

VMWARE PULSE IOT CENTER DEPLOYMENT- ESSENTIAL DATASHEET

Effective July 1, 2019

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1. Service Overview

This service provides for technical implementation assistance related to a SaaS VMware Pulse IoT Center offerings as set out below in the services description (the "Services" or Consulting Services"). The Pulse IoT solution allows customers to get started with IoT, automate management at scale, extend IT security standards to the Edge and IoT infrastructure, and optimize the value of your IoT data.

The deployment will include implementation of a Pulse IoT environment. This project will be organized into four phases: 1) Initiate, 2) Plan, 3) Execute, 4) Close.

The implementation scope includes:

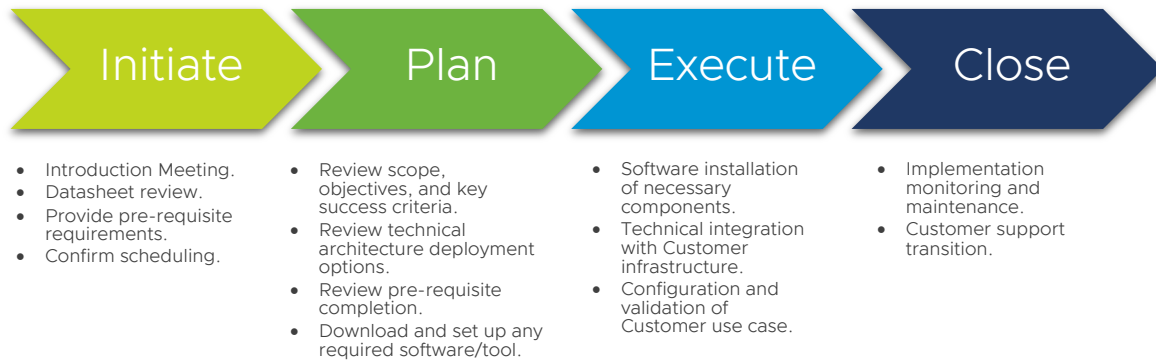
1. User management best practices
2. Onboarding of gateways
3. Onboarding of things
4. Creating device templates
5. Creating packages
6. Creating campaigns
7. Creating and sending device commands
8. Notifications, alerts, and monitoring

2. Service Assumptions

1. VMware will assist with the configuration of one environment (e.g. Prod, Dev, UAT, etc.) under this datasheet.
2. VMware will assist with onboarding up to two (2) different types of certified gateways, and up to six (6) gateways of either type in total. Any additional roll-out beyond the six gateways is out-of-scope. Gateways not listed on the VMware Pulse IoT compatibility list are excluded from this service. For a list of all compatible gateways please reference the Edge Gateways for Pulse IoT Center Compatibility Guide: <https://www.vmware.com/resources/compatibility/vcl/edgeiot.php>
3. VMware will assist with onboarding up to two (2) different types of things (i.e. sensors), and up to six (6) things of either type in total. Any additional roll-out beyond the six things is out-of-scope.
4. Installation of Disaster Recovery (DR) is out-of-scope of this service.
5. Installation of High Availability (HA) is out-of-scope of this service.
6. Procurement and installation of hardware for any components that will be installed on-premise is the responsibility of the Customer. VMware may provide recommendations.
7. Configuration of software other than VMware is the responsibility of the customer.
8. It is the responsibility of the customer to provide any scripts required for interactions with things (i.e. sensors) that are not default configurations in the Pulse IoT Center product.
9. Knowledge transfer related to console administration will be provided throughout the configuration; however formal training is out-of-scope.
10. The scope of Service Deliverables listed in Section 6 below will be determined mutually by the parties during Phase 1 (Initiate) and Phase 2 (Plan). Service Deliverables not identified and scheduled prior to Phase 3 (Execute) will be considered out-of-scope.
11. Services or products that have been deprecated or reached end of life are out-of-scope.
12. Pre-requisites must be completed before installation and configuration 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.
14. All work will 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 Professional Services Remote Delivery 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 3 (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 - whichever comes first:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 3 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) 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. Engagement Timeline

The Consulting Service typically takes 3 - 5 weeks to fully deliver with the pre-defined scope, and will consist of meetings every 3 - 5 business days, 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.



