

# VMWARE HORIZON® CLOUD SERVICE™ HOSTED INFRASTRUCTURE ONBOARDING SERVICE - SILVER

## AT A GLANCE

The VMware Horizon® Cloud Service™ Hosted Infrastructure Onboarding Service – Silver provides basic assistance to customers with limited knowledge of Horizon Air. This service familiarizes the customer with VMware desktop infrastructure recommended practices pertaining to use cases, pool configuration, operating system optimization, and application deployment, with an emphasis on how these practices apply to Horizon Air. The goal of this offering is to place the customer on a path for achieving their virtual desktop infrastructure objectives using Horizon Air.

## BENEFITS

- Accelerates time-to-deployment
- Provides exposure to Horizon Air technologies through structured knowledge transfers
- Encourages adoption of VMware best practices
- Quickly scales your environment
- Provides use case definition training

## Overview

Horizon Air delivers platform as a service to customers, enabling desktop and application delivery to any user, anywhere, on any device. This service drives greater customer adoption of the Horizon Air platform through structured delivery of professional services. The Silver level of service provides customers who are considering adopting desktop virtualization cloud technology with the basics of VMware recommended practices centered on Horizon Air. A good beginning is critical for building a lasting partnership with customers and positioning them to achieve Horizon Air adoption. Greater customer adoption will result in additional use case build-out, in addition to assisting with image design so that Gold Patterns and desktops are created and optimized for better performance. The VMware consultant will assist with use case design to aid in optimal networking and Active Directory setup for user access, pool creation, and testing. After initially developing an excellent pattern, evolution can be driven through the adoption of additional technologies. This service is the first step in partnering with customers to bring focus to long term solution delivery.

## Customer Profile

The VMware Horizon Cloud Service Hosted Infrastructure Onboarding Service – Silver is suited for customers who:

- Are moving toward desktop virtualization and want to do so with guidance for good design and implementation practices
- Want to provide a quality end-user experience based on tailored use case design
- Intend to maximize their Horizon Air investment by aligning the solution with their strategic vision
- Want to reduce and simplify the Horizon Air deployment process

## Document Deliverables

- Use Case Worksheet
- Best Practices Guide
- Operational Procedures

## Key Activities

The following is a brief outline of the activities for this service.

### 1. Planning

The planning phase includes the following:

- Internal VMware handoff call with a designated Horizon Air deployment engineer who is responsible for basic onboarding
- Obtaining the customer information sheet and worksheet from the deployment engineer
- Acquiring the deployment engineer's insight into customer's expectations

### 2. Kickoff

The kickoff phase includes a customer handoff call to discuss the following:

- Team introductions
- Review of initial setup
- Project goals and business objectives
- Delivery methodology
- Service scope
- Deliverables
- Project timeline
- Risk identification
- Tracking and communications
- Request for evaluation of the service

### 3. Assess

The assessment phase consists of a Use Case Definition Workshop

### 4. Deploy

This phase includes the following workshops:

- Desktop Image Optimization Workshop
  - Review operating system optimization recommended practices
  - Optimize one (1) customer-supplied desktop image
- User Configuration Workshop
  - Integration of the customer's Active Directory into VMware User Environment Manager™
  - Creation and deployment of one (1) user configuration in User Environment Manager based on the defined use case
  - Application profiling of up to five (5) applications in the customer-supplied desktop image
- Remote Application Delivery Workshop
  - Consultant works with the customer to implement one (1) of the following three (3) options:
    - Up to four (4) low complexity applications configured as RDS Hosted Applications
    - Optimization and configuration of up to one (1) RDS Host Server image with up to four (4) low complexity applications installed to be used for RDS Hosted Desktops

- Optimization and configuration of up to one (1) RDS Host Server image with up to two (2) low complexity applications installed to be used for RDS Hosted Desktops, and up to two (2) low complexity applications configured as RDS Hosted Applications

Note: Low complexity applications are those used for activities such as data entry, which require a limited number of applications to perform a common set of tasks throughout the day at a stationary computer. These applications are typically not as CPU-intensive and memory-intensive as the applications used for engineering and code development.

- Infrastructure Integration Workshop
  - Active Directory integration
  - Horizon Air recommended practices
- Deployment Workshop
  - Horizon Air pool deployment and management knowledge transfer
  - Deploying a Horizon Air pool based on the use case definition
  - Validating the following:
    - Computer accounts created in Active Directory
    - Group policies applied to desktops
    - DHCP addresses received by desktops
    - Key Management Service (KMS) activation
    - DNS functionality

## 5. Conclusion

The VMware team hosts a conclusion meeting to do the following:

- Review the outcome of the consulting services performed
- Provide project deliverables to the customer

## Roles and Responsibilities

VMware anticipates that all team members will contribute throughout the service, utilizing their respective skills and integrating the findings. The roles anticipated for this engagement are described in the following sections.

### VMware Roles and Responsibilities

VMware will coordinate activities of all VMware resources and will provide customer with VMware resources that have the skills and expertise necessary to execute the requirements and services set forth in this datasheet.

### VMware Technical Consultant

- Plans and coordinates activities related to the delivery of the VMware Horizon Cloud Service Hosted Infrastructure Onboarding Service - Silver with the customer and VMware teams
- Coordinates with customer project manager and leads all project status calls
- Tracks VMware progress and deliverables
- Leads knowledge transfer sessions between VMware and the customer
- Provides design and guidance with Active Directory integration best practices
- Provides design and guidance with Horizon Air use case definition

## Customer Project Team

Customer will provide resources who are knowledgeable in pertinent internal customer processes and are able to collaborate with the VMware consultant as specified in this datasheet. Customer's project manager must have the authority to make project decisions and represent the customer in all matters related to this datasheet. Customer's 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 to time 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 staff will actively participate in this engagement, and individuals with relevant domain, business, or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware project team requires regular and timely access to them.

