

WORKSPACE ONE DEPLOYMENT ADD-ON – STANDARD DATASHEET

Effective March 10, 2020

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1. Service Overview

This service provides for technical support related to the VMware AirWatch ("VMware") Enterprise Mobility Management (EMM) and Workspace ONE offerings as set out below in the services description (the "Services" or Consulting 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.

- *A – AirWatch Cloud Connector (ACC)*
- *B – Secure Email Gateway (SEG)*
- *C – PowerShell Integration*
- *D – Email Notification Service v2 (ENS v2)*
- *E – High Availability*
- *F – Disaster Recovery*
- *G – Certificate Integration – Standard*
- *H – Application Server Migration*
- *I – Database Server Migration*
- *J – Telecom*
- *K – SAML Integration*
- *L – Workspace ONE UEM Environment Upgrade (Limit of 16 servers)*

2. Engagement Timeline

The Consulting Services typically take 1 - 3 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 Consulting Services according to a schedule agreed by both parties.



3. 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.

4. Responsibilities

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

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

5. Terms & Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. This Datasheet replaces all prior versions of the Workspace ONE Deployment Add-On - Standard Datasheet. VMware may update the content of the Datasheet from time to time and the new version will apply for the future purchase of the Consulting Services referenced in this Datasheet. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited.

For More Information

More information about the Workspace ONE Deployment Add-On - Standard Datasheet and related services is available from local VMware representatives and www.vmware.com/services.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled

product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

APPENDIX A – AIRWATCH CLOUD CONNECTOR (ACC)

1. Service Overview

VMware will provide implementation services for the AirWatch Cloud Connector (ACC) implemented in the Customer's data centers. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting 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 (e.g. iOS, Android, and Windows).
4. VMware will assist with an initial deployment of up to two devices.
5. Certificate usage for authentication is out-of-scope and must be purchased separately.
6. PowerShell Integration is out-of-scope. One can purchase the associated service offering to incorporate email integration into the scope of the deployment.
7. Installation of Workspace ONE Access Connector is out-of-scope.
8. Includes High Availability for ACC.
9. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this datasheet.
10. Alignment of all EMM 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-premise 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; however formal training is out-of-scope.
14. 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.
15. Pre-requisites must be completed for all installation components before any installation activities will be performed.
16. 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.
17. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
18. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
19. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
20. 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.
21. 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.

22. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:

- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
- 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- 3) After 12 months from purchase date.
- 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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 & Implementation doc for review and customer sign off	Design & 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 AirWatch Cloud Connector (ACC)		VMware	1 Server for HA is in scope Workspace ONE Access connector is out-of-scope
2.3	Assistance configuring Active Directory integration: <ul style="list-style-type: none"> Assist with creating up to 5 users Assist with creating up to 5 administrators Assist with adding one user group 		VMware	
2.4	Assist with configuring SMTP server integration		VMware	
2.5	Assist with enrolling up to two devices for up to two supported device Operating Systems		VMware	Enrollment
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 B – SECURE EMAIL GATEWAY (SEG)

1. Service Overview

VMware will provide implementation services connected with integration supported by on-premise Secure Email Gateway v2 (SEG v2) or SEG on UAG in the Customer's data centers. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. *Desired Add-On service must be confirmed in writing by Customer before services will begin.*
2. *VMware will deliver the Remote Consulting 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 installation and configuration of one Secure Email Gateway v2 or SEG on UAG for Secure Email Gateway server.*
4. *UAG components other than Secure Email Gateway are out of scope of this datasheet.*
5. *VMware will assist with integration for only one corporate e-mail infrastructure.*
6. *VMware will assist with up to three different device types/operating systems for configuration and setup (i.e. iOS, Android, Windows)*
7. *Certificate usage for authentication is out-of-scope and must be purchased separately.*
8. *Includes High Availability for SEG v2 or SEG on UAG.*
9. *Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this datasheet.*
10. *Alignment of all EMM 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-premise 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; however formal training is out-of-scope.*
14. *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.*
15. *Pre-requisites must be completed for all installation components before any installation activities will be performed.*
16. *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.*
17. *All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.*
18. *All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.*
19. *Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.*
20. *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.*

21. 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.
22. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Discuss Email Management Strategy		Joint	
1.4	Review datasheet		Joint	Understand service assumptions and scope
1.5	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
1.6	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)				
1.7	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)

