



VMware Workspace ONE Deployment Add-On Standard

At a glance

Workspace ONE Deployment Add On Standard provides for the implementation for one (1) of the add-on services described in this datasheet.

Key benefits

- Reduced risk
- Validation of pre-requisites
- Rapid implementation
- Knowledge transfer

SKUs

VA-PS-STAO-DEP

WDS-ASTAO-1TCT0-C1S

WDS-ASTAO-1TCT0-A1S

WDM-ASTAO-1TCT0-C1S

WDM-ASTAO-1TCT0-A1S

WDP-ASTAO-1TCT0-C1S

WDP-ASTAO-1TCT0-A1S

Service overview

VMware Workspace ONE® Deployment Add-On Standard service provides professional services related to the Workspace ONE offerings as set out below in the services description (the "Services" or Consulting Services"). VMware Workspace ONE is an intelligence-driven digital workspace platform that enables you to simply and securely deliver and manage any app on any device anywhere.

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 AirWatch® Cloud Connector™](#)

[Appendix B – VMware Workspace ONE® Secure Email Gateway™](#)

[Appendix C – PowerShell Integration](#)

[Appendix D – Email Notification Service v2](#)

[Appendix E – High Availability](#)

[Appendix F – Disaster Recovery](#)

[Appendix G – Certification Integration – Standard](#)

[Appendix H – Application Server Migration](#)

[Appendix I – Database Server Migration](#)

[Appendix J – Telecom](#)

[Appendix K – Security Access Markup Language \(SAML\) Integration](#)

[Appendix L – VMware Workspace ONE® Unified Endpoint Management™ Environment Upgrade](#)

Engagement Timeline

The Service 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 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/tool

Execute

- Software installation of necessary components
- Technical integration with Customer infrastructure
- Configuration and validation of Customer use case

Close

- Implementation monitoring and measurement
- Customer support transition

Change Management

Should the scope of the initiative change, VMware will document the change and provide in writing a “change order” document to the Customer requesting confirmation of the change and any applicable costs associated with the agreed upon change.

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 AirWatch Cloud Connector

Service overview

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

Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. VMware will deliver the Remote 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 (2) 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 (2) devices.
5. Includes High Availability for AirWatch Cloud Connector.
6. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
7. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.

8. Configuration of software other than VMware is the responsibility of the Customer.
9. Pre-requisites must be completed for all installation components before any installation activities will be performed.
10. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this service.
11. All work will only be delivered remotely via screen-share.
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. 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.
14. 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
15. The scope of the service 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 service expires 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. PowerShell Integration is out-of-scope. One can purchase the associated service offering to incorporate email integration into the scope of the deployment.
3. Installation of VMware Workspace ONE® Access™Connector is out-of-scope.
4. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this service.
5. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
6. 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.
7. On-site travel is out-of-scope.
8. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

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	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope

ID	Description	Tool/Delivery	Primary Owner	Comments
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

ID	Description	Tool/Delivery	Primary Owner	Comments
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (EXECUTE)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Installation of AirWatch Cloud Connector		VMware	One (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 five (5) users • Assist with creating up to five (5) administrators Assist with adding one (1) user group		VMware	
2.4	Assist with configuring SMTP server integration		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.5	Assist with enrolling up to two (2) devices for up to two (2) supported device Operating Systems		VMware	Enrollment
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 B –VMware Workspace ONE Secure Email Gateway

Service Overview

VMware will provide implementation services connected with integration supported by on-premises Workspace ONE Secure Email Gateway v2 or Workspace ONE Secure Email Gateway on VMware Unified Access Gateway™ in the Customer’s data centers. This service will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

Service Assumption

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 installation and configuration of one (1) Workspace ONE Secure Email Gateway v2 or Workspace ONE Secure Email Gateway on Unified Access Gateway for Workspace ONE Secure Email Gateway server.
4. VMware will assist with integration for only one (1) corporate e-mail infrastructure.
5. VMware will assist with up to three (3) different device types/operating systems for configuration and setup (i.e., iOS, Android, Windows)
6. Includes High Availability for Workspace ONE Secure Email Gateway v2 or Workspace ONE Secure Email Gateway on Unified Access Gateway.
7. Alignment of all Workspace ONE 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. 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 deployment team will not provide a project manager as a role under this service.
12. All work will only be delivered remotely via screen-share.
13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. 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.

