

# VMware Virtualization Health Check Service

8 Hosts

## 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

## 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™
- Eight (8) 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.

- Prerequisites and other preparation required prior to the project kickoff, including site access (badging) and system access (credentials).
- Engagement prerequisites specified in the applicable Service Checklist prior to the arrival of VMware resources on site.

## 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.

- Interview key stakeholders. This includes infrastructure architects and operations, network, storage, and applications representatives.
- Document and present results of design and infrastructure review. The results will include observations and feedback on the current design and its validity based on VMware and industry best practices. A gap analysis, and recommended remediation steps will also be documented.
- Conduct knowledge transfer to Customer infrastructure team as required.
- Install VMware HealthAnalyzer on vCenter Server(s) or ESXi host(s).
- Run the VMware HealthAnalyzer appliance to identify configuration settings and produce a summary report for the identified ESXi hosts within the data center.
- Collect inventory, configuration, and usage data for the identified ESXi hosts.
- Determine whether the virtual infrastructure is used in the most efficient way.
- Host a strategy session to discuss upgrades, new approaches, and functionality to consider for the future virtual infrastructure.
- Remove the HealthAnalyzer tool, including downloaded software files, from the Customer environment.

## Key Activities

- Architecture and operations review.
- Technical audit and analysis.
- Operational analysis including consideration of business objectives.
- Creating assessment report.
- Review of final assessment report.

## 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 Project Team

### Engagement Manager

VMware will assign an Engagement Manager at project initiation. The Engagement Manager will identify personnel resources, project structure, a communication plan, project plan tools, and overall project management techniques used to manage the engagement. The Engagement Manager:

- Provides overall customer relationship and project management.
- Manages coordination with Customer Project Manager.
- Tracks VMware progress and results.
- Provides escalation triage.

### One or More Senior Consultants

A consultant or consultants will be provided to perform the duties outlined in this datasheet. VMware technical resources are all VMware certified professionals or have significant technical expertise with vSphere and other VMware products.

## Customer Project Team

Customer will provide a Project Manager knowledgeable in pertinent internal Customer processes and able to collaborate with the VMware Engagement Manager as specified in this datasheet.

Customer's Project Manager must have the authority to make project decisions and represent Customer in all matters related to this datasheet. Customer's Project Manager will provide a single consolidated response to any review, approval, change, or decision request.

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

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 project 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.

## 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 five (5) 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.

## 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 transforms 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.