1.8	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.9	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.10	Send Design & Implementation doc for review and customer sign off	Design & Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.11	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 Secure Email Gateway v2 or SEG on UAG for Secure Email Gateway setup		VMware	1 Server for HA is in scope UAG components other than SEG are out of scope of this datasheet
2.3	Assist with creation of up to three email profiles for three device operating systems		VMware	
2.4	Assist with creating one Email Compliance policy (i.e. Unmanaged Device, Compromised Device, Encryption)		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 C – POWERSHELL INTEGRATION

1. Service Overview

VMware will provide implementation services connected with integrating VMware via PowerShell with the Customer's Exchange environment. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting 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 integration for only one corporate e-mail infrastructure.
4. VMware will assist with up to three different device types/operating systems for configuration and setup (i.e. iOS, Android, Windows)
5. Customer has already implemented the AirWatch Cloud Connector (ACC) or the VMware EMM server with access to execute PowerShell commands on the Customer's exchange environment.
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 HA/DR into the scope of this datasheet.
8. Alignment of all EMM 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-premise 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:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.

- 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- 3) After 12 months from purchase date.
- 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & Implementation doc	VMware	
1.2	Discuss Email Management Strategy		Joint	
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	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.7	Send Design & Implementation doc for review and customer sign off	Design & 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	
2.2	Assist with setting up the PowerShell Admin User		VMware	
2.3	Assist with configuring PowerShell Endpoint in IIS		VMware	
2.4	Assist installing and configuring Windows PowerShell on customer's VMware servers		VMware	
2.5	Assist with enabling PowerShell integration in VMware		VMware	
2.6	Validate PowerShell email allowlist functionality for enrolled users	ActiveSync policies updated using PowerShell command result in end-user email access	VMware	
2.7	Assist with enabling Exchange to block new devices		VMware	
2.8	Assist with creation of up to three email profiles for three device operating systems		VMware	
2.9	Assist with creating one Email Compliance policy (i.e. Unmanaged Device, Compromised Device, Encryption)		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 – EMAIL NOTIFICATION SERVICE V2 (ENS V2)

1. Service Overview

VMware will provide implementation services connected with the purchase of Email Notification Service v2 (ENS v2). With VMware 8.2+, it is possible to receive real time email notification in your VMware Boxer installed iOS device. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. VMware servers and devices have already been implemented and verified for the ENS v2 server to be implemented as part of this datasheet.
4. VMware will assist with an initial deployment of up to one ENS v2 server on the supported operating system(s).
5. Security hardening of the ENS v2 Server operating system is the responsibility of the Customer.
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 HA/DR into the scope of this datasheet.
8. Alignment of all EMM 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-premise 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:

- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
- 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- 3) After 12 months from purchase date.
- 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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 & Implementation doc for review and customer sign off	Design & 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	Obtain CNS certificate from VMware Team		VMware	
2.3	Obtain Secure Channel certificate for communication between CNS and ENS v2		VMware	
2.4	Configure ENS v2 settings in the VMware Admin Console		VMware	
2.5	Install ENS v2		VMware	
2.6	Validate real time Notifications on VMware Boxer for iOS devices		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 – HIGH AVAILABILITY

1. Service Overview

VMware will provide implementation services connected with the deployment of VMware on-premise components in the Customer's data centers in a High Availability (HA) model. The scope of the project is for implementing one additional server for each component of VMware. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Production VMware servers have been implemented and verified to be fully functional for all components for the HA servers to be implemented as part of this datasheet. Any components not validated to be working on the original production server will be out-of-scope of the HA servers.
4. VMware will assist with implementation of up to one additional Enterprise Mobility Management (EMM) server of each type (i.e. Device Services, Console, ACC).
5. VMware will assist with implementation of up to one additional Gateway server of each type (i.e. Secure Email Gateway v2, UAG).
6. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of the deployment.
7. This service is limited to a maximum of eight (8) VMware components.
8. Certificate usage for authentication is out-of-scope and must be purchased separately.
9. Alignment of all EMM 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-premise 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; however formal training is out-of-scope.
13. 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.
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. On-site travel is out-of-scope.
17. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
18. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
19. 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.

