



# VMware Horizon Deployment Add-On Advanced Service

## At a glance

Horizon Deployment Add-On Advanced Service implements additional capabilities or use cases within an existing Horizon environment.

## Key benefits

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

## SKU

HZ-DEP-AD-ADVPK

HAH-DEPAD-ADV-1TCT0-C1S

HAH-DEPAD-ADV-1TCT0-A1S

## Service overview

VMware Horizon Deployment Add-On Advanced Service provides for technical support related to the VMware Horizon® offerings as set out below in the services description (the "Services" or Consulting Services").

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. For customers who need more than one Add-On, multiple quantities of this service must be purchased.

[Appendix A – VMware Workspace ONE® Access™](#)

[Appendix B – VMware Dynamic Environment Manager™](#)

[Appendix C – Additional Use Case Implementation](#)

[Appendix D – VMware App Volumes™](#)

[Appendix E - Additional VDI Block to a Horizon Pod-Block](#)

## Engagement timeline

The Service typically takes 2 - 5 weeks to fully deliver. The engagement will consist of meetings every 3 - 5 business days, each being 2 - 4 hours in length and scheduled based on an agreed agenda outlined in advance. 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 – Workspace ONE Access

### Service overview

The deployment will include implementation of a Workspace ONE Access tenant with on-premises Active Directory integration. This datasheet includes ten (10) Application Integration units which can be utilized according to the table in Section 4. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- VMware Identity Manager and Access Management installation/configuration
- AD/LDAP integration
- SAML Endpoint Integration

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.

2. Standard integration endpoints are limited to those listed on the “VMware Identity Manager Integrations Documentation” support webpage: [https://www.vmware.com/support/pubs/vidm\\_webapp\\_sso.html](https://www.vmware.com/support/pubs/vidm_webapp_sso.html).
3. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with VMware Workspace ONE® Access™ given unforeseen Customer or service configurations or limitations outside of our product.
4. The Customer will provide a fully functional Certificate Authority if utilizing Mobile Single Sign-On (SSO). Root Certificate Authority certificates must be exportable and Online Certificate Status Protocol (OCSP) and Certificate Revocation List (CRL) endpoints must be reachable from the Identity Manager instance.
5. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
6. Alignment of all VMware Airwatch® Enterprise Mobility Management™ 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 premise 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 VMware team will not provide a project manager as a role under this Service (datasheet).
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. All work will only be delivered remotely via screen-share.
14. The staffing for this datasheet 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 of the following criteria:
  - 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.
  - a. 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. 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 datasheet.
2. Formal training is out-of-scope.
3. 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.
4. On-site travel is out-of-scope.
5. 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
<b>Phase 1 (PLAN)</b>				
1.1	Review key success criteria for Customer's deployment		Joint	VMware to document
1.2	Review datasheet		Joint	Understand service assumptions and scope

ID	Description	Tool/Delivery	Primary Owner	Comments
1.3	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
1.4	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)
<b>Customer requirements to proceed to Phase 2 (EXECUTE)</b>				
1.5	Procure virtual and/or physical servers	Servers Configured	Customer	Review during Phase 1 (Plan)
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	Download / Stage OVA Connector file		Customer	If Applicable
1.9	Procure virtual vSphere resources		Customer	If Applicable
1.10	Validate Certificate Authority functionality		Customer	
<b>Phase 2 (EXECUTE)</b>				
2.1	VMware confirms all pre-requisites are met		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.2	Installation of Workspace ONE Access Connector or Enterprise Services Connector		VMware	
2.3	Installation of Workspace ONE Access Tenant		VMware	
2.4	Configure Active Directory Integration and Sync		VMware	
2.5	Configure Administrator Accounts		VMware	
2.6	Assist with integration of desired applications		VMware	Ten (10) integration units may be used according to the Application Integration Units table in Section 4
2.7	Implement additional VMware configuration including SAML validation testing		VMware	
2.8	Certificate Integration with VMware for Mobile Single Sign-On		VMware	Only applicable for Native Mobile Single Sign-On
2.9	Creation of Single Sign-On profile and associated configuration		VMware	Only applicable for Native Mobile Single Sign-On
2.10	Upload CA Certificates to VMware Workspace ONE Access		VMware	Only applicable for Native Mobile Single Sign-On
2.11	Creation of Credentials Payload and associated configuration		VMware	Only applicable for Native Mobile Single Sign-On
2.12	Configure Auth Adapters		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.13	Implement Access Policy for Native Apps		VMware	
2.14	Push Horizon application to devices		VMware	If Customer is using VMware MDM
2.15	Workspace ONE as Trusted IDP for a Third party IDP		VMware	Includes testing for up to three (3) apps
2.16	Test and Validate Web Applications and/or Single Sign-On experience		VMware	
<b>Phase 3 (CLOSE)</b>				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for Support/CSR.	VMware	Transition to support meeting

