integration 		VMware	
2.6	Assist with setup, association, and installation of Volume Purchase Program applications (sToken or License-Based). This will include: <ul style="list-style-type: none"> • Upload of sToken/redemption codes • Register up to ten (10) devices for up to three (3) deployment types with VPP Terms of Use • Register using app catalog and automatic • Install application on same devices as Auto/On-Demand 		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.7	Assist with SAML Integration of the following: <ul style="list-style-type: none"> • Workspace ONE UEM Admin Authentication • Workspace ONE UEM User Authentication • One Standard SAML Application • A maximum of five (5) units are available for additional integrations. These units are calculated based on the Integration Unit Valuation Matrix table below the Service Deliverables table. 		VMware	Five (5) integration units may be used according to the Integration Unit Value Matrix table
2.8	Assist with VDI Integration of one (1) of the following: <ul style="list-style-type: none"> • Horizon View • Horizon Cloud Hosted • Horizon Cloud on Azure • Citrix Virtual Apps and Desktops 		VMware	Only applicable for Native Mobile SSO

ID	Description	Tool/Delivery	Primary Owner	Comments
2.9	Configure the following Authentication Methods: <ul style="list-style-type: none"> • Directory • iOS Mobile SSO • Android Mobile SSO • Windows Kerberos Authentication (SSO for Windows 10) • Certificate Authentication (SSO for Windows 10 and Mac OS) • One (1) additional Authentication adapter for MFA (includes VMware Verify) 		VMware	Only applicable for Native Mobile SSO
2.10	Setup of one Network Range for an Authentication Policy		VMware	Only applicable for Native Mobile SSO
2.11	Setup of one (1) Application Specific custom Authentication Policy		VMware	Only applicable for Native Mobile SSO
Phase 3 (CLOSE)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Integration Unit Validation Matrix

Units	Integration Type	Comments
1	Each Additional Authentication Method Each Standard Application (excludes Microsoft 365)	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.
2	Each Non-Standard Application	Excludes Microsoft 365
3	Each Additional VDI Integration: Citrix, Horizon View, Horizon Cloud ThinApp Integration Microsoft 365	Microsoft 365 Integration refers to direct federation with Workspace ONE
4	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 B Environment Upgrade – Weekend/After Hours (VMware Workspace ONE UEM Only)

Service Overview

Upgrade Services includes the planning, execution, and post-upgrade testing of the Customer’s on-premises environment, or the Customer’s Gateway servers including but not limited to the Secure Email Gateway (SEG), Content Gateway and VMware Unified Access Gateway™ infrastructure. The kick-off call will be conducted during normal business hours and the upgrade call can be performed on the weekend or after normal business hours with a resource from the same region. This project will be organized into three (3) phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Pre-Upgrade workflow and integration validation
- Production environment upgrade of all VMware components or of all Gateway 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 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 (1) environment (UAT, Testing, Production, etc.). An additional upgrade will need to be purchased for each environment.
4. 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
5. 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>
6. This service covers up to a maximum of sixteen (16) servers.
7. Testing of any use cases not outlined in the standard Weekend/After Hours Environment Upgrade service is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Scheduling of the Upgrade Call will occur after the Kick-Off and Validation Testing Call.
9. The time window to schedule the Weekend/After Hours Upgrade is Wednesday to Sunday, between the hours of 8:30 pm – 5:30 am ET.
10. Customer is responsible for ensuring all hardware meets the minimum technical requirements outlined in the VMware Recommended Architecture Guide.
11. Customer is responsible for all hardware maintenance and sizing. VMware will provide recommendations.
12. Customer is responsible for taking all database backups and VM snapshots prior to the Upgrade Call.
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. Pre-requisites must be completed for all installation components before any installation activities will be performed.
17. 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 service.
18. All work will only be delivered remotely via screen-share.
19. All work, documentation and deliverables will be provided in English.
20. The staffing for this service assumes all work will be completed within a maximum of twelve (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.
21. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
22. The scope of the services is deemed complete upon ONE (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c) After twelve (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.

