VMware vSAN Health Check Service
Enterprise Large

Overview
The VMware vSAN™ Health Check Service is designed to review and provide remediation advice for a VMware vSphere® environment, including vCenter Server®, vSAN Clusters, and individual VMware ESXi™ hosts.

The project includes the following modules: VMware will provide the following services:

- **Assess storage virtualization health**

The following are the high-level activities included in this project:

- **Assess** — Perform assessment within the Customer environment.

This project requires the following VMware On-Premises, VMware SaaS and third-party products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff, but limited to those that are in general availability (GA) on the date of SOW signing:

- VMware vSphere 6.7.x or 7.0.x
- VMware vSAN 6.7.x or 7.0.x

Project scope
The scope of the service includes the following item.

**Assess Storage Virtualization Health**

Review of Customer vSphere environment (VMware ESXi hosts, VMware vCenter Server infrastructure and VMware vSAN) to assess conformance with VMware best practices. This service can be delivered with different scopes. Only one of the two following scopes may be chosen.

Scope 1 – Standard Scope

<table>
<thead>
<tr>
<th>Specification</th>
<th>Parameters</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Architectural Design Review</td>
<td></td>
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<tr>
<td>Architectural Design review</td>
<td>Up to one (1)</td>
<td>Architectural design review workshop.</td>
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<tr>
<td>Health Check Analysis</td>
<td></td>
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<tr>
<td>Customer environment interviews</td>
<td>Up to one (1)</td>
<td>Customer environment interviews.</td>
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</table>
VMware vSAN Health Check Service – Enterprise Large

<table>
<thead>
<tr>
<th>SPECIFICATION</th>
<th>PARAMETERS</th>
<th>DESCRIPTION</th>
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</thead>
<tbody>
<tr>
<td>HealthAnalyzer deployments</td>
<td>Up to one (1)</td>
<td>HealthAnalyzer deployments performed.</td>
</tr>
<tr>
<td>vCenter servers</td>
<td>Up to four (4)</td>
<td>vCenter servers to be analyzed.</td>
</tr>
<tr>
<td>vSAN clusters</td>
<td>Up to four (4)</td>
<td>vSAN clusters to be analyzed.</td>
</tr>
<tr>
<td>ESXi hosts</td>
<td>Up to one hundred and twenty-eight (128)</td>
<td>ESXi hosts to be analyzed.</td>
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<tr>
<td>Health check reports</td>
<td>Up to one (1)</td>
<td>Health check reports to create.</td>
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Scope 2 – Alternative Scope

<table>
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<tr>
<th>SPECIFICATION</th>
<th>PARAMETERS</th>
<th>DESCRIPTION</th>
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<tr>
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<tr>
<td>Architectural Design review</td>
<td>Up to one (1)</td>
<td>Architectural design review workshop.</td>
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<td>Health Check Analysis</td>
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<tr>
<td>Customer environment interviews</td>
<td>Up to one (1)</td>
<td>Customer environment interviews.</td>
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<tr>
<td>HealthAnalyzer deployments</td>
<td>Up to one (1)</td>
<td>HealthAnalyzer deployments performed.</td>
</tr>
<tr>
<td>vCenter servers</td>
<td>Up to four (4)</td>
<td>vCenter servers to be analyzed.</td>
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<tr>
<td>vSAN clusters</td>
<td>Up to eight (8)</td>
<td>vSAN clusters to be analyzed.</td>
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<tr>
<td>ESXi hosts</td>
<td>Up to ninety-six (96)</td>
<td>ESXi hosts to be analyzed.</td>
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<tr>
<td>Health check reports</td>
<td>Up to one (1)</td>
<td>Health check reports to create.</td>
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Out of scope
The following tasks are out of scope items for this project.

General
- Installing and configuring custom or third-party applications and operating systems on deployed virtual machines.
- Operating system administration including the operating system itself or any operating system features or components.
- Managing change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by Customer.
- Installing or configuring VMware products not included in the scope of this document.
• Installing or configuring third-party software or other technical services that are not applicable to VMware components.
• Installing or configuring Customer-signed certificates.
• Configuring VMware products used for the service other than those implemented for the mutually agreed-to use cases.
• Customer solution training other than the defined knowledge transfer session.

Assess Storage Virtualization Health
• Remediation of virtual infrastructure issues, whether discovered in the health check or otherwise, is out of scope.

Estimated Schedule
The project defined in this SOW is estimated to be for a duration of up to four (4) weeks. VMware consulting services will operate according to a schedule agreed to by both parties. The consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The following table is an estimated outline of the duration of each phase in the project. Customer acknowledges that the estimated duration is indicative only and that VMware will not incur any penalty or forfeit any entitlement to payment, fees, or related expenses if the consulting services are not provided in accordance with the estimated duration.

<table>
<thead>
<tr>
<th>ACTIVITIES / WEEK</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td>Phase 1: Initiate</td>
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<tr>
<td>Phase 2: Plan</td>
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<td>Phase 3.1: Execute: Assess</td>
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<td>Phase 4: Close</td>
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Project Activities
Phase 1: Initiate
The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders. Topics to discuss include:

• Project business drivers, scope, and objectives.
• Project deadlines, estimated timelines, scheduling, and logistics.
• Identification of key Customer team members who VMware will work with to perform the tasks defined in this datasheet.
• Participating team members are confirmed and contact details are exchanged to schedule the project kickoff meeting.

Deliverables
• One (1) project initiation call
Phase 2: Plan
VMware leads one (1) project kickoff meeting with Customer project sponsors and stakeholders to review expectations about the purpose of the engagement, the delivery approach, and estimated timelines. The objectives of the meeting are:

- Introduce the VMware team, roles, and responsibilities.
- Describe the project goals, phases, and key dates.
- Agree on communication and reporting process and create a communications plan.
- Validate the project goals, phases, and key dates.

The VMware Project Manager and the Customer Project Manager collaborate to develop the project plan.

Deliverables
- Communications Plan
- One (1) project kickoff meeting
- Project Plan

Phase 3: Execute
The key activities for this phase are organized into the Assess sub-phase.

Execute: Assess
VMware leads the Customer project team in a series of workshops and data collection activities to collect Customer-specific data and determine gaps between the current state and target state. VMware does the following tasks:

- Conducts up to one hundred twenty-three (123) hours of assessment workshops.
- Presents a summary of the findings detailed in the summary report.
- Carries out an assessment of the current Customer VMware software configuration against VMware best practice, which is documented in the summary report.

Deliverables
- Up to one hundred twenty-three (123) hours of assessment workshops
- Summary presentation
- Summary report

Phase 4: Close
The VMware Project Manager conducts one (1) closure meeting with the Customer covering project status, next steps, and how to engage further with VMware.

Deliverables
- Engagement summary presentation
- One (1) closure meeting
Appendix

Service checklist
The Customer is responsible for executing all items discussed in the Service Checklist prior to arrival of the VMware consultants on site.

The participation of the following Customer stakeholders is required for the Service to be performed:

- Enterprise Architect
- Infrastructure Architect
- VMware Operations team leads

The following prerequisites are required to enable VMware to perform this service:

VMware vSAN Small Scale Health Check
- Number of vCenter Server instances. Defined minimum: 1

TERMS AND CONDITIONS
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