### Integration unit valuation matrix

Units	Integration Type	Comments
1	<ul style="list-style-type: none"> <li>Standard Enterprise Web Application</li> </ul>	Per Application
2	<ul style="list-style-type: none"> <li>Third-Party Web Application</li> <li>Internally Developed Web Application</li> </ul>	Per Application
3	<ul style="list-style-type: none"> <li>VMware Horizon Integration</li> <li>VMware ThinApp Integration</li> <li>Citrix XenApp Integration</li> <li>Microsoft 365 Integration</li> </ul>	Per Connection Broker / Connection Server
4	<ul style="list-style-type: none"> <li>Native Application One-Touch Single Sign-On</li> </ul>	Per Native Application

## Appendix B – VMware Dynamic Environment Manager

### Service overview

The deployment includes implementation of VMware Dynamic Environment Manager. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Installation of VMware Dynamic Environment Manager
- Creation of User Configuration in VMware Dynamic Environment Manager
- Creation of Application Profiles in VMware Dynamic Environment Manager

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. The customer is responsible for configuring required File Server(s) supporting SMB storage.
3. The customer is responsible for verifying network and firewall is configured to allow access between the DEM components and the Horizon VDI environment.
4. Access method to Horizon desktops must be identified (i.e., from the trusted corporate network only and/or allow direct access from the Internet).
5. Customer must provide requested information related to Active Directory for authentication.
6. Configuration of software other than VMware is the responsibility of the Customer.
7. Prerequisites 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 datasheet.
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 datasheet 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.

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. The scope of the services is deemed complete upon one (1) of the following criteria:
  - 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. Implementation or integration of multifactor authentication technologies is out-of-scope.
2. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope.
3. 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.
4. On-site travel is out-of-scope.
5. 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
<b>Phase 1 (PLAN)</b>				
1.1	Confirm existing Horizon environment	Architecture Design	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope

ID	Description	Tool/Delivery	Primary Owner	Comments
1.3	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
<b>Customer requirements to proceed to Phase 2 (EXECUTE)</b>				
1.4	Review VMware release notes and documentation		Customer	
1.5	Implement and new technical prerequisite requirements		Customer	
1.6	Ensures full System Administrator access on all servers		Customer	
1.7	Download and stage all VMware Dynamic Environment Manager files on the appropriate VMware Servers		Customer	Staged on all servers
1.8	Permission to RDC on all VMware Servers		Customer	if VMware Dynamic Environment Manager is deployed using AD Mode – to deploy VMware Dynamic Environment Manager GPO
<b>Phase 2 (EXECUTE)</b>				
2.1	Configure VMware Dynamic Environment Manager File Shares		VMware	
2.2	Stage VMware Dynamic Environment Manager ADMX Templates (or) configure NoAD Mode Folder		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Configure VMware Dynamic Environment Manager Group Policy Settings (or) configure NoAD.xml settings		VMware	
2.4	Install VMware Dynamic Environment Manager Client on base image of target desktops		VMware	
2.5	Configuration of default set of VMware Dynamic Environment Manager configuration items through Easy Start		VMware	
2.6	Admin Console walkthrough		VMware	Knowledge transfer and validation of pre-configured default setting
2.7	Assist in creation of up to five (5) Application Profiles in Personalization section		VMware	
2.8	Assist in creation of up to five (5) User Profiles in User Environment section		VMware	
2.9	Assist in creation of up to five (5) Condition Sets		VMware	
2.10	Install VMware Dynamic Environment Manager Application Profiler		VMware	
2.11	Assist in capture of Configuration Files through Application Profiler of up to three (3) low complexity applications		VMware	
<b>Phase 3 (CLOSE)</b>				

ID	Description	Tool/Delivery	Primary Owner	Comments
3.1	VMware Dynamic Environment Manager Support Tool walkthrough		VMware	
3.2	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting

## Appendix C – Additional Use Case Implementation

### Service overview

The deployment includes the implementation of configurations to an existing Horizon version 7.13 or higher, deployed in an on-premises datacenter. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope will include:

- Create up to three (3) Master Images (Snapshot/Template) limited to being created within a single Cloud Pod Architecture
- From the created Master Images, create up to three (3) (VDI pools or RDS Hosted Desktops or Published Applications pools).
- Assist in updating the Master Images/Templates with up to seven (7) low-complexity applications for VDI or RDS Pools

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Customer to verify that KMS is available and that desktops are activating as expected.
3. The customer is responsible for verifying that the firewall is configured to allow access to and from the Management Block (with the Connection Servers) to the VDI Block in the Horizon environment.
4. Use of either BLAST Extreme or PCoIP as the display protocol has been identified as part of use case definition process.
5. Configuration of software other than VMware is the responsibility of the Customer.