Out of Scope

1. If any additional components have gone out of support, the upgrade of that component would be considered out-of- scope.
2. Product changes are considered out-of-scope. Examples include Email Notification Service v1 to v2, Secure Email Gateway v1 to v2 or Secure Email Gateway on Unified Access Gateway, Remote Management Service 3.0 to 4.0, Windows Proxy/Mobile Access Gateway 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.

3. 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.
4. On-site travel is out-of-scope.
5. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	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	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 use Remote Desktop Connections on all VMware Servers		Customer	
Phase 2 (EXECUTE)				
2.1	Run the Application upgrade installers on all VMware application servers		VMware	
2.2	Perform Post Upgrade procedures and validation testing.		VMware	
2.3	Assist with enrolling up to three (3) different, supported device platforms (already being used prior to the upgrade) for upgrade validation.		VMware	
Phase 3 (CLOSE)				
3.1	Re-implement Monitoring and Maintenance		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for support/Customer Support Representative.	VMware	Transition to support meeting
3.3	Customer receives Customer Acceptance Form		VMware	

Appendix C Environment Upgrade – Weekend/After Hours (Workspace ONE Access Only)

Service Overview

Upgrade Services includes the planning, execution, and post-upgrade testing of the Customer's on-premises Workspace ONE Access environment and the Customer's Workspace ONE Access Connector server. The kick-off call will be conducted during normal business hours and the upgrade call can be performed on the weekend or after normal business hours with a resource from the same region. This project will be organized into three (3) phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Pre-Upgrade workflow and integration validation
- 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 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 (1) environment (UAT, Testing, Production, etc..). An additional upgrade will need to be purchased for each environment.
4. 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://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/support/product-lifecycle-matrix.pdf>

5. 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>
6. This service covers up to a maximum of sixteen (16) servers.
7. Testing of any use cases not outlined in the standard Weekend/After Hours Environment Upgrade service is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Scheduling of the Upgrade Call will occur after the Kick-Off and Validation Testing Call.
9. The time window to schedule the Weekend/After Hours Upgrade is Wednesday to Sunday, between the hours of 8:30 pm – 5:30 am ET.
10. Customer is responsible for ensuring all hardware meets the minimum technical requirements outlined in the VMware Recommended Architecture Guide.
11. Customer is responsible for all hardware maintenance and sizing. VMware will provide recommendations.
12. Customer is responsible for taking all database backups and VM snapshots prior to the Upgrade Call.
13. Alignment of all Workspace ONE Access 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. Pre-requisites must be completed for all installation components before any installation activities will be performed.
17. 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 service.
18. All work will only be delivered remotely via screen-share.
19. All work, documentation and deliverables will be provided in English.
20. The staffing for this service assumes all work will be completed within a maximum of twelve (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.

21. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
22. The scope of the services is deemed complete upon ONE (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c. After twelve (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.

Out of Scope

1. If any additional components have gone out of support, the upgrade of that component would be considered out-of- scope.
2. Product changes are considered out-of-scope. Examples include 3rd Party IdP Integration, App Federations and Connector Install. 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.
3. 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.
4. On-site travel is out-of-scope.
5. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Confirm VMware Environment Specifications records	Architecture Design	Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 use Remote Desktop Connection on all VMware Servers		Customer	
Phase 2 (EXECUTE)				

ID	Description	Tool/Delivery	Primary Owner	Comments
2.1	Run the Application upgrade installers on all VMware application servers		VMware	
2.2	Perform Post Upgrade procedures and validation testing.		VMware	
2.3	Assist with enrolling up to three (3) different, supported device platforms (already being used prior to the upgrade) for upgrade validation.		VMware	
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/Customer Support Representative.	VMware	Transition to support meeting
3.3	Customer receives Customer Acceptance Form		VMware	

Appendix D Windows 10 Management Professional

Service Overview

VMware will provide implementation services to setup and configure an existing VMware environment to support enrollment and management of Windows 10 devices. This project will be organized into three (3) phases: 1) Plan, 2) Execute, 3) Close

Service Assumptions

- Desired Add-On service must be confirmed in writing by Customer before services will begin.