15. 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.
16. 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. Unified Access Gateway components other than Workspace ONE Secure Email Gateway are out of scope of this service.
2. Certificate usage for authentication is out-of-scope and must be purchased separately.
3. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of this service.
4. Review of the console will be provided through the configuration; however formal training is out-of-scope.
5. 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.
6. On-site travel is out-of-scope.
7. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	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)

ID	Description	Tool/Delivery	Primary Owner	Comments
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 and Implementation doc for review and customer sign off	Design and 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	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.2	Installation of Workspace ONE Secure Email Gateway v2 or Workspace ONE Secure Email Gateway on Unified Access Gateway for Workspace ONE Secure Email Gateway setup		VMware	One (1) Server for HA is in scope Unified Access Gateway components other than Workspace ONE Secure Email Gateway are out of scope of this service
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/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix C – PowerShell Integration

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.

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 integration for only one (1) corporate e-mail infrastructure.
4. VMware will assist with up to three (3) different device types/operating systems for configuration and setup (i.e., iOS, Android, Windows).
5. Customer has already implemented the AirWatch Cloud Connector or the Workspace ONE on-premises server with access to execute PowerShell commands on the Customer's exchange environment.
6. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
7. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
8. Configuration of software other than VMware is the responsibility of the Customer.
9. Pre-requisites must be completed for all installation components before any installation activities will be performed.
10. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely

manner. The deployments team will not provide a project manager as a role under this service.

11. All work will only be delivered remotely via screen-share.
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. 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.
14. 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.
15. 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.

Service Deliverables

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

ID	Description	Tool/Delivery	Primary Owner	Comments
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 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	
2.2	Assist with setting up the PowerShell Admin User		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 allow-list 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 (3) email profiles for three (3) device operating systems		VMware	
2.9	Assist with creating one (1) Email Compliance policy (i.e., Unmanaged Device, Compromised Device, Encryption)		VMware	
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 D Email Notification Service v2

Service Overview

VMware will provide implementation services connected with the purchase of Email Notification Service v2. With Email Notification Service v2 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.

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 servers and devices have already been implemented and verified for the Email Notification Service v2 server to be implemented as part of this service.
4. VMware will assist with an initial deployment of up to one (1) Email Notification Service v2 server on the supported operating system(s).
5. Security hardening of the Email Notification Service v2 server operating system is the responsibility of the Customer.

6. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
7. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
8. Configuration of software other than VMware is the responsibility of the Customer.
9. Review of the console will be provided throughout the configuration.
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 service.
12. All work will only be delivered remotely via screen-share.
13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. 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.
15. 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.
16. 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.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
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)

ID	Description	Tool/Delivery	Primary Owner	Comments
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (EXECUTE)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Obtain Cloud Notification Service certificate from VMware Team		VMware	
2.3	Obtain Secure Channel certificate for communication between Cloud Notification Service and Email Notification Service v2		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.4	Configure Email Notification Services v2 settings in the VMware Admin Console		VMware	
2.5	Install Email Notification Service 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/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix E High Availability

Service Overview

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

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. 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 service.
4. VMware will assist with implementation of up to one (1) additional Workspace ONE server of each type (i.e., Device Services, Console, AirWatch Cloud Connector).
5. VMware will assist with implementation of up to one (1) additional Gateway server of each type (i.e., Workspace ONE Secure Email Gateway v2, Unified Access Gateway).
6. This service is limited to a maximum of eight (8) VMware components.
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 deployments 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. Any components not validated to be working on the original production server will be out-of-scope of the HA servers.
2. Disaster Recovery (DR) is out-of-scope. One can purchase the associated service offering to incorporate DR into the scope of the deployment.
3. Certificate usage for authentication is out-of-scope and must be purchased separately.
4. Formal training of the console is out-of-scope.
5. 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.
6. On-site travel is out-of-scope.

7. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope
1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the "install-ready" application	VMware Recommended Architecture Guide, Pre- Installation Requirements Worksheet	Joint	VMware reviews with Customer

ID	Description	Tool/Delivery	Primary Owner	Comments
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	
1.8	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

ID	Description	Tool/Delivery	Primary Owner	Comments
1.10	Send Design and Implementation doc for review and customer sign off	Design and 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 AirWatch 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/Customer Support Representative.	VMware	Transition to support meeting

ID	Description	Tool/Delivery	Primary Owner	Comments
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix F Disaster Recovery

Service Overview

VMware will provide implementation services connected with the deployment of VMware on-premises 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 (3) phases: 1) Plan, 2) Execute, 3) Close.

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. 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 service.
4. VMware will assist with implementation of a production replica of the AirWatch Enterprise Mobility Management servers (i.e., Device Services, Console, AirWatch Cloud Connector)
5. VMware will assist with implementation of a production replica of the Gateway servers (i.e., Workspace ONE Secure Email Gateway v2, Unified Access Gateway).
6. This service is limited to a maximum of eight (8) VMware components.