20. 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.
21. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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)				
1.5	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.6	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.7	Configure load balancers		Customer	

1.8	Configure SQL Data replication process		Customer	
1.9	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.10	Send Design & Implementation doc for review and customer sign off	Design & Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.11	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 VMware Enterprise Mobility Management server(s)		VMware	If Applicable
2.3	Installation of VMware Gateway server(s)		VMware	If Applicable
2.4	Testing and validation of High Availability configuration		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 – DISASTER RECOVERY

1. Service Overview

VMware will provide implementation services connected with the deployment of VMware on-premise components in the Customer's data centers in a Disaster Recovery (DR) model. The scope of the project is for implementing a replica (or scaled down version) of the Customer's current production environment of VMware. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Production VMware servers have been implemented and verified to be fully functional for all components for the DR servers to be implemented as part of this datasheet. Any components not validated to be working on the original production server will be out-of-scope of the DR servers.
4. VMware will assist with implementation of a production replica of the Enterprise Mobility Management (EMM) servers (i.e. Device Services, Console, ACC)
5. VMware will assist with implementation of a production replica of the Gateway servers (i.e. Secure Email Gateway v2, UAG).
6. High Availability (HA) is out-of-scope. One can purchase the associated service offering to incorporate HA into the scope of the deployment.
7. This service is limited to a maximum of eight (8) VMware components.
8. Certificate usage for authentication is out-of-scope and must be purchased separately.
9. Alignment of all EMM 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-premise 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; however formal training is out-of-scope.
13. 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.
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. On-site travel is out-of-scope.
17. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
18. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
19. 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.

20. 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.
21. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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	Configure load balancers		Customer	

1.9	Configure SQL Data replication process		Customer	
1.10	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.11	Send Design & Implementation doc for review and customer sign off	Design & Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.12	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 VMware Enterprise Mobility Management server(s)		VMware	If Applicable
2.3	Installation of VMware Gateway server(s)		VMware	If Applicable
2.4	Testing and validation of Disaster Recovery configuration		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 G – CERTIFICATE INTEGRATION - STANDARD

1. 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.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting 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. Email authentication is out-of-scope.
9. Implementation of derived credentials is out-of-scope.
10. VMware will assist with CA integration and the ability to install a certificate on the device; authentication to any Customer systems is out-of-scope and is the responsibility of the Customer.
11. 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 datasheet.
12. Alignment of all EMM 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-premise 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:
- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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 & Implementation doc for review and customer sign off	Design & 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	
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 H – APPLICATION SERVER MIGRATION

1. Service Overview

VMware will provide implementation services connected with the migration of your existing application server(s). Deployment involves migration and verification of the existing deployment on the new server(s). This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. This service is limited to a maximum of eight (8) VMware components.
4. Installation and configuration of any new servers or functionality is out-of-scope (i.e. if currently have one Device Services server and one Console, we will migrate to only one new DS and Console server).
5. Product changes are considered out-of-scope. Examples include ENS v1 to ENS v2, SEG v1 to SEG v2 or SEG on UAG, RMS 3.0 to 4.0, Windows Proxy/MAG to UAG, 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.
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. All networking and 3rd party software configurations are the responsibility of the Customer to configure and validate.
8. Certificate usage for authentication is out-of-scope and must be purchased separately.
9. 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 datasheet.
10. Alignment of all EMM 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-premise 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; however formal training is out-of-scope.
14. 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.
15. Pre-requisites must be completed for all installation components before any installation activities will be performed.
16. 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.
17. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
18. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
19. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

- 20. 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.
- 21. 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.
- 22. The scope of the services is deemed complete upon ONE of the following criteria – whichever comes first:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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 & Implementation doc for review and customer sign off	Design & 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 applicable VMware Enterprise Mobility Management server(s)		VMware	If Applicable
2.3	Installation of applicable VMware Gateway server(s)		VMware	If Applicable
2.4	Assist with verification of VMware EMM software functionality after migration: <ul style="list-style-type: none"> Websites load Administrator Authentication Device enrollment of up to three devices Sending commands (e.g. Device Lock) Create and Push Profile from Console Create and Push Application(s): Public/Internal 		VMware	EMM Verification
2.5	Assist with verification of VMware Gateway software functionality after migration: <ul style="list-style-type: none"> Enterprise Integration (i.e. AD, SMTP, CA) via the ESC Email flow via the SEG Secure Browsing functionality via the VMware Tunnel 		VMware	Gateway Verification

	<ul style="list-style-type: none"> VMware Content Locker functionality via the Content Gateway 			
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 I – DATABASE SERVER MIGRATION

1. Service Overview

VMware will provide implementation services connected with the migration of your existing database server. Deployment involves migration and verification of the existing deployment on the new server(s). This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Installation and configuration of any new servers or functionality is out-of-scope
4. 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>
5. All networking and 3rd party software configurations are the responsibility of the Customer to configure and validate.
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 HA/DR into the scope of this datasheet.
8. Alignment of all EMM 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-premise 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:

- 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
- 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- 3) After 12 months from purchase date.
- 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & 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	Take a database backup, migrate and restore onto new DB server and setup same account permissions	Database	Customer	
1.10	Send Design & Implementation doc for review and customer sign off	Design & Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.11	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 modifications to VMware Console/Device Services server for the new Database server.		VMware	
2.3	Assist with verification of VMware EMM software functionality after migration: <ul style="list-style-type: none"> Websites load Administrator Authentication Device enrollment of up to three devices Sending commands (e.g. Device Lock) Create and Push Profile from Console Create and Push Application(s): Public/Internal 		VMware	EMM Verification
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 – TELECOM

1. Service Overview

VMware will provide implementation services connected with the purchase of the Telecom configuration. The deployment includes configuration and deployment assistance with configuring Telecom functionality. This project will be organized into one phase: 1) Execute

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).
3. Certificate usage for authentication is out-of-scope and must be purchased separately.
4. 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 datasheet.
5. Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
6. Procurement and installation of hardware for any components that will be installed on-premise is the responsibility of the Customer. VMware may provide recommendations.
7. Configuration of software other than VMware is the responsibility of the Customer.
8. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
9. 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.
10. Pre-requisites must be completed for all installation components before any installation activities will be performed.
11. 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.
12. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
15. 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.
16. 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.
17. 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Execute)				
1.1	Assist configuring privacy settings		VMware	
1.2	Assist configuring iOS Agent for Telecom (if needed)		VMware	
1.3	Assist configuring Blackberry Telecom Profile (if needed)		VMware	
1.4	Assist configuring Telecom Individual Plans		VMware	
1.5	Assist configuring Telecom Pool Plans		VMware	
1.6	Assist assigning a Telecom Plans to Devices		VMware	
1.7	Assist configuring Dynamic Assignment		VMware	
1.8	Demonstrate Plan Utilization Dashboard, Device Details		VMware	
1.9	Customer Support Transition	VMware delivers software related services completion materials and contact information for support/CSR.	VMware	Transition to support
1.10	Customer receives CAF		VMware	

APPENDIX K – SAML INTEGRATION

1. Service Overview

VMware will provide implementation services to integrate a Customer's third-party SAML solution into their existing VMware EMM or Workspace ONE solution. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

2. Service Assumptions

1. *Desired Add-On service must be confirmed in writing by Customer before services will begin.*
2. *VMware will deliver the Remote Consulting 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 integration of one third-party SAML solution.*
4. *VMware will only assist with integration to the VMware or Workspace ONE applications and assumes that the Customer's solution is fully functional prior to integration.*
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 HA/DR into the scope of this datasheet.*
7. *Alignment of all EMM 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-premise 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:*
 - 1) *Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.*
 - 2) *After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.*

- 3) After 12 months from purchase date.
- 4) 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.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Perform business requirements and solution design	Design & Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	If applicable
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	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 & Implementation doc for review and customer sign off	Design & 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	Assist in configuring SAML for console login and validation		VMware	
2.3	Assist in configuring SAML for enrollment and Self-Service Portal access		VMware	
2.4	Validate SAML use case and work flows		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 L – WORKSPACE ONE UEM ENVIRONMENT UPGRADE

1. Service Overview

Upgrade services include the planning, execution, and post-upgrade testing of the Customer's on-premise UEM environment, or the customer's Gateway servers including but not limited to the Secure Email Gateway v2 (SEG v2) or SEG on UAG, and UEM infrastructure. 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 or of all Gateway components
- Post-Upgrade validation testing of existing workflows and integrations

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote Consulting 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 UEM components only. Workspace ONE Access component Upgrade is out-of-scope.
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 ENS v1 to ENS v2, SEG v1 to SEG v2 or SEG on UAG, RMS 3.0 to 4.0, Windows Proxy/MAG to UAG, 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 EMM 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-premise 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 M-F, 8:00 am to 6:00 pm. If you require anything outside of these hours, or if you 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:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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.

3. 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 components only. Workspace ONE Access component Upgrade is out-of-scope.
2.2	Perform Post Upgrade procedures and validation testing.		VMware	
2.3	Assist with enrolling up to three 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/CSR.	VMware	Transition to support
3.3	Customer receives CAF		VMware	

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