2. VMware will deliver the Remote Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. VMware assumes that Active Directory integration has been completed or basic accounts for all users have already been created.
4. For a hybrid Azure AD setup, it will be assumed that Azure AD connect will be installed already.
5. Environment must be configured to allow for Windows Enrollment. The Customer will be responsible for any necessary changes to allow for Windows Enrollment and VMware may advise.
6. For any Windows 10 functionality not included in the Workspace One product that the customer wants to include using scripts, it is the responsibility of the customer to provide these scripts for execution through Workspace One. Scripts must be functional prior to integration.
7. For any internal Windows 10 applications, it is the responsibility of the customer to provide the configuration necessary to install the applications. This includes the installation commands, uninstallation commands, and criteria for when to call the installation complete on devices.
8. To leverage Dell Factory Provisioning, all pre-requisites detailed in <https://techzone.vmware.com/dell-provisioning-vmware-workspace-one-operational-tutorial-must-be-met..>
9. VMware will provide guidance on how to incorporate the Windows 10 enrollment within a GPO but will not configure the GPO on the customer's behalf.
10. 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.
11. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
12. Configuration of software other than VMware is the responsibility of the Customer.
13. Review of the console will be provided throughout the configuration.
14. Pre-requisites must be completed for all installation components before any installation activities will be performed.
15. 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.
16. All work will only be delivered remotely via screen-share.

17. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
18. The staffing for this service assumes all work will be completed within a maximum of twelve (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 twelve (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 (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c) After twelve (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.

Out of Scope

1. Certificate usage for authentication is out-of-scope and must be purchased separately.
2. High Availability (HA) and Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate HA/DR into the scope of this service.
3. Formal training of the console is out-of-scope.
4. 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.
5. On-site travel is out-of-scope.
6. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				

ID	Description	Tool/Delivery	Primary Owner	Comments
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	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
1.4	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)				
1.5	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.6	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.7	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
1.8	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 with Windows 10 specific enrollment method for up to ten (10) devices: <ul style="list-style-type: none"> • Work Access • VMware Agent • Device Staging • Azure AD based Enrollment • Bulk Provisioning • Out of Box Enrollment: Dell Factory Provisioning or Windows Auto-Pilot in conjunction with Azure AD* • Silent, script-based enrollment via a GPO 		VMware	*Pre-Requisites for Dell Factory Provisioning listed in Roles and Responsibilities under section 2 of this link must be met by the customer prior to implementation https://techzone.vmware.com/dell-provisioning-vmware-workspace-one-operational-tutorial

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Assist with configuration of Windows 10 profiles for Users and Devices <ul style="list-style-type: none"> • Passcode • Wi-Fi • VPN • Restrictions • Data Protection • Firewall • Anti-virus • Encryption • Windows Updates • Windows Licensing • Kiosk • Windows Hello • Application Control • Personalization • Dell OEM Updates* • Dell BIOS Configuration* *Configured in conjunction with Dell Command Suite		VMware	If Associated Licenses are purchased
2.4	Assist with configuration of up to three (3) VMware Applications for Windows 10		VMware	If Associated Licenses are purchased
2.5	Integration with Microsoft Business Store	Microsoft Business Store	VMware	Integrate with Microsoft Store for Business Store

ID	Description	Tool/Delivery	Primary Owner	Comments
2.6	Assist with installation of up to a total of ten (10) internal applications using the Software Distribution feature: <ul style="list-style-type: none"> • .exe – 3 units • .zip – 2 units • .msi – 5 units 	Software Distribution	VMware	Deploy Win 32 applications via the software distribution module on the Workspace One UEM console
2.7	Configuration of up to five (5) Configuration Service Providers via VMware Policy Builder	VMware Policy Builder	VMware	Deploy CSPs via VMware Policy Builder, incorporating the same in a custom profile.
2.8	Review Staging and Provisioning section of Workspace One UEM Admin Console	Product Provisioning	VMware	
2.9	Assist with the distribution and execution of up to five (5) client scripts from the Workspace One UEM console	Product Provisioning	VMware	Incorporate a functional script in the Workspace One UEM console
2.10	Assist with up to two (2) Baselines configuration	Baseline Configuration	VMware	VMware assists with setting configuration and deployment and any GPOs or custom settings are customer responsibilities
Phase 3 (CLOSE)				

