



# VMware Cloud Governance Service for CloudHealth

## At a glance

Consultation, design, and configuration of perspectives, reports, and policies to ensure visibility and cost-containment aligned with customer needs and VMware Professional Services best practices.

## Key benefits

- Better visibility into the cost and usage of your hybrid cloud infrastructure
- Better utilize policies, automation, and perspectives to optimize your environment
- Provides well-categorized information about your assets, spend, and usage on a go-forward basis

## SKU

CH-PSC-C

## Business challenge

Having policies and governance in place for IT operations and finance is an essential aspect to maintain control and visibility of your cloud assets.

Without controls and asset clarity, it's nearly impossible to measure and improve efficiency, visualize your data in a manner that is relevant to you, and understand drivers of growth. As cloud adoption increases, maintaining complete governance of your environment becomes a full-time responsibility to stay efficient and agile.

CloudHealth® can build best practice perspectives, reporting, dashboards, and policies across your organization, giving you centralized governance, while maintaining decentralized management. Our platform provides multiple options for policy configuration across categories such as financial management, cost optimization, operational governance, performance management, and management of your assets and configuration.

## Service overview

The VMware Cloud Governance Service for CloudHealth is designed to define and configure your CloudHealth environment in alignment with best practices and the needs of your organization. Working with your key team stakeholders, our Professional Services team will lead workshops to define the infrastructure and reporting needs for your organization. Our experts will design tagging strategies and build perspectives based on the output of the workshops and best practices. Once the perspectives are in place, we will build reports and dashboards to align with your business groups' infrastructure needs, and policies. The following activities are included in the services:

- Working sessions to define business requirements for data analysis, management reporting, and tagging strategies aligned with your business objectives
- Perspective design document and perspective configuration aligned with tagging strategies and visibility requirements

- Reporting design document and report configuration aligned with your groups and stakeholders, including cost, usage, and governance reporting
- Policy design document and configuration based on centralized governance needs and objectives to simplify management

## Service delivery description and requirements

The VMware Cloud Governance Service for CloudHealth enables customers to gain better visibility into the cost and usage of their hybrid cloud infrastructure, and looks for opportunities to better utilize policies, automation, and perspectives to optimize their environment.

VMware Professional Services will work with the customer to help define, execute, and maintain a set of perspectives and reports which will provide stakeholders in operations, management, engineering, and finance with well-categorized information about their assets, spend, and usage on a go-forward basis.

### Service activities

Through this service, VMware Professional Services will engage in processes with the customer to:

- Conduct a workshop to define infrastructure reporting and perspective needs
- Design new tagging strategies based on reporting and perspective design that the customer can implement
- Perform initial configuration of up to 5 perspectives based on the reporting needs and best practices
- Configure up to 15 reports and 3 dashboards, aligning with business groups' infrastructure reporting needs
- Configure up to 20 policies ensuring continued adherence to strategies established

### Service deliverables

VMware Professional Services will provide the following documents as part of this service:

- Perspective Design Document
- Reporting and Dashboard Design Document
- Policy Design Document

These deliverables will provide the detailed requirements and act as the guide and agreement between VMware Professional Services and the customer as to what specifically will be implemented.

## Estimated schedule

VMware estimates that the duration of this project will not exceed 12 weeks (3 Months). VMware will operate according to a schedule agreed to by both parties. Typically, services are performed during normal business hours and workdays (weekdays and non-holidays).

## Customer responsibilities

The customer is responsible for the following as part of this service:

- Attendance in meetings, such as kickoff calls, discussions, etc.
- Definition and availability of key stakeholders from various areas of the customer's business that utilize CloudHealth data.
- Execution on updates to infrastructure such as tagging, and configuration of CloudHealth beyond those explicitly addressed above, such as user accounts, loading of budgets, etc.
- The customer will be responsible for maintaining the strategies and perspectives after the engagement is complete.
- A dedicated project manager enabled to make decisions and provide the VMware Professional Services team with the information necessary to complete the work as described in this datasheet.
- A project sponsor to act as a point of escalation.
- The customer will be available and respond in a timely manner for any deliverables and feedback.

## Assumptions

- Expected deliverables will be communicated to the customer within a mutually agreed upon timeframe to ensure quality and timeline are not jeopardized.
- Any remedial asset allocation and tagging of historical assets is considered out of scope.
- Any reports and policies required can be configured within the CloudHealth platform and do not require additional development.
- Any work not expressly stated in this datasheet is considered out of scope.

## Learn more

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## Terms and conditions

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This service must be delivered and accepted within the first 12 months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.

## Out of scope

The following are out of scope items for this service divided by section.

### 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
- Customer solution training other than the defined knowledge transfer session

## Appendix

### Service checklist

The following customer stakeholders are required to deliver this service:

- CloudHealth Program Manager