6. Pre-requisites must be completed for all installation components before any installation activities will be performed.
7. 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 datasheet.
8. All work will only be delivered remotely via screen-share.
9. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
10. The staffing for this datasheet 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.
11. 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.
12. The scope of the services is deemed complete upon one (1) of the following criteria:
  - 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
13. The three (3) Master Images will be used to create only Instant Clones or Full Clones in the existing Horizon environment.
14. If the requirement is for Instant Clones, its assumed that the existing Horizon Environment is already been configured with the required Instant Clone administrative account with OU permissions.
15. Low-Complexity applications will be defined as software application installers that installed on the Windows Operating System without external dependencies not limited to components like such any network resources.
16. Customer should make available the required resources (infrastructure identified as part of the pre-requisites checklist) and (relevant teams like Desktop Engineering, VDI, vSphere, Storage, Network, and Security) to

facilitate in the creation of the three (3) Master Images and installation of applications within them.

17. Customer to make available the required VDI/RDS vSphere Cluster(s) and connected resources where the VDI/RDS pools will get created.
18. Customer is responsible for required Connection Servers, storage, network, and connectivity from the Horizon Management Block to the existing/new VDI Block(s) where the image will be deployed as a pool.
19. Customer will own and drive the installation of applications within the Master Image(s).
20. Use case will be limited to the availability of Hardware/Software infrastructure resources.

### **Out of scope**

1. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope.
2. Modifications to the environment or troubleshooting items like existing custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope.
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope.
5. 3D or Rich Media Services integration, including vSGA/vDGA solutions, webcams / telephony solutions, Lync or other third-party collaboration products/solutions as well as implementation or integration of printers, headsets, microphones, or peripherals (USB or otherwise) is out-of-scope.
6. Design, implementation, or integration of VMware App Volumes™, ThinApp®, Persona Management, Dynamic Environment Manager, or any other VMware product not already explicitly listed is out-of-scope.
  - a. If there is an existing instance of App Volumes and/or VMware Dynamic Environment Manager, their agents will be installed during the image creation process, after the Horizon Agent, however their functionality is out-of- scope.
7. Implementation or integration of multifactor authentication technologies is out-of-scope.
8. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope.
9. 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.

10. On-site travel is out-of-scope.
11. 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
<b>Phase 1 (PLAN)</b>				
1.1	Confirm existing Horizon environment	Evaluate existing Horizon environment	Joint	Validate versions, interop matrices check, support OS versions for Image creation, deployment type (IC/FC)(Floating, Dedicated)
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Identify business requirement	Use cases and application list	Customer	(VDI / RDS Pools) (Instant Clones / Full Clones) (Floating / Dedicated Assignments)
1.4	Provide deployment proposal and review Horizon and VMware vSphere® prerequisites	Design Sign-Off Form	VMware	
<b>Customer requirements to proceed to Phase 2 (EXECUTE)</b>				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	
1.6	Validate Pre-requisites in place for EXECUTE	Deployment validation	Joint	
<b>Phase 2 (EXECUTE)</b>				

ID	Description	Tool/Delivery	Primary Owner	Comments
2.1	Map up to three (3) use cases for Image creation		VMware	This step will map Horizon Agent features to use cases Capture VDI/RDS Pool setting
2.2	Assist in creating up to three (3) optimized Master images for VDI and/or RDS pools		VMware	
2.3	Assistance with updating the Image(s) with up to seven (7) low-complexity applications		Customer	
2.4	Assist in creation of up to three (3) VDI pools (IC/FC)	Instant / Full Clones	VMware	Pool settings to be configured as per 2.1
2.5	Assist in creation of up to three (3) RDS hosted desktop pools / RDS Published Apps pools		VMware	Pool settings to be configured as per 2.1
2.6	Assist in configuring Basic and Advanced Horizon GPO settings for Optimization	Horizon GPO settings	Joint	
2.7	Demonstrate updating existing Pool with new Image	Updating Pool	VMware	
2.8	Validate KMS Server exists and desktops are being validated after setup is complete on client side	Image validation	Customer	VMware will only provide validation of the desktops. All licensing requirements will be completed by Customer
2.9	Validate connectivity from Horizon Client / HTML5 compatible browser	Connectivity	VMware	



