VMware vSAN Health Check Service

Enterprise Small

AT A GLANCE

The VMware vSAN Health Check Service examines the VMware vSphere® infrastructure including vSAN 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 vSAN 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 and vSAN performance
- Maximize resources through efficiencies and roadmap for future improvements
- Mitigate risk by leveraging experienced consultants and proven best practices

SKU

CON-VSAN-HC-ENT-S-C

Overview

The VMware vSAN Health Check Service is designed to review and provide remediation advice for a VMware vSphere® environment, including VMware vCenter Server®, VMware 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 (ESXi hosts, vCenter Server infrastructure and VMware vSAN) to assess conformance with VMware best practices.

Scope 1 – Standard Scope

SPECIFICATION	PARAMETERS	DESCRIPTION
Architectural Design Review		
Architectural Design review	Up to one (1)	Architectural design review workshop.
Health Check Analysis		
Customer environment interviews	Up to one (1)	Customer environment interviews.
HealthAnalyzer deployments	Up to one (1)	HealthAnalyzer deployments performed.
vCenter servers	Up to one (1)	vCenter servers to be analyzed.

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SPECIFICATION	PARAMETERS	DESCRIPTION
vSAN clusters	Up to one (1)	vSAN clusters to be analyzed.
ESXi hosts	Up to thirty-two (32)	ESXi hosts to be analyzed.
Health check reports	Up to one (1)	Health check reports to create.

Scope 2 – Alternative Scope

SPECIFICATION	PARAMETERS	DESCRIPTION
Architectural Design Review		
Architectural Design review	Up to one (1)	Architectural design review workshop.
Health Check Analysis		
Customer environment interviews	Up to one (1)	Customer environment interviews.
HealthAnalyzer deployments	Up to one (1)	HealthAnalyzer deployments performed.
vCenter servers	Up to one (1)	vCenter servers to be analyzed.
vSAN clusters	Up to two (2)	vSAN clusters to be analyzed.
ESXi hosts	Up to twenty-four (24)	ESXi hosts to be analyzed.
Health check reports	Up to one (1)	Health check reports to create.

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 one (1) week. 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).

ACTIVITIES / WEEK	1	2
Phase 1: Initiate		
Phase 2: Plan		
Phase 3.1: Execute: Asses		
Phase 4: Close		

Project Activities

Phase 1: Initiate

The VMware Project Manager hosts one (1) project initiation call with key Customer and VMware stakeholders. Topics to be discussed 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.

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 twenty-six (26) 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 practive, which is documented in the summary report.

Deliverables

- Up to twenty-six (26) 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

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Contact a VMware Professional Services expert at
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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

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