

# VMware Professional Services for Security Delivery Specialist (Carbon Black)

## At a glance

VMware Delivery Specialists provide product implementation and onboarding services. Our experts can help accelerate project timelines, overcome challenges, and empower your team via knowledge transfer to help your team reach your desired outcomes faster.

## Key benefits

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

## SKU

1 Day/week for 4 Weeks  
(32 Consulting hours)  
In-Region: VSEC-CB-PS-IR-1D4W

2 Days/week for 4 Weeks  
(64 Consulting hours)  
In-Region: VSEC-CB-PS-IR-2D4W

3 Days/week for 4 Weeks  
(96 Consulting hours)  
In-Region: VSEC-CB-PS-IR-3D4W

4 Days/week for 4 Weeks  
(128 Consulting hours)  
In-Region: VSEC-CB-PS-IR-4D4W

5 Days/week for 4 Weeks  
(160 Consulting hours)  
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) continuous 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 any of the following VMware technologies:

Technology	In-Region (AMER, EMEA, or APJ)
VMware Carbon Black® Cloud (All Editions)	✓
VMware Carbon Black® App Control	✓
VMware Carbon Black® EDR™ or Hosted EDR™	✓

You're in charge: Set the direction, and we'll make a match. VMware Security Consultants are directed and managed by you. You tell them what you'd like to achieve and they will help you get there.

Our ready workforce has a wide range of skill sets across the VMware Carbon Black portfolio of solutions and will be matched with your organization based on your unique objectives.

VMware Security Consultants can provide expert installation, configuration, usage, optimization, and administrative assistance. Our experts may perform the following Carbon Black technology related tasks as time permits:

- Strengthen your team's capabilities, accelerate product adoption, and sustain success
- Making recommendations for service-level and technical improvements that can encompass environments

- Product-specific knowledge transfer to your operational, engineering, and security teams
- Assisting with development of documentation of standard operating procedures for your environment
- Performance monitoring and tuning
- Health check, upgrade, and migration assistance

VMware Professional Services has the experience, best practices, proven methodologies, and deep knowledge of VMware technology that can help you reduce risk and complexity, minimize disruption, and experience predictable outcomes.

From deploying sensors and integrating your environment, to implementing operations and management, we can help you realize outcomes faster.

Our Security Consultants are armed with best practices that will help you expedite project completion, improve operational reliability and efficiency, and build the self-sufficiency of your team.

## Frequently Asked Questions

Q. I need assistance with multiple VMware Carbon Black technologies. Will I need to purchase a separate SKU for each technology?

A. Not necessarily. The type and expertise of Security Consultant that will best meet your needs will be determined via a discussion with VMware Professional Services Sales.

Q. Can a Security Consultant help develop and design a new architecture?

A. No, Security Consultants are not focused on developing design and architecture.

Q. Can I add a Security Consultant to another service?

A. Yes, the Security Consultant can be added as a separate work stream to a primary service.

## 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 the fulfillment of the service.
2. The service will be provided for a duration of four (4) continuous weeks, without pause at the purchased in-region 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 5pm local according to the customers time zone.
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 (1) of the following criteria—whichever comes first:
  - Upon consumption of the total resource allocation procured
  - After 4 weeks from the first dedicated technical working session which does not include the project kick-off meeting
  - The period of performance is limited to 12 months from purchase date
24. 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

Category	VMware responsibility	Customer responsibility
Project Setup and Initiation		
Conduct kick-off conference call with key stakeholders	✓	
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	✓	✓

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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		✓

**Engagement Timeline**

The service will be provided for a duration of four (4) continuous weeks, without pause at the purchased in-region 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.

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.