



Security Delivery Specialist

At a glance

VMware delivery specialists provide product implementation and onboarding services in the Americas for a variety of VMware products.

Key benefits

- Skilled resources available to supplement customer teams
- Experts in VMware technologies
- Wide variety of assistance available

SKU services

1 Day for 4 Weeks

- In-Region: VSEC-CB-PS-IR-1D4W

2 Days for 4 Weeks

- In-Region: VSEC-CB-PS-IR-2D4W

3 Days for 4 Weeks

- In-Region: VSEC-CB-PS-IR-3D4W

4 Days for 4 Weeks

- In-Region: VSEC-CB-PS-IR-4D4W

5 Days for 4 Weeks

- In-Region: VSEC-CB-PS-IR-5D4W

Service overview

VMware Professional Services will provide delivery specialist assistance to Customer for VMware product implementation and onboarding. We will provide the services remotely for a duration of four (4) contiguous weeks, without pause, at the purchased in-region resource allocation ranging from one (1) to five (5) days per week.

Project scope

VMware Delivery Specialist consultants will work at the direction of the Customer and will have experience in their areas of focus. The assistance provided may focus on installation, configuration, and administration of one (1) the following VMware technologies:

Technology	In-Region (AMER)
VMware Carbon Black® Cloud	✓
VMware Carbon Black® App Control	✓
VMware Carbon Black® EDR™ or Hosted EDR™	✓

Installation, configuration, and administration examples

VMware consultants may perform the following VMware technology related tasks as time permits.

- 1) VMware Carbon Black® Cloud (All Editions)
 - a) Installation
 - i) Infrastructure readiness
 - ii) Best practices for sensor deployment
 - iii) Add users and create user roles
 - iv) Enable two-factor authentication and supported integrations
 - v) Admin and/or end user documentation
 - b) Administration
 - i) Learn the fundamentals and configure general settings
 - ii) Setup notifications
 - c) Security and Prevention
 - i) Improve security posture with rules and/or watchlists
 - ii) Customize policy settings to align with business objectives
 - d) Investigate and Remediate

- i) Query data and highlight events that may be of interest based on types of behavior
 - ii) Assist with alert notifications and triage
 - iii) Provide remediation options and guidance
 - e) Health Checks, Upgrades, and Migration Assistance
- 2) VMware Carbon Black® App Control
 - a) Installation
 - i) Infrastructure readiness
 - ii) Add users and create user roles
 - iii) Enable two-factor authentication and supported integrations
 - iv) Admin and/or end user documentation
 - v) Backup and recovery
 - b) Administration
 - i) Best practices for agent deployment
 - ii) Learn the fundamentals and configure general settings
 - iii) Setup notifications
 - c) Security and Prevention
 - i) Improve security posture with High Enforcement rules and/or rapid configs
 - ii) Customize policy settings to align with business objectives
 - d) Investigate and Remediate
 - i) Query data and highlight events that may be of interest based on types of behavior
 - ii) Assist with alert notifications and triage
 - iii) Provide remediation options and guidance
 - e) Health Checks, Upgrades, and Migration Assistance
- 3) VMware Carbon Black® EDR™ or Hosted EDR™
 - a) Installation
 - i) Infrastructure readiness
 - ii) Add users and create user roles
 - iii) Enable two-factor authentication and supported integrations
 - iv) Admin and/or end user documentation
 - v) Backup and recovery
 - b) Administration
 - i) Best practices for sensor deployment
 - ii) Learn the fundamentals and configure general settings
 - iii) Setup notifications
 - c) Security and Prevention
 - i) Improve security posture with threat intelligence and/or watchlists
 - ii) Customize policy settings to align with business objectives
 - d) Investigate and Remediate
 - i) Query data and highlight events that may be of interest based on types of behavior
 - ii) Assist with alert notifications and triage
 - iii) Provide remediation options and guidance
 - e) Health Checks, Upgrades, and Migration Assistance