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 deployments 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. Any components not validated to be working on the original production server will be out-of-scope of the DR servers.
2. High Availability (HA) is out-of-scope. One can purchase the associated service offering to incorporate HA into the scope of the deployment.
3. Certificate usage for authentication is out-of-scope and must be purchased separately.
4. Formal training of the console is out-of-scope.
5. 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.
6. On-site travel is out-of-scope.
7. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service 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-read" 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	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 and Implementation doc for review and customer sign off	Design and 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 AirWatch Enterprise Mobility Management server(s)		VMware	If Applicable
2.3	Installation of VMware Gateway server(s)		VMware	If Applicable

ID	Description	Tool/Delivery	Primary Owner	Comments
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/Customer Support Representative.	VMware	Transition to support meeting
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix G Certificate Integration – Standard

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 service is based on software functionality available in VMware. This project will be organized into three (3) phases: 1) Plan, 2) Execute, 3) Close

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. 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 (1) application environment.
6. VMware will assist with integration with one (1) Certificate Authority.
7. VMware will assist with integration with one (1) Certificate Template.
8. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
9. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
10. Configuration of software other than VMware is the responsibility of the Customer.
11. Review of the console will be provided throughout the configuration.
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 service.
14. All work will only be delivered remotely via screen-share.
15. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
16. 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.

17. 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.
18. 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. Email authentication is out-of-scope.
2. Implementation of derived credentials is out-of-scope.
3. VMware will assist with Certificate Authority 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.
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 service.
5. Formal training of the console is out-of-scope.
6. 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.
7. On-site travel is out-of-scope.

8. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	
1.3	Review datasheet		Joint	Understand service assumptions and scope
1.4	Review Pre-Installation Requirements Worksheet, download/setup any required software/tools and review the “install-ready” application	VMware Recommended Architecture Guide, Pre- Installation Requirements Worksheet	Joint	VMware reviews with Customer

ID	Description	Tool/Delivery	Primary Owner	Comments
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (EXECUTE)				
1.6	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.7	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
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	Certificate Authority, Network Device Enrollment Service, 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/Customer Support Representative.	VMware	Transition to support meeting

ID	Description	Tool/Delivery	Primary Owner	Comments
3.2	Customer receives Customer Acceptance Form		VMware	

Appendix H Application Service Migration

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 (3) phases: 1) Plan, 2) Execute, 3) Close.

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. This service is limited to a maximum of eight (8) VMware components.
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. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
7. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.

8. Configuration of software other than VMware is the responsibility of the Customer.
9. Review of the console will be provided throughout the configuration.
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 service.
12. All work will only be delivered remotely via screen-share.
13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. 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.
15. 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.
16. 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. Installation and configuration of any new servers or functionality is out-of-scope (i.e., if Customer currently has one (1) Device Services server and one (1) Console, we will migrate to only one (1) new Device Services and Console server).
2. Product changes are considered out-of-scope. Examples include Email Notification Service v1 to v2, Workspace ONE Secure Email Gateway v1 to v2 or Workspace ONE 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. 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 service.
5. Formal training of the console is out-of-scope.
6. 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.
7. On-site travel is out-of-scope.
8. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service Deliverables

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

ID	Description	Tool/Delivery	Primary Owner	Comments
1.6	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
1.7	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.8	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.9	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	
1.10	Sign and return Plan Phase Completion Acknowledgment form	Plan Phase Completion Acknowledgment form	Customer	Scope of project cannot be modified without agreed change control
Phase 2 (EXECUTE)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Installation of applicable Workspace ONE server(s)		VMware	If Applicable

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Installation of applicable VMware Gateway server(s)		VMware	If Applicable
2.4	Assist with verification of Workspace ONE 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 AirWatch Cloud Connector • Email flow via the Workspace ONE Secure Email Gateway • Secure Browsing functionality via the VMware Tunnel • VMware Content Locker functionality via the Content Gateway 		VMware	Gateway Verification

ID	Description	Tool/Delivery	Primary Owner	Comments
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 I Database Service Migration

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 (3) phases: 1) Plan, 2) Execute, 3) Close.

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. 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>
4. All networking and 3rd party software configurations are the responsibility of the Customer to configure and validate.

