

VMWARE HORIZON ON PREMISE DEPLOYMENT – PROFESSIONAL DATASHEET

Effective October 2020

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1. Service Overview

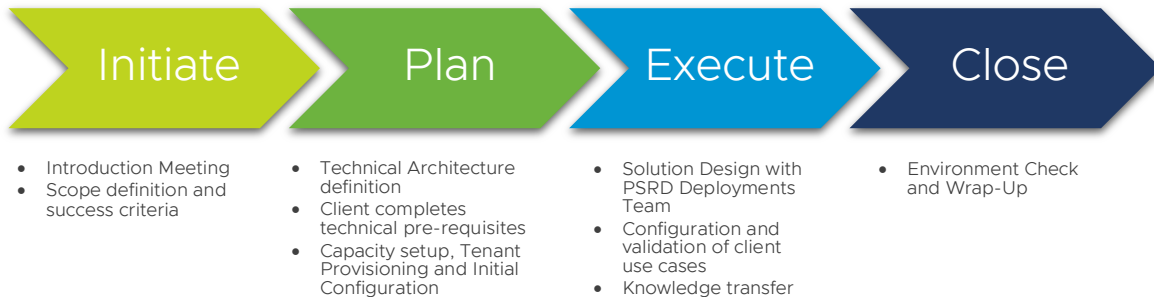
VMware will provide implementation services for VMware Horizon On-Premise. VMware will assist the Customer with the setup of the following solutions (check Service Deliverables section for detailed list):

- Horizon On Premise (2 POD-BLOCK Architecture with up to 6 Blocks)
- VMware App Volumes
- Dynamic Environment Manager
- 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.

2. Engagement Timeline

The VMware Product Deployment service typically takes 8-10 weeks to fully deliver with the pre-defined scope. The estimated timeline for the engagement is outlined in the following table. The tasks defined each week can shift based on client readiness and availability of both the client and the Deployments team.



3. Change Management

Should the scope of the initiative change, VMware will document the change and provide in writing a “change order” document to the client requesting confirmation of the change and any applicable costs associated with the agreed upon change

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 client’s project team.

2. **Joint:** VMware and the client's project team are jointly responsible for delivery of the component.
3. **Primary Owner = Client:** VMware is responsible for assisting the client project team as needed to deliver the component.

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 VMware Horizon 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 VMware Horizon On Premise Deployment – Professional 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.

6. Service Assumptions

1. Delivery of Horizon 8.x Features will be configured based on the VMware Horizon Licensing conditions
2. The customer is responsible for licensing of all Non-VMware components, Microsoft Operating Systems, applications and software deployed on and to support the Horizon 8.x Virtual Desktop Infrastructure.
3. The customer is responsible for configuration of required INTRANET, DMZ, INTERNET facing traffic to and from the Horizon 8.x Virtual Desktop Infrastructure.
4. Low-complexity applications are defined as simple applications that install in a standard-alone manner in the Windows Operating System, do not depend on other applications, and have limited integration with operating system components.
5. Customer provides access to technical resources with expertise in the following areas:
 - Desktop engineering team
 - Network, security & compliance team
 - Active Directory team
 - Application Management
 - vSphere/SDDC team
 - Storage team
 - Database team

6. Customer must make available the defined pre-requisites that will be provided as part of the Horizon 8.x deployment engagement, post discussion with the above technical teams.
7. Configuration of vSphere, Storage and Networking on VMware SDDC are out-of-scope of this SOW.
8. 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.
9. Modifications to the environment or troubleshooting items like Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this SOW.
10. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
11. Custom documentation or architecture diagrams are out-of-scope of this SOW.
12. 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.
13. Design, implementation, or integration of VMware ThinApp®, ThinPrint, Persona Management, or any other VMware product not already explicitly listed is out-of-scope of this SOW.
14. The customer is responsible for purchasing all relevant Hardware (Compute, Storage, Network) for hosting VMware Horizon Virtual Desktop Infrastructure identified during the design and scoping.
15. The customer is responsible for design and configuring network & 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.
16. The customer is responsible for allocating IP addresses/subnets required to deploy VMware Horizon Virtual Desktop Infrastructure.
17. The customer is responsible for configuring 2 dedicated vSphere Clusters, 1st vSphere cluster for the Horizon Management components and the 2nd cluster for Horizon VDI/RDSH Pools.
18. Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines are out-of-scope of this SOW.
19. Implementation of multifactor authentication technologies is out-of-scope of this SOW.
20. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
21. Formal training is out of scope of this document; however, knowledge transfer will be provided throughout the Execute phase.
22. The scope of the project will be delivered as a packaged Service in the specified phases. Items not included as a part of the Solution Design will be considered out-of-scope.
23. VMware and the client's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis.
24. All work will be conducted during VMware local business hours: 8am to 6pm UTC -5:00 Eastern Time (US & Canada) or UTC +00:00 Dublin, London.
25. All work will be delivered remotely via screen-share and in English. On-site travel is out-of-scope.
26. 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.
27. Statement of Work 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 calendar year from purchase date; datasheet expires after twelve (12) months

