

VMware Network Virtualization Planning Workshop Service

AT A GLANCE

VMware Professional Services delivers a short interactive workshop that reviews capabilities of VMware NSX® Data Center. The objective of this planning workshop is to collaboratively work with you throughout a 2-day workshop and develop plans for implementation of VMware NSX Data Center. VMware will present a summary report including recommendations and next steps.

KEY BENEFITS

- Assess current state of your virtualization environment and receive recommendations for next steps as it relates to your environment
- Review network virtualization use cases and gain a high-level understanding of VMware NSX Data Center technical capabilities
- Participate in an interactive workshop

Overview

The VMware Network Virtualization Planning Workshop Service provides customers with an operational and technical overview of the capabilities of VMware NSX Data Center and discusses plans for implementation. This is done through an interactive workshop (on site or remote) that focuses on the following:

- NSX capabilities, concepts, terminology and typical use cases overview.
- Customer business and technical drivers for adopting NSX.
- High-level current state discovery.
- Operational considerations.
- Future state plan.
- Summary and next steps.

The deliverable for this workshop is a Summary report presentation.

Project Scope

This section defines the project scope, expected hours, project activities, and deliverables.

Estimated Schedule

VMware estimates that the duration of this project will be three (3) business days. VMware consulting services will be performed according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

Workshop Preparation

VMware will conduct a call (up to 4 hours) with the customer and the VMware account team to prepare for the workshop. Topics to be discussed include the following:

- Customer context and objectives
- Customer expectations
- Prerequisites, schedule, and logistics
- Workshop participants

Deliverables

Pre-engagement call(s).

Workshop Delivery

VMware will conduct a 2-day workshop delivery. Topics to be discussed include the following:

- Review of VMware NSX Data Center and how it can be used in the customer environment.

- Assess business and technical drivers for VMware NSX Data Center.
- Describe challenges hindering cloud service delivery.
- Discuss target use cases.
- Provide assessment of customer's current and future virtualization state.
- Determine phased approach to deployment.
- Discuss operational considerations and transformation.
- Detail toolset functionality.
- Describe the cloud service lifecycle and operating model.
- Develop and deliver the Network Virtualization Planning Workshop Summary presentation.

Deliverables

Network Virtualization Planning Workshop Summary presentation (authored and delivered remotely).

Workshop Follow-Up

At the end of the workshop, VMware will confirm the appropriate follow-up actions with the participants, such as the following:

- Materials to be shared (for example, presentation in PDF format, high-level summary of key observations, and discussion points).
- Other VMware services to be proposed.

Out of Scope

The following items are not included in this SOW:

- Design or implementation of process, role, or organization changes.
- Architecting, designing, installing, configuring, or troubleshooting any VMware or other software components.
- Making specific recommendations regarding hardware, storage, networking, or management products or vendors.
- Detailed requirements assessment, detailed plan and design, configuration, implementation, or optimization services.

Prerequisites

Customers must comply with the following prerequisites for the service:

- Complete a proof-of-concept or investigation of the underlying technology and understand the benefits.
- Strong commitment to, and executive sponsors for, deploying the solution.
- Provide the necessary resources from the relevant teams who can attend the workshop. These teams include the following:
 - Virtualization architect(s) and administrators
 - Network architect(s) and administrators
 - IT operations
 - Security architect(s)
 - Infrastructure architect(s)
 - Other relevant technical decision makers
- Have a high-level understanding of their application needs and how they can

benefit from the workshop.

Role Descriptions

VMware Project Team

The VMware team will be comprised of multiple roles that might vary in the level of effort. VMware will use the following resources to deliver the consulting services outlined in this SOW.

Project Manager

VMware will assign a Project Manager to the engagement when the project starts. The Project Manager identifies personnel resources, project structure, project plan tools, communication plan, and overall project management techniques to be used to manage the engagement. The Project Manager also sets objectives for duration, cost, and provider commitment. Working with the customer project manager, the VMware Project Manager does the following:

- Provides overall customer relationship and project management.
- Establishes the communication plan and directs formal communication and coordination with Customer Project Manager.
- Handles planning and pre-engagement preparation.
- Identifies the project team, roles and responsibilities, and assignment dates.
- Maintains the project timeline, including deliverables, activities, duration, and task owners.
- Reports project status and holds weekly update meetings.
- Schedules resources.
- Oversees logistics, including security, remote access, and facility access.
- Provides escalation triage and maintains risk register.
- Identifies final deliverables.
- Provides final versions of all project documents.

Architect (one or more)

- Workshop facilitator and solution lead.
- Has expertise with VMware NSX Data Center.
- Prepares and delivers workshop deliverables.
- Leads solution overview sessions with the customer.

The Architect(s) are VMware Certified Professionals and have significant technical expertise with VMware products.

Customer Project Team

The customer will provide a Project Manager knowledgeable in pertinent internal customer processes and able to collaborate with the VMware Project Manager as specified in this SOW.

The customer's Project Manager must have the authority to make project decisions and represent the customer in all matters related to this SOW. The customer's Project Manager will provide a single consolidated response to any review, approval, change,

or decision request.

The customer will support and provide representation at project review meetings at a mutually agreed to time and location to discuss the project status, issues, new requirements and overall project satisfaction. These meetings may also cover performance status updates, schedule updates, pending changes, open issues, and action items.

The customer will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, then the Customer Project Manager becomes the final authority on all items of discussion.

Responsibilities

VMware Responsibilities

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

Assumptions and Customer Responsibilities

This section describes the responsibilities of the customer to VMware with regard to this project.

- Any change to the scope of work explicitly described in this SOW, and any associated additional fees, must be mutually agreed to in writing.
- Customers will provide access to facilities and computer systems as required for VMware to perform the tasks outlined in this SOW.
- Customers will provide a suitable environment for the workshop session(s), such as conference facilities, whiteboard(s) and overhead projector.
- For engagement activities that occur at the customer work locations, VMware expects customers to make reasonable facilities accommodations for the VMware project team at these locations. These accommodations include a desk/cubicle, voice telephone, Internet connection (for Web browser access), permission to operate mobile telephone within customer work locations, and shared access to laser printer, copier, fax, and conference room facilities.
- The customer is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials and information supplied by the customer.
- Completion of any work will be limited by the consulting days available under this SOW.
- Unless otherwise specified elsewhere in this SOW, this workshop service will typically start within two (2) weeks following the customer's notification to VMware that prerequisite responsibilities were satisfied.
- VMware expects customers to provide security, systems and location access as required for consultant to perform activities and delays created by consultant not having access will be the responsibility of the customer.
- The services described in this SOW are sequential and without pause unless changes are agreed to in writing by VMware.

Terms and Conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, 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. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

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.