



VMware Horizon Deployment Professional Edition Service

At a glance

VMware Horizon Deployment Professional provides rapid implementation and configuration of your Horizon virtual desktop solution on a VMware SDDC either on-premises or a public cloud.

Key benefits

- Use case definition
- Rapid implementation of your Horizon VDI solution
- Configuration and validation of your VDI use cases
- Knowledge transfer from experts using proven methodology and best practices

SKUs

HZ-DEP-PROF

HAH-DEP-PROF-1TCT0-C1S

HAH-DEP-PROF-1TCT0-A1S

Service overview

VMware Horizon Deployment Professional provides rapid implementation and configuration of your VMware Horizon® virtual desktop solution on a VMware software-defined data center (SDDC) either on-premises or a public cloud. VMware Professional Services proven methodology and best practices ensure rapid, accurate, and successful implementation for secure delivery of virtual desktops and apps.

VMware Professional Services will provide remote implementation services for VMware Horizon® Enterprise on an SDDC one of the following: on-premises infrastructure, VMware Cloud™ on AWS, Azure VMware® Solution, Google Cloud VMware® Engine, or Oracle Cloud VMware® Solution. VMware will assist the Customer with the setup of the following solutions (check Services Deliverables section for detailed list):

- Horizon on your SDDC (2 POD-BLOCK Architecture with up to 6 Blocks)
- VMware App Volumes™
- VMware Dynamic Environment Manager™
- VMware Unified Access Gateway™
- VMware Workspace ONE® Access™
- Horizon True SSO

This project will be organized into four phases: 1) Initiate, 2) Plan, 3) Execute, 4) Close.

Service delivery description

Service activities will be entirely delivered remotely by the VMware Professional Services (VMware). Due to the nature of some on-premises components and security aspects we require Customer to join virtual sessions and engage their infrastructure, network, client desktop support/engineering, client database, client VDI/desktop engineering and security teams when appropriate to execute required actions (e.g., provisioning pre-requisites for App Volumes installation and creating entitlements for desktops) under VMware supervision. VMware will also require validating the proper configurations and requirements are in place before proceeding with the remote installation.

Engagement timeline

This Service typically takes 8-10 weeks to fully deliver with the pre-defined scope. The estimated timeline for the engagement is outlined below. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and VMware

Initiate

- Introduction meeting
- Scope definition and success criteria

Plan

- Technical architecture definition
- Customer completes technical pre-requisites
- Capacity setup, tenant provisioning, and initial configuration

Execute

- Solution Design with VMware
- Configuration and validation of Customer use cases
- Knowledge transfer

Close

- Environment check and wrap up

Change management

Should the scope of the initiative change (after Customer has signed off on the Plan Phase), VMware will document the change and provide to the Customer in writing a “change order” document 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:

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: VMware is responsible for assisting the Customer project team as needed to deliver the component.

Service assumptions

1. VMware SDDC is fully configured on-premises or in the public cloud options prior to the engagement.
2. Delivery of Horizon versions 20xx and greater (herein referred to as Horizon). Features will be configured based on the VMware Horizon Licensing conditions and supported capabilities based on the on-premises infrastructure or hyperscaler platform.
3. The customer is responsible for licensing of all non-VMware components, Microsoft Operating Systems, applications, and software deployed on and to support the Horizon Virtual Desktop Infrastructure.
4. The customer is responsible for configuration of required INTRANET, DMZ, INTERNET facing traffic to and from the Horizon Virtual Desktop Infrastructure.
5. Low-complexity applications are defined as simple applications that install in a stand-alone manner in the Windows Operating System, do not depend on other applications, and have limited integration with operating system components.
6. Customer provides access to technical resources with expertise in the following areas:
 - Desktop engineering team
 - Network, security and compliance team
 - Active Directory team
 - Application Management
 - vSphere/SDDC team
 - Storage team
 - Database team
7. Customer must make available the defined pre-requisites that will be provided as part of the Horizon deployment engagement, post discussion with the above technical teams.
8. The customer is responsible for purchasing all relevant Hardware (Compute, Storage, Network) for hosting Horizon Virtual Desktop Infrastructure identified during the design and scoping.
9. The customer is responsible for design and configuring network and security outside the VMware components of the Virtual Desktop Infrastructure, to ensure traffic path and flow to and from the Datacenter to the End Point devices.
10. The customer is responsible for allocating IP addresses/subnets required to deploy VMware Horizon Virtual Desktop Infrastructure.