Service Assumptions

1. VMware makes no representation or warranty that the services provided will yield any specific deliverable(s) or assumed result(s). The Consultant's time delivered, and technical knowledge are the assumed requirements for fulfillment of the service.
2. The service will be provided for a duration of four (4) contiguous weeks, without pause at the purchased in-region or offshore resource allocation ranging from one (1) to five (5) days per week. The resource allocation days per week procured must be consumed each week.
3. Customer may request to consume Delivery Specialist allocations planned in future weeks. Such requests will be granted based on resource availability.
4. Service will be initiated within 30 days of purchase.
5. VMware expects Customer to provide systems access as required for resource to perform activities and delays created by resource not having access will be the responsibility of Customer.
6. 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.
7. Completion of any work will be limited by the resource allocated procured by the Customer.
8. VMware will assist with the installation/configuration of environment or feature type will be implemented based on the license type purchased by the Customer.
9. Any changes to the scheduling to compress the schedule will be mutually agreed and documented in writing.
10. Customer is responsible for ensuring configurations and policies align to their requirements. VMware will provide recommendations and assistance.
11. Configuration of software other than VMware software is the responsibility of the Customer.
12. Review of the settings and features will be provided throughout the configuration; however, formal training is out of scope.
13. Services or products that have been deprecated or reached end of life are out of scope.
14. Any work that may require custom configuration, scripting, or coding are out of scope.
15. Complex solution and architecture design is out of scope.
16. Pre-requisites must be completed for all components before any installation or configuration activities will be performed.
17. VMware reserves the right to assign Consultant(s) to the engagement in accordance with the skills levels required to perform the work described in this Datasheet.
18. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
19. All work will be delivered remotely via screen-share. On-site travel is out of scope.
20. 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.

21. All work will be provided in English.
22. Any feature or technology not listed in Section 2. Activities is out of scope, unless agreed in writing with the Delivery Specialist Team prior to purchase.
23. The scope of the services is deemed complete upon ONE of the following criteria—whichever comes first:
 - Upon consumption of the total resource allocation procured
 - After 4 weeks from the date the project is initiated
 - The period of performance is limited to 12 months from purchase date

If the services were purchased using PSO credits, the services expire at 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.

Project Management

Customers that are engaging in a project and will leverage a resource on this effort should note that VMware will limit their project management responsibilities to the activities listed below. All other project management responsibilities and activities will be the Customer’s responsibility as identified in the following table.

	VMware Responsibility	Customer Responsibility
Project Setup and Initiation		
Conduct kick-off conference call with key stakeholders and Project Team	✓	☐
Develop high-level project schedule and contact list	☐	✓
Develop project plan	☐	✓
Scope Management		
Identify and manage any activities associated with Customer’s project	☐	✓
Identify and maintain a Work Breakdown Structure (WBS) of any activities	☐	✓
Schedule Management		
Create, maintain, and manage a project schedule	☐	✓
Financial Management		
Track and manage project time	☐	✓
Review invoices for accuracy	✓	☐
Quality Management		
Establish and execute Customer’s project readiness at key checkpoints	☐	✓
Identify, manage, and document requirements for user testing, operational readiness, or process changes	☐	✓
Risk and Issue Management		
Track and manage project issues and risks (product, process or technical)	☐	✓

Resource Management		
Identify and assign qualified VMware resources	✓	☐
Define, document, and manage a project resource plan if required	☐	✓
Integrate VMware and Customer resources into the project schedule	☐	✓
Manage and identify any changes to resource skills and communicate to VMware	☐	✓
Identify and execute project change request for a different skill set if a change is required	✓	✓
Communications Management		
Weekly VMware status report(s)	✓	☐
Weekly status meeting(s)	☐	✓
Facilitate, host, and manage Customer meeting(s)	☐	✓
Attend periodic stakeholder meeting(s)	☐	✓
Host executive update(s)	☐	✓
Project Closure		
Host a project closure conference call	☐	✓
Complete a Customer Satisfaction Survey	☐	✓
Facilitate "Lessons Learned" session	☐	✓

Learn more

Visit vmware.com/services.

Engagement Timeline

The service will be provided for a duration of four (4) contiguous weeks, without pause at the purchased in-region or offshore resource allocation ranging from one (1) to five (5) days per week. The resource allocation days per week procured must be consumed each week.

Customer Responsibilities

Customer is responsible for task assignment and prioritization of the supplied resource(s).

VMware Responsibilities

VMware will provide the resource(s) described in this Datasheet.

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](#). 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.