VMware Desktop Virtualization Health Check Service

At a glance

The VMware Desktop Virtualization Health Check Service delivers a best practice assessment of your existing Horizon deployment. This service provides insights into your VMware Horizon environment and your VMware vSphere® infrastructure. By applying VMware best practices, you can optimize your VMware Horizon environment for performance, scaling, and manageability.

Key benefits

- Insights into the impact of vSphere and Horizon environment design on performance and manageability

- Optimized Horizon performance

- Mitigated risk by leveraging consultant expertise and proven best practices

SKU

CON-VDI-HC-S

Service overview

The VMware Desktop Virtualization Health Check Service is designed to evaluate your desktop virtualization environment relative to VMware best practices for the following environmental components:

- One (1) physical datacenter

- One (1) VMware Horizon® 7 or VMware Horizon® 8 versions 2006 and higher environment (VMware Horizon® Connection Server™, Security servers, and View Composer), including the following:

    - Up to one (1) VMware vCenter Server®

    - Up to eight (8) VMware ESXi™ hosts

    - One (1) desktop image designated for review

    - Up to six (6) desktop pools designated for review

Customer profile

The VMware Desktop Virtualization Health Check Service is ideal for customers who want to:

- Upgrade or expand a current production Horizon deployment

- Validate a Horizon environment in preparation for an audit or a review

- Complete a pre-production design review

- Perform a proactive, diagnostic Health Check to maintain a highly optimized and top-performing Horizon environment

- Identify configuration changes to improve performance or address operational challenges

Throughout the engagement, your team will benefit from knowledge transfer and whiteboard sessions conducted by a VMware consultant. They will learn about best practices, implementation insights, and the impact of VMware vSphere® and Horizon environment design on performance and manageability. At the conclusion of the engagement, you will have an actionable, prioritized roadmap of recommended changes.

vmware®

VMware approach

VMware Professional Services consultants will work with your organization following a phased approach, which includes:

- **Validate:** VMware consultants will start by validating engagement objectives and provide a comprehensive overview of the engagement activities, goals, and outcomes.

- **Collect:** Our consultants will use a combination of assessment questionnaires, design reviews, whiteboard sessions, VMware tools, and third-party toolsets to gather information to evaluate your vSphere and Horizon environments.

- **Analyze:** VMware consultants will evaluate more than two hundred (200) attributes of your Horizon and vSphere environment against implementation and configuration best practices. Each finding will be classified from P1 to P3, helping you to prioritize your remediation plans.

Priority	Definition
Phase 1	Requires immediate attention
Phase 2	Potential concern, requires further investigation
Phase 3	Deviation from best practices, low impact
OK	Conforms to best practices
No Data	Unable to evaluate; no data

- **Report:** VMware consultants will create a detailed summary report on your Horizon and vSphere environments and provide an actionable roadmap of recommended changes.

Deliverables

- VMware vSphere Health Check Report and VMware Desktop Virtualization Health Check Report that includes:

  – Description of findings

  – Identification of opportunities to optimize configuration and improve performance

  – Remediation and upgrade recommendations

- VMware Desktop Virtualization Health Check Service Summary Presentation

Roles and responsibilities

The roles for the VMware project team and Customer project team are described in the following sections.

VMware project team

VMware will assign an engagement manager when the project begins. The engagement manager will identify personnel resources, project structure, communication plan, project plan tools, and overall project management techniques to manage the engagement, and set objectives for duration, cost, and provider commitment. The engagement manager will support the customer project manager and assist with:

- Overall customer relationship and project management

- Planning and pre-engagement preparation

- Reporting project status and facilitation of a weekly 30-minute status call between the customer and VMware teams

- Providing escalation triage and maintaining a risk register

- Logistics, including security, remote access, and facility access

VMware consultant

The VMware consultant will install and integrate Horizon into the customer environment. Tasks include software installation, Horizon configuration, desktop creation, and operating system base image integration. The VMware consultant will also provide a knowledge transfer to customer IT administrators.

Customer project team

Customer will provide a project manager knowledgeable in pertinent internal customer processes and able to collaborate with the VMware project manager as specified in this datasheet.

The Customer project manager must have the authority to make project decisions and represent the customer in all matters related to this service. The customer project manager will provide a single consolidated response to any review, approval, change, or decision request.

Customer will support and provide representation at project review meetings at a mutually agreed upon time and location to discuss the project status, issues, new requirements, and overall project satisfaction. These meetings might also cover performance status updates, schedule updates, pending changes, open issues, and action items.

Customer will actively participate in this engagement, and individuals with relevant domain, business, and technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, the Customer project manager becomes the final authority on all items of discussion.

VMware responsibilities

VMware will coordinate activities of the VMware team and will provide Customer with VMware representatives who have the skills and expertise

necessary to properly execute the requirements and services set forth in this datasheet.

Assumptions and customer responsibilities

The following are the Customer responsibilities for this project:

- Provide all required infrastructure as specified in the prerequisites' documentation. Customer must meet the minimum specified hardware, storage, and compute requirements.

- Provide VMware consultants with access to any required applications, systems, and staff resources, allowing VMware to fulfill its obligation to complete the pre-production environment build service defined by this datasheet.

- Provide a suitable environment for knowledge transfer sessions (overhead projector and conference facilities).

- Take responsibility for and assume any risk associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, and information supplied by customer.

- Be solely responsible for procuring product support for all software to be used in connection with this engagement. Such product support must be in place and available no later than when VMware consultants first arrive onsite.

- Provide access to facilities and computer systems as required for the VMware team to perform tasks as outlined in this datasheet.

- Execute all items discussed in the project checklist prior to arrival of VMware consultants onsite. Any additional time required of VMware personnel to perform the duties of this service as a result of customer's lack of completion of these checklist items will be considered billable time payable by customer.

Requirements

Hardware requirements

Customer will provide computer hardware and systems support for the collection of data for analysis of the environment and for the knowledge transfer workshops. This includes functioning hardware, network, storage, and access to virtual desktop infrastructure (ESXi, vCenter Server, Horizon Connection Server).

Learn more

Visit vmware.com/services.

Software requirements

Customer will be solely responsible for procuring products and product support for all software to be used in connection with this service.

Other requirements

Customer will provide a conference room with projector and networked desktops or laptops running MS Windows with connectivity to vCenter Server and VMware Horizon® Connection Server™.

Scoping

VMware estimates that this entire project will not exceed seven (7) days to execute if all assumptions in the Assumptions and Customer Responsibilities section are met and there are no intervening delays outside of VMware control. Work will be performed according to a schedule agreed upon by both parties. Typically, work is performed during normal business hours and workdays (weekdays and non-holidays).

Related services

VMware Professional Services provides a range of services to assess, design, and deploy a solid virtualization foundation and the desktop virtualization solution for your business.

Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the VMware ONE Contract Center. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

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.