11. The customer is responsible for configuring two (2) dedicated vSphere Clusters, 1st vSphere cluster for the Horizon Management components and the 2nd cluster for Horizon VDI/RDSH Pools.
12. Formal training is out of scope of this document; however, knowledge transfer will be provided throughout the Execute phase.
13. The scope of the project will be delivered as a packaged Service in the specified phases.
14. VMware and the Customer's project management will work closely together to ensure that project scope remains consistent, and issues are resolved on a timely basis.
15. All work will be conducted during VMware local business hours: 8am to 6pm UTC -5:00 Eastern Time (US and Canada) or UTC +00:00 Dublin, London.
16. All work will be delivered remotely via screen-share and in English.
17. The staffing for this project assumes all work will be completed within 12 weeks of initiation of the Execute Phase. Should the duration of the engagement be extended, or should the product scope materially change, a formal change request may be adopted.
18. The Service is deemed to be complete upon any of the following:
 - Completion of all service deliverables below
 - Up to a maximum of twelve (12) weeks after the initiation of Phase 3: Execute.
 - Up to a maximum of one (1) calendar year from purchase date; datasheet expires after twelve (12) months
 - If the service was purchased using PSO Credits, the service expires the same time the credits expire, unless a credit extension is requested. Work with your Account Executive to determine a plan for all remain credits o the account and request an extension.

Out of scope

The following are out of scope items for this service.

1. Configuration of VMware vSphere®, Storage and Networking on VMware SDDC
2. Configuration of the VMware SDDC on either on-premises infrastructure or one of the public cloud options
3. Configuration of virtual machines, networking, and management on the native AWS, Azure, Google Cloud, or Oracle Cloud services

4. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies
5. Modifications to the environment or troubleshooting items like Desktop Image Hardening, Quota Changes and VPN setup
6. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware
7. Custom documentation or architecture diagrams
8. 3D or Rich Media Services integration, including Virtual Shared Graphics Acceleration /Virtual Dedicated Graphics Acceleration 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)
9. Design, implementation, or integration of VMware ThinApp®, Persona Management, or any other VMware product not already explicitly listed
10. Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines
11. Implementation of multifactor authentication technologies
12. High Availability (HA) and Disaster Recovery (DR) setup
13. Formal training beyond a Knowledge Transfer
14. Items not included as part of the Solution Design
15. Any feature not listed in Services Deliverables unless discussed and agreed to with VMware prior to purchase
16. On-site travel

Service deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (INITIATE): Introduction and Project Kickoff				
1.1	Validate customer registration on VMware Customer Connect and license type	VMware Customer Connect	Customer	
1.2	Validate customer VMware SDDC hardware and sizing for Horizon delivery	Environment Validation	Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
1.3	Review datasheet	Datasheet	VMware	Understand service assumptions and scope
1.4	Discuss Horizon VDI Reference Architecture (Horizon, App Volumes, VMware Dynamic Environment Manger)	Ref. Arch Workshop	Joint	Review Reference Architecture for Horizon/App Volumes/ VMware Dynamic Environment Manger build out
Phase 2 (PLAN): Deployment – Requirements, Assumptions, Constraints, Use Cases				
2.1	Plan and sign off on the SDDC requirements to deploy Horizon / App Volumes components	SDDC planning	Joint	Requires participation from Customer vSphere team
2.2	Plan and sign off on the Storage requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Storage planning	Joint	Requires participation from Customer Storage team
2.3	Plan and sign off on the Network requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Network planning	Joint	Requires participation from Customer Network team
2.4	Plan and sign off on the Microsoft requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Microsoft planning	Joint	Requires participation from Customer Desktop Support/Engineering Team
2.5	Plan and sign off on the Database requirements to deploy Horizon / App Volumes components	Database planning	Joint	Requires participation from Customer Database team

