

# VMware Cloud Automation Deploy Service

## AT A GLANCE

Cloud automation improves business agility and operational efficiency by delivering virtual machine Infrastructure as a Service (IaaS). VMware Cloud Automation Deploy Service helps customers build cloud automation knowledge and experience by deploying VMware vRealize Automation products in a distributed, production environment, using a pre-validated design.

## KEY BENEFITS

- Reduces the cost of managing IT by optimizing the provisioning process through a self-service portal
- Speeds the development of a functioning IaaS environment by leveraging a pre-validated infrastructure
- Improves business agility and operational efficiency by accelerating service delivery across an infrastructure comprised of multiple hardware platforms, hypervisors, and clouds

## Overview

The VMware Cloud Automation Distributed Deployment Service provides the deployment of a prescribed design to provide a highly available foundation for Infrastructure as a Service (IaaS). This project includes the following module:

- Deploy a cloud automation foundation – Deployment of the vRealize Automation platform in a highly available solution to help Customer create a Private Cloud environment for provisioning virtual workloads.

The following are the high-level activities included in this project:

- Implement – Deployment and verification of the solution.
- Knowledge Transfer – Knowledge transfer of the design, deployment, and operations procedures.

This project requires the following VMware On-Premises, VMware SaaS and third-party products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:

This project relates to the following VMware products:

- VMware vRealize® Automation™

## Service Capabilities

This service contributes to the full development of the following capabilities:

### Private Cloud

- Automate workload provisioning
- Provide a self-service portal for IT users

### IT Outcomes Developed

The service being delivered by VMware Professional Services contributes to the delivery of the following IT outcomes:

- A unified service portal for users to access applications, infrastructure, and platforms on demand
- Automated IT service requests
- Reduced delivery time
- Automation and standardization will allow linear growth following the business pace

## Project Scope

The scope of the service includes the following:

SPECIFICATION	PARAMETERS	DESCRIPTION
vRealize LifeCycle Manager Installation	Up to one (1)	Deployment and configuration of vRealize LifeCycle Manager for the purpose of deploying vRealize Automation.
Load Balancer		Guidance on configuration of DNS CNAME records and Load Balancers for the virtual IP addresses of the following: vRealize Automation Appliances, IaaS web servers, and IaaS Manager servers.
Distributed High Availability Installation using vRealize LifeCycle Manager	Up to one (1)	Using vRealize LifeCycle Manager a deployment of a distributed installation of vRealize Automation within a single data center with support for provisioning workloads.
vRealize Automation Appliances	Up to three (3)	Using vRealize LifeCycle Manager the vRealize Automation appliances will be installed and configured with embedded database replication.
IaaS Components	Up to two (2)	Using vRealize LifeCycle Manager the vRealize IaaS components will be installed and configured from the following: IaaS web servers, manager servers, DEM Orchestrators, DEM Workers, and vSphere Agents. These are installed and configured for high availability.
vRealize Automation Component sets	Up to one (1)	Configuration of one (1) component set that makes up an IaaS environment. This will consist of a customer tenant, a fabric group, a service catalog, an IaaS service definition, a VMware vSphere® endpoint, Entitlements, Approval Policies, and email notifications.
IaaS blueprints	Up to three (3)	IaaS blueprints configured (Windows or Linux using the existing templates in the Customer environment).
Business Group Components	Up to two (2)	Business groups and reservations configured.

