

VMWARE HORIZON ON PREMISE DEPLOYMENT ADD-ON – ADVANCED DATASHEET

Effective October 2020

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1. Service Overview

This 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. If a customer need more than one Add-On, multiple quantities of this datasheet are required to be purchased.

- [A – Workspace ONE Access](#)
- [B – Dynamic Environment Manager](#)
- [C – Additional Use Case Implementation](#)
- [D - App Volumes](#)
- [E - Additional VDI Block to a Horizon Pod-Block](#)

2. Engagement Timeline

The Consulting Services typically take 2 - 5 weeks to fully deliver with the pre-defined scope, and will consist of meetings every 3 - 5 business day, each being 2 - 4 hours in length, scheduled based on the agenda outlined for the next meeting. This is a target schedule, but could vary depending on the availability of the assigned consultant. The estimated timeline for the engagement is outlined in the following table. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and VMware. VMware will perform the Consulting Services according to a schedule agreed by both parties.



3. Change Management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with 2(c) of the General Terms and Conditions.

4. Responsibilities

All VMware and Customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

1. **Primary Owner = VMware:** VMware is responsible for delivery of the component, with minimal assistance from the Customer's project team.
2. **Joint:** VMware and the Customer's project team are jointly responsible for delivery of the component.
3. **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

5. Terms & Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. This Datasheet replaces all prior versions of the Horizon Deployment Add-On - Advanced Datasheet. VMware may update the content of the Datasheet from time to time and the new version will apply for the future purchase of the Consulting Services referenced in this Datasheet. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

For More Information

More information about the Horizon On Premise Deployment Add-On - Advanced Datasheet and related services is available from local VMware representatives and www.vmware.com/services.

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.

APPENDIX A – WORKSPACE ONE ACCESS

1. Service Overview

The deployment will include implementation of a VMware Workspace ONE Access tenant with on-premise Active Directory integration. **This datasheet includes 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

2. 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.
3. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with VMware Identity Manager 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 SSO. Root CA Certificates must be exportable and OSCP and 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. 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.
7. Alignment of all EMM configurations and policy design with Customer’s requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
8. Procurement and installation of hardware for any components that will be installed on premise is the responsibility of the Customer. VMware may provide recommendations.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. Review of the console will be provided throughout the configuration; however formal training is out-of-scope.
11. 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.
12. Pre-requisites must be completed for all installation components before any installation activities will be performed.
13. 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.
14. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
15. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
16. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

17. The staffing for this datasheet assumes all work will be completed within a maximum of 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.
18. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
19. The scope of the services is deemed complete upon ONE of the following criteria:
- Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - After 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - After 12 months from purchase date.
 - 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
20. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Review key success criteria for Customer's deployment		Joint	VMware to document
1.2	Review datasheet		Joint	Understand service assumptions and scope
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)
Customer requirements to proceed to Phase 2 (Execute)				
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	
Phase 2 (Execute)				
2.1	VMware confirms all pre-requisites are met		VMware	
2.2	Installation of VMware Workspace ONE Access Connector or Enterprise Services Connector		VMware	
2.3	Installation of VMware Workspace ONE Access Tenant		VMware	
2.4	Configure Active Directory Integration & Sync		VMware	
2.5	Configure Administrator Accounts		VMware	
2.6	Assist with integration of desired applications		VMware	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 SSO		VMware	Only applicable for Native Mobile SSO
2.9	Creation of SSO profile and associated configuration		VMware	Only applicable for Native Mobile SSO
2.10	Upload CA Certificates to VMware Workspace ONE Access		VMware	Only applicable for Native Mobile SSO
2.11	Creation of Credentials Payload and associated configuration		VMware	Only applicable for Native Mobile SSO
2.12	Configure Auth Adapters		VMware	
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 3 apps
2.16	Test and Validate Web Applications and/or SSO experience		VMware	
Phase 3 (Close)				
3.1	Customer Support Transition	VMware delivers services completion materials and contact information for support/CSR.	VMware	Transition to support meeting