ID	Description	Tool/Delivery	Primary Owner	Comments
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix E MacOS Management Professional

Service Overview

VMware will provide implementation services to setup and configure an existing VMware environment to support enrollment and management of macOS devices. This project will be organized into three (3) 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 Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. VMware assumes that Active Directory integration has been completed or basic accounts for all users have already been created.
4. For any macOS functionality not included in the Workspace One product that the customer wants to include using scripts, it is the responsibility of the customer to provide these scripts for execution through Workspace One. Scripts must be functional prior to integration.
5. Environment must be configured to allow for macOS Enrollment. The Customer will be responsible for any necessary changes to allow for macOS Enrollment and VMware may advise.
6. It is the responsibility of the customer to provide a command or script for using custom attribute profile, custom settings profile or distributing scripts.

7. For any internal macOS applications, it is the responsibility of the customer to provide the configuration necessary to install the applications. This includes the installation commands, uninstallation commands, and criteria for when to call the installation/uninstallation complete on devices.
8. To use the Privacy Preferences Control Profile for allowing or disallowing the application's request to access macOS (Mojave 10.14) services, customer environment must be on VMWare version 1810 or higher. It is customer's responsibility to identify the app/script workflows and note the popups.
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. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
11. Configuration of software other than VMware is the responsibility of the Customer.
12. Review of the console will be provided throughout the configuration.
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 service.
15. All work will only be delivered remotely via screen-share.
16. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
17. The staffing for this service assumes all work will be completed within a maximum of twelve (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 twelve (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 (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.

- c) After twelve (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.

Out of Scope

1. Certificate usage for authentication is out-of-scope and must be purchased separately.
2. PIV-D Bluetooth Smartcard integration is out-of-scope
3. Workspace ONE Assist is out-of-scope.
4. Workspace ONE Access integration with VDI (Horizon Remote Apps and Citrix Virtual Apps and Desktops for macOS is out-of-scope.
5. VMware Tunnel for per app VPN with macOS 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 HA/DR into the scope of this service.
7. Formal training of the console is out-of-scope.
8. 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.
9. On-site travel is out-of-scope.
10. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Solution Design PowerPoint and Design and Implementation doc	VMware	
1.2	Review datasheet		Joint	Understand service assumptions and scope

ID	Description	Tool/Delivery	Primary Owner	Comments
1.3	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
1.4	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)				
1.5	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.6	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.7	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.8	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	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.2	<p>Assist with macOS specific enrollment method for up to five (5) devices:</p> <ul style="list-style-type: none"> • Intelligent hub • Device staging enrollment • Apple Business Manager – DEP • Zero-touch enrollment using DEP, Workspace ONE UEM and 3rd party cloud-based Directory that supports LDAP* • Assist with implementing bootstrapping for macOS device enrollment using DEPNotify ** 		VMware	<p>* It is Customer's responsibility to provide the scripts for Device Enrollment Program enrollment with the cloud-based directory</p> <p>** The pkg package for the bootstrapping has to be owned by customer. It is customer's responsibility to create/customize the package. If customer chooses other 3rd party utility instead of DEPNotify, we cannot guarantee it would work.</p>

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Assist with configuration of macOS profiles for Users and Devices <ul style="list-style-type: none"> • Passcode • Network • VPN • Exchange Web Services • LDAP • Dock • Restrictions • Software Update • Parental Controls • Directory • Secure & Privacy • Disk Encryption • Login Items • Login Window • Energy Saver • Time Machine • Finder • Accessibility • Printing • AirPlay Mirroring • AirPrint • Firewall • Firmware • Custom Attributes • Custom Settings • Kernel Extension Policy • Privacy Preferences • Proxies • Mobility • Managed Domains 		VMware	If associated Licenses are purchased
2.4	Integration with Apple Business Manager	Apple Business Manager	VMware	Integrate with Apple Business Manager

