Overview
The VMware Virtualization Health Check Service is designed to review and provide remediation advice for the following environmental components:

• One (1) data center
• One (1) VMware vCenter Server™
• Twenty-five (25) VMware ESXi™ hosts

Customer Profile
VMware Virtualization Health Check Service is appropriate for companies that are:

• Focused on VMware vSphere to serve as their infrastructure platform
• Wants to extend benefits of virtualization to other areas of the organization

Deliverables

• VMware Infrastructure Health Check Report that includes:
  - Assessment of the target environment based on the collected data.
  - Description of findings.
  - Identification of opportunities to optimize the configuration and improve performance.
  - Remediation and upgrade recommendations.
  - Presentation of findings remotely.

Key Activities
Phase 1: Planning
VMware will conduct a pre-engagement planning call with Customer to initiate the project. Topics to be discussed include the following:

• Review of project scope and objectives.
• Project timelines, scheduling, and logistics.
• Identification of key Customer project team members with whom VMware will collaborate to accomplish the tasks defined in this datasheet.
• Key activity execution dates.
• Service Checklist.

AT A GLANCE
The VMware Virtualization Health Check Service examines the VMware vSphere® infrastructure that supports an organization’s global production environment. VMware Professional Services experts validate technical consistency, examine the use of good practices, and identify areas where potential system degradation and bottlenecks can impact system health.

The VMware Virtualization Health Check Service identifies gaps in current practices and areas of concern. VMware also provides remediation recommendations. These topics are discussed during follow-up workshops, and formalized recommendations are documented and presented at the conclusion of the engagement.

KEY BENEFITS
• Optimize VMware vSphere performance
• Maximize resources through efficiencies and roadmap for future improvements
• Mitigate risk by leveraging experienced consultants and proven best practices
VMware Virtualization Health Check Service

**Phase 2: Kickoff**
The VMware engagement team will lead Customer project sponsors and stakeholders in a kickoff meeting to set expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected schedule and deliverables. The meeting will focus on the following:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project phases and goals.
- Validating the project expectations.
- Explaining the expected project activities and deliverables.
- Identifying any risks, inhibitors, or constraints.

**Phase 3: Assess**
VMware will review Customer’s current vSphere environment as identified in the Project Scope section. VMware will review infrastructure, design, and requirements artifacts, and conduct interviews. VMware will then document feedback and recommendations based on the validity of the current infrastructure and design in accordance with VMware and industry good practices.

Focus will be placed on providing recommendations that:

- Optimize the vSphere environment.
- Maximize resources through more efficient use and creating a roadmap for future improvements.
- Help mitigate risk by leveraging proven good practices.

VMware will review the vSphere infrastructure and do the following:

- Identify specific areas where the design or infrastructure does not meet industry good practices, optimize the solution (from both a performance and cost standpoint), and improve areas where the design/infrastructure does not leverage VMware products and capabilities.
- Provide a list of reference documents detailing recommended practices for identified areas.
- Conduct whiteboard sessions to explain physical design alternatives for addressing the areas where the design does not meet VMware recommended practices.

**Phase 4: Conclusion**
A final presentation that summarizes the findings and recommendations is provided.

**Roles and Responsibilities**
The roles for the VMware project team and Customer project team are described in the following sections.
VMware Responsibilities

VMware will coordinate activities of all VMware resources and will be providing Customer with VMware resources who have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet.

Assumptions and Customer Responsibilities

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

- 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 Customer.
- Any change to the scope of work explicitly described in this datasheet, and any associated additional fees, must be mutually agreed in writing.
- Customer will provide access to facilities and computer systems as required for VMware project team to perform the tasks as outlined in this datasheet.
- For engagement activities that need to occur at Customer work locations, VMware expects Customer to make reasonable facilities and accommodations for the VMware project team at the location. These accommodations will include a work area, 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.
- Customer will provide a suitable environment for training (overhead projector and conference facilities). Computer hardware and systems support is required for the knowledge transfer workshops, including: working hardware, network, and storage that is compatible with VMware ESXi.
- Customer’s Project Manager and the VMware Engagement Manager will mutually agree in writing to the formal project plan governing this project.
- Customer’s project manager will work with the VMware Engagement Manager to perform all project management responsibilities and activities.
- Management of the overall project plan and identifying and managing the project resources. Includes daily coordination of resource priorities and scheduling impacts. Publishing updates to the schedule to provide that the project team is informed of changes, dependencies, and last minute changes.
• Stakeholder briefings and communications as agreed to in the project plan.
• Project communications including executing a project communication plan and providing lines of business with status reporting on the project efforts. Executive status will be provided, inclusive of high level decisions and key issues with delineated owners and specific expected actions with dates.
• Project Escalations – Manage escalated issues, and risks through resolution including risk mitigation plans and planned contingencies for unexpected issues and risks.
  - Status reports – Work with the VMware Engagement Manager to consolidated status of Customer and VMware activities and progress across work streams, identifying issues encountered. Include issues and risk review in the weekly reports.
  - Status meetings – Host weekly status meeting with VMware Engagement Manager and project team as part of the weekly project review. The Customer Project Manager will review planned phases, status, and progress to date, identify key issues, track progress, and identify risks and barriers. Weekly progress will then be published to the team and all parties engaged.

Technical Requirements

Hardware Requirements
Customer will provide computer hardware and systems support for the collection of data for analysis of the environment and for the knowledge transfer workshops. This includes functioning hardware, network, storage, and access to virtual infrastructure (ESXi and vCenter Server).

Software Requirements
Customer will be solely responsible for procuring products and product support for all software to be used in connection with this datasheet.

Pricing and Scope
VMware estimates that the duration of this project will be ten (10) business days. VMware consulting services will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following items are out of scope for this service:
• Remediation of the virtual infrastructure resulting from the health check or otherwise is out of scope but can be provided as a follow-up service.

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

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