4. 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.

5. 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.

6. Service Deliverables

The following is a list of all the potential deliverables that the Customer may select. Items will be listed on the project schedule as agreed to by Customer and VMware during Phase 1 (Initiate) and Phase 2 (Plan).

ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Initiate)				
1.1	Introduction meeting		Joint	
1.2	Review datasheet		Customer	Understand service assumptions and scope
1.3	Register for myVMware ID	myVMware access and Pulse IoT Center user management	Customer	Required to access resources and training, and to grant additional access to your environment
1.4	Provide Prerequisite Requirements	VMware Prerequisite Requirements Worksheet	VMware	
Phase 2 (Plan)				
2.1	Plan Meeting		Joint	
2.2	Review scope/objectives and key success criteria for Customer's deployment		VMware	Scope definition
2.3	Review Edge Gateways for Pulse IoT Center Compatibility Guide	Edge Gateways for Pulse IoT Center Compatibility Guide	VMware	Certified Gateways
2.4	Review of technical prerequisites	VMware Prerequisite Requirements Worksheet	VMware	
2.5	Review Best Practices		VMware	Configuration best practices review
2.6	Summarize pre-work, next steps and requirements for Phase 3 (Execute)	Customer action items	VMware	
Customer requirements to proceed to Phase 3 (Execute)				
2.7	Download and setup any required software/tools		Customer	
2.8	Configure networking/firewall and service accounts for integration		Customer	Networking rules provisioned
2.9	Complete and return Pre-Installation Requirements Worksheet	VMware Pre-Installation Requirements Worksheet	Customer	
2.10	Finalize configuration scope of the deployment project	Documented scope for Customer review	Customer	Scope of project cannot be modified without agreed change control

Phase 3 (Execute)				
3.1	Confirm completion of pre-requisites	VMware Pre-Installation Requirements Worksheet	Joint	
3.2	Assist with creating up to five (5) users		Joint	
3.3	Assist with creating roles and groups for role-based access control		Joint	Assistance with up to 3
3.4	Define onboarding strategy for new gateways	Enrollment Strategy	Joint	Defined enrollment methodology
3.5	Assist with creating Device Templates <ul style="list-style-type: none"> • Adding User defined system properties • Adding whitelisted metrics • Adding whitelisted commands • Adding whitelisted device template 		Joint	Assistance with up to 3
3.6	Assist with onboarding up to six (6) gateways		Joint	Up to two (2) different types of certified gateways, and up to six (6) gateways of either type in total.
3.7	Assist with onboarding up to six (6) things (i.e. sensors)		Joint	Up to two (2) different types of things, and up to six (6) things of either type in total.
3.8	Sending user defined system properties and whitelisted metrics		Joint	NOTE: Customer must provide scripts and/or manufacture documentation. A maximum of five (5) total properties and metrics
3.9	Sending commands		Joint	Assistance with up to 3
3.10	Assist with creating notification definitions		Joint	Assistance with up to 3
3.11	Assist with creating alert definitions		Joint	Assistance with up to 3
3.12	Assist in creating and deploying packages		Joint	Assistance with up to 3
3.13	Assist in creating campaigns		Joint	Assistance with up to 3

3.14	Assist with creating monitoring and alerts			Integration with ServiceNow if available
3.15	API walkthrough		Joint	Demonstrate available APIs for automation through the use of Postman
Phase 4 (Close)				
4.1	Customer Support Transition	VMware delivers software related services completion materials and contact information for support/CSR.	VMware	Transition to support meeting

7. 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 Pulse IoT Center Deployment - Essentials 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 Pulse IoT Center Deployment- Essential Datasheet and related services are available from your 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.

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