ID	Description	Tool/Delivery	Primary Owner	Comments
<b>Phase 3 (CLOSE)</b>				
3.1	Review completion of Activity outlined in deployment approach		Joint	
3.2	Knowledge Transfer: walkthrough of the implemented Add-On Solution & Best Practices		VMware	
3.3	Customer Support Transition	VMware delivers services completion material and contact information for Support/CSR.	VMware	Transition to support meeting

## Appendix E – VMware App Volumes

### Service overview

The deployment includes the implementation of App Volumes on an existing Horizon version 7 .13 or higher, deployed in an on-premises Datacenter. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope will include:

- VMware App Volumes deployed in a single Horizon Pod built on Horizon version 7 .13 or higher

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. The customer is responsible for verifying that the customer firewall is configured to allow access to and from the Horizon-Hosted environment.
3. Configuration of software other than VMware is the responsibility of the Customer.
4. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.

5. All work will only be delivered remotely via screen-share.
6. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
7. 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.
8. The scope of the services is deemed complete upon one (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) months from purchase date.
  - c. 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
9. The implementation scope for will be limited to a Fresh/New deployment of App Volumes 4.x or higher, to a single Horizon Pod only.
10. The implementation scope for each deployment of this Add-On SKU will be limited to a single Horizon Pod only.
11. App Volumes will be deployed only on an existing implementation of Horizon 7.7.10 or higher referencing the VMware Product Interoperability Matrices compatible versions of vSphere and Horizon.
12. Deploy and usage of App Volumes will be limited to the workflow outlined in the official product installation and administration guide.
13. Configuration of App Volumes will be limited to the infrastructure resources provided which must meet the prerequisites in the App Volumes product installation guide.
14. VMware provided pre-requisites must be made ready by the customer, for all installation components not limited to (SSL Certificate, SQL Database, Network/Firewall connectivity, Load balancer VIP), before any setup activities will be performed.
15. Low-Complexity applications will be defined as software application installers that installed on the Windows Operating System without external dependencies not limited to components like such any network resources.
16. Medium-Complexity applications will be defined as software application installers that installed on the Windows Operating System requiring minimal external dependencies not limited to components like such any network resources.

17. Installation of applications during the Application capturing process will be driven by the customer.

**Out of scope**

1. Design, implementation, of App Volumes across multiple Horizon Pod environments is out-of-scope.
2. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
3. Custom documentation, architecture diagrams or Project Management are 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
<b>Phase 1 (PLAN)</b>				
1.1	Confirm existing VMware environment suitable for Add-On	Existing Environment Validation	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Identify business requirement	Use cases	Customer	
1.4	Provide deployment proposal and review Horizon vSphere prerequisites	Design Sign-Off Form	VMware	
<b>Customer requirements to proceed to Phase 2 (EXECUTE)</b>				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	

ID	Description	Tool/Delivery	Primary Owner	Comments
1.6	Validate Pre-requisites in place for EXECUTE	Deployment validation	Joint	
<b>Phase 2 (Execute)</b>				
2.1	Deploying up to two (2) App Volumes Managers	In the same Pod	VMware	
2.2	Prepare the App Capture VM	In the same Pod	VMware	
2.3	Capture up to five (5) Low-Complex Applications with up to two (2) Packages per Application	Creating Applications	Joint	
2.4	Capture up to five (5) Medium-Complex Applications with up to two (2) Packages per Application	Creating Applications	Joint	
2.5	Update App Volumes agent on up to two (2) Windows Images/Templates		Joint	
2.6	Validation of Captured Application/Package on target VDI/RDS Pools		Joint	
2.7	Configure Writable Volumes for up to three (3) VDI Pools	Creating Writable Volumes	VMware	
2.8	Validating Writable Volumes creation and assignment		Joint	
<b>Phase 3 (CLOSE)</b>				
3.1	Review completion of Activity outlined in deployment approach		Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.2	Knowledge Transfer: walkthrough of the implemented Add-On Solution and Best Practices		VMware	
3.3	Customer Support Transition	VMware delivers services completion material and contact information for Support/CSR.	VMware	Transition to support meeting

## Appendix F – Additional VDI Block to a Horizon Pod-Block

### Service overview

The deployment includes the implementation of an additional VDI Building Block to an existing Horizon on-premises deployment, implemented using the Pod Block design. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes:

- Deployment of additional VMware Horizon components to add a VDI Building Block to an existing VMware Horizon Pod Block infrastructure

### Service assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Configuration of software other than VMware is the responsibility of the Customer.
3. Pre-requisites must be completed for all installation components before any setup activities will be performed.
4. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.
5. All work will only be delivered remotely via screen-share.

6. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
7. 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.
8. The scope of the services is deemed complete upon one (1) of the following criteria:
  - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
  - b. After twelve (12) months from purchase date.
  - c. 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
9. A VDI Block will consist of dedicated Hosts in a single vSphere cluster with dedicated storage, connected back to the Management Block in the same Pod Block infrastructure.
10. Customer to have required VMware licenses and Microsoft KMS licenses to accommodate for expansion of the existing VMware Horizon environment with an additional Block to the Pod Block Architecture.
11. VDI or RDS Pools created in the new VDI Block will be limited to the sizing guidelines of Horizon and vSphere architecture.

#### **Out of scope**

1. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope.
2. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope.
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope.
5. High Availability (HA) and Disaster Recovery (DR) setup are 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
<b>Phase 1 (PLAN)</b>				
1.1	Confirm existing VMware environment suitable for Add-On	Existing Environment Validation	Joint	Customer to provide design, logical and physical architecture and implementation documentation of existing Horizon Pod Block infrastructure that is identified to be extended with an additional VDI Block
1.2	Review datasheet		Joint	Understand service assumptions and scope
1.3	Identify business requirement for adding a VDI Block to existing Pod- Block infra		Customer	(VDI or RDS Pools)
1.4	Provide deployment proposal and review Horizon & vSphere pre-requisites	Design Sign-Off Form	VMware	VDI Block (dedicated vSphere cluster, storage, network and connectivity)
<b>Customer requirements to proceed to Phase 2 (Execute)</b>				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	
1.6	Validate Pre-requisites in place for EXECUTE	Deployment validation	Joint	VDI Block (dedicated vSphere cluster, storage, network and connectivity)

ID	Description	Tool/Delivery	Primary Owner	Comments
<b>Phase 2 (EXECUTE)</b>				
2.1	Deployment check of pre-requisites for CS installation (vSphere, Storage, Network, Security, Db, Microsoft components)		Joint	Installation of additional connection server if identified as a requirement to accommodate connecting session capacity
2.2	Installing and configuring the Connection Server (x1)		VMware	
2.3	Deployment check of prerequisites for VMware Unified Access Gateway installation (vSphere, Storage, Network, Security, Microsoft components)		Joint	Installation of additional Unified Access Gateway appliance if identified as a requirement to accommodate connecting session capacity
2.4	Installing & configuring the Unified Access Gateway (x1)		VMware	Will be added to Unified Access Gateway HA if HA configuration already exists
2.5	Creating and optimizing up to one (1) Windows ten (10) Golden/Master Image containing up to five (5) low complexity applications, to a Template/Snapshot	Full Clone / Instant Clone	Joint	
2.6	Creating and optimizing up to one (1) Win2016/19 Golden/Master Image containing up to five (5) low complexity applications, to a Snapshot for Instant Clone Pool		Joint	



ID	Description	Tool/Delivery	Primary Owner	Comments
2.7	Creating one (1) Full Clone / Instant Clone Win10 VDI Pool with default settings	VDI Pool	VMware	Single VDI Block will accommodate either VDI or RDS Pools
2.8	Creating one (1) Instant Clone RDS-Hosted Desktop (or) Application Pool with default settings	RDS Pool	VMware	
2.9	Configuring up to five (5) Horizon Agent / Client features / Horizon GPO settings		Joint	Leverage existing GPO / OU if requirement is to only extend the current VDI/RDS capacity without change to settings
2.10.	Validate KMS Server exists, and desktops are being validated after setup is complete on client side	Image validation	Customer	VMware will only provide validation of the desktops. All licensing requirements will be completed by Customer
2.11	Validate connectivity from Horizon Client / HTML5 compatible browser	Connectivity	VMware	

**Learn more**

Visit [vmware.com/services](https://vmware.com/services).

ID	Description	Tool/Delivery	Primary Owner	Comments
<b>Phase 3 (CLOSE)</b>				
3.1	Review completion of Activity outlined in deployment approach		Joint	
3.2	Knowledge Transfer: walkthrough of the implemented Add-On Solution and Best Practices		VMware	
3.3	Customer Support Transition	VMware delivers services completion material and contact information for Support/CSR.	VMware	Transition to support meeting

**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.