## Customer Responsibilities and Requirements

The VMware Horizon Cloud Service Hosted Infrastructure Onboarding Service - Silver worksheet must be completed and the following items/technologies must be addressed and configured prior to undertaking the Services:

- Horizon subscription service level must be identified.
- Horizon desktop license model must be identified.
  - Windows 7, Windows 8, and Windows 10 desktop operating system.
  - Windows 2008 R2, 2012 R2, server operating system, configured for Windows desktop presentation, or RDSH.
- All Windows operating system licensing requires data center licensing as outlined by Microsoft. Windows terminal server licenses (required when using the RDSH features of Horizon Air) must be provided by the customer as part of this service. Customer is responsible for installing and configuring a Microsoft KMS server.
- The customer is responsible for licensing of all operating systems and software deployed on the Horizon Air platform.
- The customer must provide either Microsoft Terminal Server licenses, or access from the Horizon Air platform to a Microsoft Terminal Licensing Server.
- Verify that KMS is available and that desktops are activating as expected.
- Customer configures network connectivity to Horizon Air, including the setup of any VPNs.
- Connectivity between customer premises and Horizon Air tenant environment is in place.
  - VPN (requires compliant VPN technologies between customer premises and the Horizon Air tenant environment).
  - Multiprotocol Label Switching (MPLS) (requires interaction with a telecommunications service provider for dedicated connectivity between client premises and the Horizon Air tenant environment).
- Verify that the firewall is configured to allow access to and from the Horizon Air environment.

- DHCP scope is configured for the Horizon Air environment. DHCP Option 74 might be required and provided by VMware. Option 74 specifies the IP address of the tenant appliance.
- Customer provides the necessary information for the Horizon Air environment to be configured properly.
- IP address space has been defined and trusted for the Horizon Air tenant environment in the corporate network.
- VMware requests at least two networks:
  - One /24 network for desktops obtaining IPs from a DHCP server.
  - One /26 or above for a services network for placing static IP machines, such as tenant appliances, utility servers, such as Active Directory, file servers, and application servers.
- Access method to Horizon Air desktops must be identified.
  - From the trusted corporate network only, or allow direct access from the Internet.
- Horizon Air tenant environment must be configured and available to the customer.
- If using Active Directory to authenticate users, the customer must provide requested information in the onboarding worksheet related to Active Directory.
- Use of either PCoIP or BLAST as the display protocol has been identified.
- Contact information must be provided as requested in the onboarding worksheet.
- Provide access to technical resources with expertise in the following areas:
  - Desktop engineering
  - Network/security
  - Active Directory
  - Applications

### Project Scope

All VMware Horizon Air Services will be completed remotely through WebEx and conference calls.

Work will be performed according to a schedule agreed to by both parties. Typically, work is performed during normal business hours and workdays (weekdays and non-holidays).

The scope of the engagement includes the following:

- One (1) use case definition.
- Operating system optimization of one (1) customer-supplied desktop image.
- Creation of one (1) user configuration in User Environment Manager.
- Creation of up to five (5) application profiles in User Environment Manager.
- One (1) of the following three (3) options:
  - Up to four (4) low complexity applications configured as RDS Hosted Applications.
  - Optimization and configuration of up to one (1) RDS Host Server image with up to four (4) low complexity applications installed to be used for RDS Hosted Desktops.

## PRICING

For pricing, contact your local VMware Sales Representative.

VMware SKU: CON-HZAIR-SILVER

## FOR MORE INFORMATION

For more information about VMware products and services, visit [www.vmware.com/consulting](http://www.vmware.com/consulting) or contact your local VMware representative.

## TERMS AND CONDITIONS

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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.

- Optimization and configuration of up to one (1) RDS Host Server image with up to two (2) low complexity applications installed to be used for RDS Hosted Desktops, and up to two (2) low complexity applications configured as RDS Hosted Applications.

- Functional validation with customer.
- Assistance with Active Directory design and integration best practices.
- Horizon Air pool configuration.
  - Knowledge transfer sessions.

The following are out of scope for this engagement:

- Design, implementation, or configuration of VMware Horizon® 7, VMware App Volumes™, VMware Identity Manager®, VMware ThinApp®, VMware vSphere®, or any other VMware product not already explicitly listed.
- Troubleshooting issues with group policies.
- Security hardening of the desktop or RDS Host Server image(s).
- Design and implementation of persona management.
- Implementation or configuration of ThinPrint or printers and printing solutions.
- Implementation or configuration of peripherals devices (USB, or otherwise), including headsets and microphones.
- Design, deployment, and integration of server resources in the Horizon Air tenant space.
- Installation and configuration of a VMware View® Client.
- Design or implementation for High Availability (HA) and Disaster Recovery (DR).
- Implementation of third-party or internal certificate generation or implementation, or registration of SSL certificates.
- Deployment to clients over low-speed or high-latency networks.
- Any assessment, plan, design, or implementation of services or documentation outside of what is included in the service offering.
- 3D or Rich Media Services integration, including vSGA/vDGA.
- Solutions leveraging the Horizon Unified Communications API, webcams/ telephony solutions, Lync or other third-party collaboration products, or streaming video.
- Training of customer staff.
- Design or implementation of multifactor authentication technologies.
- Implementation to support multidomain or forest design or configuration.
- Troubleshooting applications on the gold pattern or customer-supplied desktop image.
- Troubleshooting application which cannot be virtualized or delivered using RDSH, VMware App Volumes™, or ThinApp.
- Zero client or thin client integration with VMware Identity Manage.