4. Integration Unit Valuation Matrix

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

APPENDIX B – DYNAMIC ENVIRONMENT MANAGER

1. 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 Dynamic Environment Manager
- Creation of User Configuration in Dynamic Environment Manager
- Creation of Application Profiles in Dynamic Environment Manager

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Implementation or integration of multifactor authentication technologies is out-of-scope of this SOW.
3. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
4. The customer is responsible for configuring required File Server(s) supporting SMB storage.
5. The customer is responsible for verifying network and firewall is configured to allow access between the DEM components and the Horizon VDI environment.
6. Access method to Horizon desktops must be identified (i.e. from the trusted corporate network only and/or allow direct access from the Internet).
7. Customer must provide requested information related to Active Directory for authentication.
8. Configuration of software other than VMware is the responsibility of the Customer.
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. 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 deployments team will not provide a project manager as a role under this datasheet.
12. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
15. The staffing for this datasheet assumes all work will be completed within a maximum of 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.
16. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
17. 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 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
- c. After 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

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Confirm existing VMware Horizon environment	Architecture Design	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope
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
Customer requirements to proceed to Phase 2 (Execute)				
1.4	Review VMware release notes and documentation		Customer	
1.5	Implement and new technical pre-requisite 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 DEM is deployed using AD Mode – to deploy DEM GPO
Phase 2 (Execute)				

2.1	Configure DEM File Shares		VMware	
2.2	Stage DEM ADMX Templates (or) configure NoAD Mode Folder		VMware	
2.3	Configure DEM Group Policy Settings (or) configure NoAD.xml settings		VMware	
2.4	Install VMware DEM Client on base image of target desktops		VMware	
2.5	Configuration of default set of DEM 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 5 Application Profiles in Personalization section		VMware	
2.8	Assist in creation of up to 5 User Profiles in User Environment section		VMware	
2.9	Assist in creation of up to 5 Condition Sets		VMware	
2.10	Install Dynamic Environment Manager Application Profiler		VMware	
2.11	Assist in capture of Configuration Files through Application Profiler of up to 3 low complexity applications		VMware	
Phase 3 (Close)				
3.1	DEM 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

1. Service Overview

The deployment includes the implementation of configurations to an existing VMware Horizon version 7.10 or higher, deployed in an On Premise Datacenter. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope will include:

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

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this SOW.
3. Modifications to the environment or troubleshooting items like existing custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this SOW.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
5. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
6. 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 of this SOW.
7. 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 of this SOW.
 - a. If there is an existing instance of App Volumes and/or Dynamic Environment Manager, their agents will be installed during the image creation process, after the Horizon Agent, however their functionality is out-of-scope of this SOW.
8. Implementation or integration of multifactor authentication technologies is out-of-scope of this SOW.
9. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
10. Customer to verify that KMS is available and that desktops are activating as expected.
11. 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.
12. Use of either BLAST Extreme or PCoIP as the display protocol has been identified as part of use case definition process.
13. Configuration of software other than VMware is the responsibility of the Customer.
14. 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.
15. Pre-requisites must be completed for all installation components before any installation activities will be performed.

16. 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.
17. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
18. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
19. The staffing for this datasheet assumes all work will be completed within a maximum of 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.
20. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
21. 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 12 weeks from the date the project is moved to Phase 2 (Execute) as agreed upon in the Design Sign-off Form.
 - c. After 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
22. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
23. The 3 Master Images will be used to create only Instant Clones or Full Clones in the existing Horizon environment.
24. 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.
25. 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.
26. 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 3 Master Images and installation of applications within them.
27. Customer to make available the required VDI/RDS vSphere Cluster(s) and connected resources where the VDI/RDS pools will get created.
28. 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.
29. Customer will own and drive the installation of applications within the Master Image(s).
30. Use case will be limited to the availability of Hardware/Software infrastructure resources.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				