5. Alignment of all Workspace ONE 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-premises 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.
9. Pre-requisites must be completed for all installation components before any installation activities will be performed.
10. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this service.
11. All work will only be delivered remotely via screen-share.
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. 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.
14. 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.
15. 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. Installation and configuration of any new servers or functionality is out-of-scope.
2. Certificate usage for authentication is out-of-scope and must be purchased separately.
3. 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.
4. Formal training of the console is out-of-scope.
5. 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.
6. On-site travel is out-of-scope.
7. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Service 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)

ID	Description	Tool/Delivery	Primary Owner	Comments
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 and Implementation doc for review and customer sign off	Design and 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	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Assist with verification of Workspace ONE software functionality after migration: <ul style="list-style-type: none"> • Websites load • Administrator Authentication • Device enrollment of up to three (3) devices • Sending commands (e.g., Device Lock) • Create and Push Profile from Console • Create and Push Application(s): Public/Internal 		VMware	Workspace ONE Verification
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 J Telecom

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 (1) phase: 1) Execute

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. Alignment of all Workspace ONE configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
4. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
5. Configuration of software other than VMware is the responsibility of the Customer.
6. Review of the console will be provided throughout the configuration.
7. Pre-requisites must be completed for all installation components before any installation activities will be performed.
8. 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.
9. All work will only be delivered remotely via screen-share.
10. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
11. The staffing for this service assumes all work will be completed within a maximum of twelve (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.

12. 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.
13. 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.
14. 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.

Service Deliverables

ID	Description	Tool/Delivery	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/Customer Support Representative.	VMware	Transition to support
1.10	Customer receives Customer Acceptance Form		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
1.11	Assist configuring privacy settings		VMware	

Appendix K Security Assertion Markup Language (SAML) Integration

Service Overview

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

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 integration of one (1) 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. Alignment of all Workspace ONE 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-premises 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.

9. Pre-requisites must be completed for all installation components before any installation activities will be performed.
10. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this service.
11. All work will only be delivered remotely via screen-share.
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. 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.
14. 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.
15. 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.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (PLAN)				
1.1	Perform business requirements and solution design	Design and Implementation doc	VMware	
1.2	Perform architectural review	VMware Recommended Architecture Guide, Visio diagram	VMware	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

ID	Description	Tool/Delivery	Primary Owner	Comments
1.5	VMware Summarizes key next steps and requirements for Phase 2 (Execute)		Joint	VMware to deliver follow-up documentation confirming deliverables from Phase 1 (Plan) and next steps for Phase 2 (Execute)
Customer requirements to proceed to Phase 2 (EXECUTE)				
1.6	Configure firewall and/or service accounts for integration	Networking rules provisioned	Customer	Review during Phase 1 (Plan)
1.7	Complete and return Pre-Installation Requirements Worksheet	Installation Pre-Requisites	Customer	Customer to send completed Pre-Installation Requirements Worksheet checklist
1.8	Send Design and Implementation doc for review and customer sign off	Design and Implementation doc and Plan Phase Completion Acknowledgment form	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 workflows		VMware	
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 L VMware Workspace ONE Unified Endpoint Management Environment Upgrade

Service Overview

Upgrade services include the planning, execution, and post-upgrade testing of the Customer's on-premises Workspace ONE Unified Endpoint Management environment, or the customer's Gateway servers including but not limited to the Workspace ONE Secure Email Gateway v2 or Workspace ONE Secure Email Gateway on Unified Access Gateway, and Workspace ONE Unified Endpoint Management infrastructure. 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

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 environment (UAT, Testing, Production, etc..). An additional upgrade will need to be purchased for each environment.
4. This service includes Workspace ONE Unified Endpoint Management components only.
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. This service covers up to a maximum of sixteen (16) servers.
8. Testing of any use cases not outlined in the standard Environment Upgrade service is the responsibility of the Customer. VMware will provide recommendations and assistance.
9. Scheduling of the Upgrade Call will occur after the Kick-Off and Validation Testing Call.
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 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 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.
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. Workspace ONE Access component Upgrade is out-of-scope.
2. If any additional components have gone out of support, the upgrade of that component would be considered out-of-scope.

3. Product changes are considered out-of-scope. Examples include Email Notification Service v1 to v2, Workspace ONE Secure Email Gateway v1 to v2 or Workspace ONE 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.
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.

Service 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	

ID	Description	Tool/Delivery	Primary Owner	Comments
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 Remote Desktop Connection on all VMware Servers		Customer	

Learn more

Visit vmware.com/services.

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 2 (EXECUTE)				
2.1	Run the Application upgrade installers on all VMware application servers		VMware	This service includes Unified Endpoint Management 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 (3) different, supported device platforms (already being used prior to the upgrade) for upgrade validation.		VMware	2.3
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
3.3	Customer receives Customer Acceptance Form		VMware	

This service must be delivered and accepted within the first twelve (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.