ID	Description	Tool/Delivery	Primary Owner	Comments
2.6	Plan and sign off on the Horizon VDI / Hosted Desktops / Hosted Apps – (model, pre-requisites, Horizon features, use cases)	Horizon planning	Joint	Requires participation from Customer VDI / Desktop Engineering team
2.7	Plan and sign off on the VMware Dynamic Environment Manger (deployment mode, pre-requisites, use cases)	VMware Dynamic Environment Manger planning	Joint	Requires participation from Customer VDI / Desktop Engineering team
2.8	Plan and sign off on the App Volumes (pre-requisites, use cases)	App Volumes planning	Joint	Requires participation from Customer VDI / Desktop Engineering team
2.9	Provide a pre-requisites checklist	Pre-Requisites	VMware	
2.10	Submit finalized Horizon / App Volumes / VMware Dynamic Environment Manger design, scope, use cases and scheduling	Solution Design	VMware	
2.11	Sign off on finalized design, scope and use cases	Solution Design	Customer	
2.12	Validate pre-requisites completion for moving to Execute Phase	Pre-Requisites Validation	Joint	
Phase 3 (EXECUTE): Deploy, Configure and Knowledge Transfer (2 Pod-Block Architecture with up to 6 Blocks)				
Horizon Install and Configure				
3.1	Provision Pre-requisites for VMware Horizon® Cloud Connector™ installation (vSphere, Storage, Network, Security, Microsoft components)		Customer	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.2	Install and connect the Horizon Cloud Connector to the Horizon Cloud Control Plane for Licensing	Horizon Cloud Connector	VMware	
3.3	Provision Pre-requisites for CS installation (vSphere, Storage, Network, Security, Db, Microsoft components)		Customer	
3.4	Install and configure the Connection Servers (x4)	Connection and Replica Server	VMware	
3.5	Provision pre-requisites for VMware Unified Access Gateway™ installation		Customer	
3.6	Install and configure the Unified Access Gateway (x6) in HA Mode	Unified Access Gateway	VMware	
3.7	Create and optimize up to one (1) Windows Desktop Golden/Master Image containing up to five (5) low complexity applications, to a Template for Full Pool	Windows Desktop Full Clone Image Per Pod	VMware	
3.8	Create and optimize up to one (1) Windows Desktop Golden/Master Image	Windows Desktop Instant Clone Image Per Pod		
3.9	Create and optimize up to one (1) Windows Server Golden/Master Image	RDS Server Instant Image Per Pod	VMware	
3.10	Install up to five (5) low complexity applications to a Snapshot for each Golden/Master Image	Applications	VMware	
3.11	Create one (1) Full Clone Windows VDI Pool with default settings	Pool creation Per Pod	Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.12	Create one (1) Instant Clone Windows VDI Pool with default settings	Pool creation	Joint	
3.13	Create one (1) Full Clone RDS-Hosted Desktop Pool with default settings	Pool creation	Joint	
3.14	Create one (1) Instant Clone RDS-Hosted Application Pool with default settings	Pool creation	Joint	
3.15	Configure up to five (5) Horizon Agent / Customer features / Horizon GPO settings	Adv. Configuration	Joint	
VMware Dynamic Environment Manager™ Install and Configure				
3.16	Provision pre-requisites for VMware Dynamic Environment Manger installation (Standard / NoAD Mode) - (Storage, Network, Security, Microsoft components)	Per Pod	Customer	
3.17	Deploy VMware Dynamic Environment Manger Server side components on up to one (1) Windows Server (w/ File Server Role installed)	Per Pod	VMware	
3.18	Update up to two (2) Golden/Master Images with VMware Dynamic Environment Manger Agent (Standard / NoAD Mode) and Pool Publishing	Per Pod	VMware	
3.19	Create / Configure up to two (2) VMware Dynamic Environment Manger - Application Personalization Settings	Per Pod	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.20	Create VMware Dynamic Environment Manger Application Profiles of up to two (2) Applications	Per Pod	VMware	
3.21	Configure of up to two (2) VMware Dynamic Environment Manger - User Environment Settings	Per Pod	VMware	
3.22	Configure of up to two (2) VMware Dynamic Environment Manger - Computer Environment Settings	Per Pod	VMware	
3.23	Configure of up to two (2) VMware Dynamic Environment Manger - Condition Sets Settings	Per Pod	VMware	
App Volumes Install and Configure				
3.24	Provision Pre-requisites for App Volumes installation (vSphere, Storage, Network, Security, Db, Microsoft components)	Per Pod	Customer	
3.25	Install and configure up to one (1) App Volumes Manager Server	Per Pod	VMware	
3.26	Create an App Volumes AppStack Provisioning VM	Per Pod	VMware	
3.27	Update up to two (2) Golden/Master Image with App Volumes Agent	Per Pod	VMware	
3.28	Create and publish up to two (2) AppStacks with up to two (2) Low complexity applications per AppStack	Per Pod	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.29	Create Writable Volumes for up to two (2) Horizon VDI Pools only	Per Pod	VMware	
VMware Workspace ONE® Access™ Install and Configure				
3.30	Assist in setting up VMware Workspace ONE Access Connector		Joint	
3.31	Assist in Directory Integration of Workspace ONE Access		Joint	
3.32	Assist in Integrating Horizon with VMware Workspace ONE Access		Joint	
3.33	Create entitlements for desktops of up to two (2) desktop pools in Workspace ONE Access	Desktop entitlements	Joint	
3.34	Configure Single Sign-on for desktops from Workspace ONE Access	True SSO Setup	Joint	
3.35	Workspace ONE Access as Trusted IDP for a Third party IDP	Third party IDP	Joint	

Learn more

Visit vmware.com/services.

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 4 (CLOSE): Environment Validation, Use Case Sign Off and Wrap Up				
4.1	Walkthrough and validate accessibility to all Admin Consoles (Horizon, App Volumes, VMware Dynamic Environment Manger)	Walkthrough Admin Access	VMware	The account will act as a backup in case Sysprep disables the primary local admin account
4.2	Discuss best practices, basic troubleshooting and log collection for Horizon, App Volumes and VMware Dynamic Environment Manger	Optimization	VMware	VMware will only provide ADM templates for Group Policies
4.3	Go over the support options when engaging VMware Global Support Services	Post Deployment Support	VMware	Go over Support Policies, Procedures, and ticket creation

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.