1.1	Confirm existing VMware 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 & vSphere pre-requisites	Design Sign-Off Form	VMware	
Customer requirements to proceed to Phase 2 (Execute)				
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	
Phase 2 (Execute)				
2.1	Map up to 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 3 optimized Master images for VDI and/or RDS pools		VMware	
2.3	Assistance with updating the Image(s) with up to 7 low-complexity applications		Customer	
2.4	Assist in creation of up to 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 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 client

2.9	Validate connectivity from Horizon Client / HTML5 compatible browser	Connectivity	VMware	
Phase 3 (Close)				
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 – APP VOLUMES

1. Service Overview

The deployment includes the implementation of VMware App Volumes on an existing VMware Horizon version 7.10 or higher, deployed in an On Premise 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 7.10 or higher

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, of App Volumes across multiple Horizon Pod environments is out-of-scope of this SOW.
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
5. The customer is responsible for verifying that the customer firewall is configured to allow access to and from the Horizon-Hosted environment.
6. Configuration of software other than VMware is the responsibility of the Customer.
7. 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.
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 Product Deployment Team will not provide a project manager as a role under this datasheet.
9. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
10. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
11. The period of performance is limited to 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 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 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
13. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
14. 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.
15. The implementation scope for each deployment of this Add-On SKU will be limited to a single Horizon Pod only.

16. 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.
17. Deploy and usage of App Volumes will be limited to the workflow outlined in the official product installation and administration guide.
18. Configuration of App Volumes will be limited to the infrastructure resources provided which must meet the pre-requisites in the App Volumes product installation guide.
19. 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.
20. 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.
21. 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.
22. Installation of applications during the Application capturing process will be driven by the customer.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
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 pre-requisites	Design Sign-Off Form	VMware	
Customer requirements to proceed to Phase 2 (Execute)				
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	

Phase 2 (Execute)				
2.1	Deploying up to 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 5 Low-Complex Applications with up to 2 Packages per Application	Creating Applications	Joint	
2.4	Capture up to 5 Medium-Complex Applications with up to 2 Packages per Application	Creating Applications	Joint	
2.5	Update App Volumes agent on up to 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 3 VDI Pools	Creating Writable Volumes	VMware	
2.8	Validating Writable Volumes creation and assignment		Joint	
Phase 3 (Close)				
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 F – ADDITIONAL VDI BLOCK TO A HORIZON POD-BLOCK

1. Service Overview

The deployment includes the implementation of an additional VDI Building Block to an existing VMware Horizon On Premise 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 one of the following two options:

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

2. Service Assumptions

1. Desired Add-On service must be confirmed in writing by Customer before services will begin.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this SOW.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this SOW.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
5. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
6. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
7. Configuration of software other than VMware is the responsibility of the Customer.
8. 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.
9. Pre-requisites must be completed for all installation components before any setup activities will be performed.
10. 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.
11. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
12. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
13. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
14. 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 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
15. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

16. 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.
17. 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.
18. VDI or RDS Pools created in the new VDI Block will be limited to the sizing guidelines of Horizon and vSphere architecture.

3. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
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 & connectivity)
Customer requirements to proceed to Phase 2 (Execute)				
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 & connectivity)
Phase 2 (Execute)				
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 & configuring the Connection Server (x1)		VMware	

2.3	Deployment check of pre-requisites for UAG installation (vSphere, Storage, Network, Security, Microsoft components)		Joint	Installation of additional UAG appliance if identified as a requirement to accommodate connecting session capacity
2.4	Installing & configuring the UAG (x1)		VMware	Will be added to UAG HA if HA configuration already exists
2.5	Creating & Optimizing up to One Win10 Golden/Master Image containing up to 5 low complexity applications, to a Template/Snapshot	Full Clone / Instant Clone	Joint	
2.6	Creating & Optimizing up to One Win2016/19 Golden/Master Image containing up to 5 low complexity applications, to a Snapshot for Instant Clone Pool		Joint	
2.7	Creating 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 1 Instant Clone RDS-Hosted Desktop (or) Application Pool with default settings	RDS Pool	VMware	
2.9	Configuring up to 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 client
2.11	Validate connectivity from Horizon Client / HTML5 compatible browser	Connectivity	VMware	
Phase 3 (Close)				
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