ID	Description	Tool/Delivery	Primary Owner	Comments
2.5	Assist with installation of up to a total of ten (10) internal applications using the Software Distribution feature: <ul style="list-style-type: none"> • .dmg – 4 unit • .pkg– 3 unit • .mpkg – 3 unit 	Software Distribution	VMware	Deploy macOS applications via the software distribution module on the Workspace One UEM console
2.6	Review Staging and Provisioning section of Workspace One UEM Admin Console	Product Provisioning	VMware	
2.7	Assist with the distribution and execution of up to five (5) client scripts from the Workspace One UEM console	Product Provisioning	VMware	Incorporate a functional script in the Workspace One UEM console
Phase 3 (CLOSE)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix F Identity Bridging (On-Premises 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 (3) phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

1. Review of associated pre-requisites
2. Implementation of VMware gateway servers
3. Configure Web Reverse Proxy in Unified Access Gateway for up to three (3) Websites (website must be leveraging IIS as the web server)
4. Configure Identity Bridging for up to three (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 Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Identity Bridging must be configured via On-Premises Workspace ONE Access.
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 the Service Deliverables table.
5. The scope of Service Deliverables listed in the table below will be determined mutually by the parties during Phase 1 (Plan).
6. Certain features may require the purchase of another Workspace ONE Deployment Add-On bundle. Please contact your VMware representative for further information.
7. Websites to be setup for authentication via Identity Bridging are required to be IIS websites.
8. 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>
9. Includes High Availability for Unified Access Gateway.
10. 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.
11. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
12. Configuration of software other than VMware is the responsibility of the Customer.
13. Review of the console will be provided throughout the configuration.

14. Pre-requisites must be completed for all installation components before any installation activities will be performed.
15. 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 service.
16. All work will only be delivered remotely via screen-share.
17. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
18. The staffing for this service assumes all work will be completed within a maximum of twelve (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.
19. The period of performance is limited to twelve (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 (1) 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 twelve (12) weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c) After twelve (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.

Out of Scope

1. Configuration of Workspace ONE Launcher, Web Portal and SSO is out-of-scope.
2. Implementation of derived credentials is out-of-scope.
3. Service Deliverables not identified and scheduled prior to Phase 2 (Execute) will be considered out-of-scope.
4. Services or products that have been deprecated or reached end of life are out-of-scope.
5. Certificate usage or CA Integration for authentication is out-of-scope and must be purchased separately.

6. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this service.
7. Formal training of the console is out-of-scope.
8. 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.
9. On-site travel is out-of-scope.
10. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Services Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Plan Meeting		Joint	
1.2	Perform business requirements and solution design	Solution Design PowerPoint and 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 are 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	One (1) Server for HA is in scope
Step 2: Configuration				
On-Premises Workspace ONE Access				

2.3	Installation of Workspace ONE Access Connector		Joint	
2.4	Installation of Workspace ONE Access Tenant		Joint	
2.5	<p>Complete Workspace ONE Access Configuration:</p> <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	
Step 3: Deploy				
2.6	Prepare for Kerberos integration to specific site		Joint	Up to three (3) websites
2.7	Configure and assign SPN for a service account		Joint	
2.8	Assign and update Delegation rights to the Service Account		Joint	
2.9	Configure Web Reverse Proxy in Unified Access Gateway for up to three (3) Websites		Joint	Website(s) must be leveraging IIS as the web server
2.10	Configure Identity Bridging for up to three (3) websites		Joint	
2.11	Validate ability to access and authenticate to the websites through Unified Access Gateway		Joint	

Learn more

Visit vmware.com/services.

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/Customer Support Representative.	VMware	Transition to support meeting
3.3	Customer receives Customer Acceptance Form		VMware	

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.