SPECIFICATION	PARAMETERS	DESCRIPTION
Network profiles	Up to two (2)	Network profiles configured for IP allocation through vRealize Automation.
Active Directory	Up to one (1)	Active Directory LDAP connectors configured.
Active Directory Synchronization	Up to one (1)	Active Directory Groups Synchronized.
vRealize Automation Operational Activities		Additional activities performed in conjunction with this service include the following:
Service Catalog Management Workshop	Up to one (1)	Workshop to provide guidance and enablement on managing the vRealize Automation Service Catalog.
Troubleshooting – Events and Log Management Workshop	Up to one (1)	Workshop to provide guidance and enablement on how to troubleshoot the vRealize Automation environment using events and logs.
Startup/Shutdown Procedures Workshop	Up to one (1)	Workshop to provide guidance and enablement on how to startup or shutdown the vRealize Automation environment.
Single Machine Blueprint Creation Workshop	Up to one (1)	Workshop to provide guidance and enablement on how to create a single machine blueprint in vRealize Automation.
Health Broker Workshop	Up to one (1)	Workshop to provide guidance and enablement on how to use the vRealize Automation Health Broker Service.
Custom Forms Workshop	Up to one (1)	Workshop to provide guidance and enablement on how to use Custom Forms in vRealize Automation.

## Out of Scope

The following are the out of scope items for this project:

### General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.

- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Installation and configuration of Customer-signed certificates.
- Configuration of VMware products used for the service other than those implemented for the mutually agreed to use cases.
- Customer solution training other than the defined knowledge transfer session.

**Estimated Schedule**

VMware estimates that the duration of this project will not exceed 2 weeks. VMware consulting services will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

	1	2	3	4	5
Phase: Initiate					
Phase: Plan					
Phase: Execute –Implement					
Phase: Execute – Knowledge Transfer					
Phase: Close					

**Project Activities**

**Phase 1: Initiate**

After the statement of work (SOW) is signed and the purchase order is received, The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders. Topics to be discussed include the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

**Deliverables**

- One (1) project initiation call

**Phase 2: Plan**

- VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The following are the objectives of the meeting:
  - Introducing the VMware team, roles, and responsibilities.
  - Describing the project goals, phases, and key dates.
  - Agreeing on communication and reporting process and creating a communications plan.
  - Validating the project expectations and clarifying roles and responsibilities.

- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.
- Presenting the solution overview for specified solutions including expected project results and deliverables.

The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

#### Deliverables

- Private Cloud solution checklist
- Private Cloud solution overview presentation
- Communications plan
- One (1) project kickoff meeting
- Project plan

#### Phase 3: Execute

The key activities for this phase are organized in the following sub-phases:

- Implement
- Knowledge Transfer

#### Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

#### Deliverables

- Private Cloud solution specification workbook
- Private Cloud solution verification workbook

#### Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to nineteen (19) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit – (<http://mylearn.vmware.com/mgrreg/index.cfm>).

#### Deliverables

- Up to nineteen (19) hours of knowledge transfer sessions
- Private Cloud adoption guide document
- Private Cloud knowledge transfer workshop presentation

#### Phase 4: Close

The VMware Project Manager conducts one (1) closure meeting with Customer covering project status, next steps, and how to engage further with VMware.

#### Deliverables

- Engagement summary presentation
- One (1) closure meeting

#### Appendix – Service Checklist

Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of VMware consultants on site.

The participation of the following Customer stakeholders is required for the Service to be performed:

- VMware operations team leads
- Application operations leads
- Infrastructure Architect

The following prerequisites are required to enable VMware to perform this Service:

Deploy vRealize Automation for use in a private cloud.

- Virtual Appliance Virtualized RAM Capacity(GB). Defined minimum: 18GB
- Virtual Appliance Virtualized CPU Capacity(GHz). Defined minimum: 4 vCPU
- DNS must be configured and tested for forward, reverse, short and long name resolution.
- Virtual Appliance Virtualized Storage Capacity(GB). Defined minimum: 140GB
- Active Directory Certificate Services.
- Virtualized RAM capacity (GB). Defined minimum: 8GB for IaaS Virtual Machines
- Virtualized storage capacity (GB). Defined minimum: 40GB for IaaS Virtual Machines
- Virtualized CPU capacity (GHz). Defined minimum: 2 vCPU for each IaaS Virtual Machine
- Number of Active Directory service accounts. Defined minimum: 1.0

**FOR MORE INFORMATION OR TO PURCHASE  
VMWARE PRODUCTS CALL:**

877-4 -VMWARE (outside North America,  
+1-650 427-5000),

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requirements, refer to the documentation.

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## 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.