- 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

28. Any feature not listed in Service Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

7. Service Deliverables

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (INITIATE): Introduction and Project Kickoff				
1.1	Validate customer registration on My VMware & license type	My VMware Access	Client	
1.2	Validate customer VMware SDDC hardware & sizing for Horizon delivery	Environment Validation	Joint	
1.3	Review datasheet	Datasheet	VMware	Understand service assumptions and scope
1.4	Discuss Horizon VDI Reference Architecture (Horizon, App Volumes, DEM)	Ref. Arch Workshop	Joint	Review Reference Architecture for Horizon /App Volumes/DEM build out.
Phase 2 (PLAN): Deployment - Requirements, Assumptions, Constraints, Use Cases				
2.1	Plan and sign off on the vSphere requirements to deploy Horizon / App Volumes components	vSphere planning	Joint	Requires participation from Client vSphere team
2.2	Plan and sign off on the Storage requirements to deploy Horizon / App Volumes / DEM components	Storage planning	Joint	Requires participation from Client Storage team
2.3	Plan and sign off on the Network requirements to deploy Horizon / App Volumes / DEM components	Network planning	Joint	Requires participation from Client Network team
2.4	Plan and sign off on the Microsoft requirements to deploy Horizon / App Volumes / DEM components	Microsoft planning	Joint	Requires participation from Client 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 Client Database team
2.6	Plan and sign off on the Horizon VDI / Hosted Desktops / Hosted Apps	Horizon planning	Joint	Requires participation from Client VDI/Desktop Engineering team
2.7	Plan and sign off on the DEM (deployment mode, pre-reqs & use cases)	DEM planning	Joint	Requires participation from Client VDI/Desktop Engineering team
2.8	Plan and sign off on the App Volumes (pre-reqs & use cases)	App Volumes planning	Joint	Requires participation from Client VDI/Desktop Engineering team
2.9	Provide a pre-requisites checklist	Pre-Requisites	VMware	

2.10	Submit finalized Horizon/App Volumes/DEM design, scope, use cases and scheduling	Solution Design	VMware	
2.11	Sign off on finalized design, scope and use cases	Solution Design	Client	
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 8.x Install & Configure				
3.1	Provision Pre-requisites for Horizon Cloud Connector installation (vSphere, Storage, Network, Security, Microsoft components)		Client	
3.2	Installing & connecting 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)		Client	
3.4	Installing & configuring the Connection Servers (x4)	Connection and Replica Server	VMware	
3.5	Provision Pre-requisites for UAG installation		Client	
3.6	Installing & configuring the UAG (x6) in HA Mode	Unified Access Gateway	VMware	
3.7	Creating & Optimizing up to One Win10 Golden/Master Image containing up to 5 low complexity applications, to a Template for Full Pool	Win10 Full Clone Image Per Pod	VMware	
3.8	Creating & Optimizing up to One Win10 Golden/Master Image	Win10 Instant Clone Image Per Pod	VMware	
3.9	Creating & Optimizing up to One Win2016/19 Golden/Master Image	RDS Server Instant Image Per Pod	VMware	
3.10	Install up to 5 low complexity applications to a Snapshot for each Golden/Master Image	Applications	VMware	
3.11	Creating 1 Full Clone Win10 VDI Pool with default settings	Pool creation Per Pod	Joint	
3.12	Creating 1 Instant Clone Win10 VDI Pool with default settings	Pool creation Per Pod	Joint	
3.13	Creating 1 Full Clone RDS-Hosted Desktop Pool with default settings	Pool creation Per Pod	Joint	
3.14	Creating 1 Instant Clone RDS-Hosted Application Pool with default settings	Pool creation Per Pod	Joint	

3.15	Configuring up to 5 Horizon Agent / Client features / Horizon GPO settings	Adv. Configuration	Joint	
Dynamic Environment Manager Install & Configure				
3.16	Provision Pre-requisites for DEM installation (Standard / NoAD Mode)	Per Pod	Client	
3.17	Deploy DEM Server side components on up to 1 Windows Server (w/ File Server Role installed)	Per Pod	VMware	
3.18	Update up to 2 Golden/Master Images with DEM Agent (Standard / NoAD Mode) & Pool Publishing	Per Pod	VMware	
3.19	Create / Configuring of up to 2 DEM - Application Personalization Settings	Per Pod	VMware	
3.20	Creating DEM Application Profiles of up to 2 Applications	Per Pod	VMware	
3.21	Configuring of up to 2 DEM - User Environment Settings	Per Pod	VMware	
3.22	Configuring of up to 2 DEM - Computer Environment Settings	Per Pod	VMware	
3.23	Configuring of up to 2 DEM - Condition Sets Settings	Per Pod	VMware	
App Volumes Install & Configure				
3.24	Provision Pre-requisites for App Volumes installation (vSphere, Storage, Network, Security, Db, Microsoft components)	Per Pod	Client	
3.25	Installing & configuring up to 1 App Volumes Manager Server	Per Pod	VMware	
3.26	Creating an App Volumes AppStack Provisioning VM	Per Pod	VMware	
3.27	Updating up to 2 Golden/Master Image with App Volumes Agent	Per Pod	VMware	
3.28	Creating & Publishing up to 2 AppStacks with up to 2 Low complexity applications per AppStack	Per Pod	VMware	
3.29	Creating Writable Volumes for up to 2 Horizon 8.x VDI Pools only	Per Pod	VMware	
Workspace ONE Access Install & 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 2 desktops 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	

Phase 4: Environment Validation and Wrap-Up				
4.1	Walkthrough & validating accessibility to all Admin Consoles (Horizon, App Volumes, DEM)	Walkthrough Admin Access	VMware	The account will act as a backup in case Sysprep disables the primary local admin account
4.2	Discussing best practices, basic troubleshooting & log collection for Horizon, App Volumes and DEM	Optimization	VMware	VMware will only provide ADM templates for Group Policies
4.3	Go over the support options when engaging VMware Global Support Services (GSS)	Post Deployment Support	VMware	Go over Support Policies, Procedures, and ticket creation

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