

VMware vSphere Upgrade Service Sku

AT A GLANCE

The VMware vSphere® virtualization platform enhances the availability and performance of business-critical applications by increasing infrastructure efficiency. The resulting highly available, resilient, on-demand infrastructure is an ideal foundation for any cloud environment. The VMware vSphere Upgrade Service SKU is an introductory service that helps customers optimize a vSphere environment by upgrading a subset of that environment to the latest software version.

KEY BENEFITS

- Reduce CapEx and OpEx by consolidating infrastructure without sacrificing performance
- Limit unplanned downtime and eliminate planned downtime for server and storage maintenance
- Respond quickly to changing business needs without loss of security or control
- Deliver zero-touch infrastructure with built-in availability, scalability, and performance guarantees
- Leverage existing IT assets alongside next-generation IT services

Overview

The VMware vSphere Upgrade Service SKU is an introductory service to assist a customer with analyzing, planning, and performing an upgrade for a subset of an environment from VMware vSphere® 5.5 to VMware vSphere 6.5, or vSphere 6.x to vSphere 6.7.

Note: vSphere 5.5 or below does not directly support upgrading to vSphere 6.7, therefore an interim product version upgrade will be required prior to being able to upgrade to vSphere 6.7. This SKU only scopes a single version upgrade as an example of how the upgrade process functions.

This project includes the following module:

- **vSphere Upgrade SKU.** vSphere Upgrade SKU service (CON-VS-UPG) includes performing an analysis of the environment, creating an implementation plan for the upgrade of the environment, and upgrading the environment as defined in the scope.

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

- **Assess.** Perform assessment within the Customer environment.
- **Implement.** Deployment and verification of the solution
- **Knowledge Transfer.** Knowledge transfer of the design, deployment and operations procedures.

This project relates to the following VMware products:

- Upgrade to VMware vSphere®

Project Scope

The scope of the service includes the following.

SPECIFICATION	PARAMETERS	DESCRIPTION
Environmental GAP Analysis		
Gap analysis for environment	Up to one (1)	Gap analysis for the existing environment.
Implementation Plan		
Implementation plan	Up to one (1)	Implementation plan for the upgrade.
Environment Upgrades		
vCenter Server upgrade	Up to one (1)	VMware vCenter Server® upgrade.
Single Sign-On or Platform Services Controller upgrade	Up to one (1)	VMware vCenter® Single Sign-On or VMware Platform Services Controller™ upgrade.
ESXi host upgrade	Up to two (2)	VMware ESXi™ host upgrades.
VMware Tools™ upgrade	Up to five (5)	VMware Tools upgrades.
Virtual hardware upgrade	Up to five (5)	Virtual hardware upgrades.

Out of Scope

The following are the out of scope items for this project.

General

- Installation and configuration of 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.
- Management of 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.
- Installation or configuration of VMware products not included in the scope of this document.
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components.
- Installation and configuration of Customer-signed certificates.
- Configuration of 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.

vSphere Upgrade SKU

- A health check of the VMware vSphere environment is out of scope for this service, but is available and offered as a follow-on service.
- A complete Virtualization Design and Deploy Service for vSphere is out of scope for this service, but is available and offered as a follow-on service.
- vCenter Server installations larger than 32 ESXi hosts and 100 virtual machines.
- Identification and upgrade of third-party to vSphere components (VMware vRealize®, VMware Horizon®, backup software, or the like) in the environment.
- Backups of the pertinent components vCenter Server, the Platform Services Controller, ESXi hosts, VMs.
- Upgrading an environment where multiple version upgrades are required. This is determined by official VMware version upgrade support. This service scopes a single version upgrade from vSphere 5.5.x to vSphere 6.5 or from vSphere 6.x to vSphere 6.7.
- High availability implementations of the Platform Services Controller.
- Migration of networking from standard to distributed virtual switches.
- Custom certificate replacement as a part of the upgrade.
- Implementation of new vSphere features (such as VMware vCenter Server High Availability) as a part of the upgrade.

Estimated Schedule

VMware estimates that the duration of this project will not exceed 1 week. 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).

ACTIVITIES / WEEK	1	2	3	4	5
Phase 1: Initiate					
Phase 2: Plan					
Phase 3: Execute – Assess					
Phase 4: Execute – Implement					
Phase 5: Execute – Knowledge Transfer					
Phase 6: 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 the following:

- Project business drivers, scope, and objectives.
- Project deadlines, estimated timelines, scheduling, and logistics.
- Identification of key Customer team members with whom VMware will work to perform the tasks defined in this SOW.
- 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 following are the objectives of the meeting:

- Introducing the VMware team, roles, and responsibilities.
- Describing the project goals, phases, and key dates.
- Agreeing on communication and reporting process and creating a communications plan.
- Validating the project expectations and clarifying roles and responsibilities
- Confirming prerequisites are met as detailed in the solution checklist for specified solutions.
- Presenting the solution overview for specified solutions including expected project results and deliverables.

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

Deliverables

- Virtual Infrastructure solution checklist
- Virtual Infrastructure solution overview presentation
- Communications plan
- One (1) project kickoff meeting
- Project plan

Phase 3: Execute

The key activities for this phase are organized in the following sub-phases:

- Assess
- Implement
- Knowledge transfer

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:

- Conducts up to eight (8) hours of assessment workshops.
- Collates, analyzes, and documents the current state, and identifies gaps and associated remediation recommendations in the gap analysis and recommendations documents for specified solutions.

Deliverables

- Virtual Infrastructure gap analysis and recommendations document

Implement

VMware implements the solution according to the VMware solution specification. VMware does the following:

- Implements the specified solutions as detailed in the specification workbooks.
- Verifies the implementation and documents results in the verification workbooks for the specified solutions.

Deliverables

- Implementation Plan
- Virtual Infrastructure solution verification workbook

Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, implementation, and operational considerations relating to the scope of this project. VMware does the following:

- Conducts up to four (4) hours of knowledge transfer sessions for appropriate Customer representatives.
- Provides an adoption guide document(s) containing operational guidance for the specified solutions.

Note: For the avoidance of doubt, the Knowledge transfers herein do not comprise VMware product training or certification courses as offered by the VMware Education unit – (<http://mylearn.vmware.com/mgreg/index.cfm>).

Deliverables

- Up to four (4) hours of knowledge transfer sessions
- Virtual Infrastructure adoption guide document
- Virtual Infrastructure knowledge transfer workshop presentation

Phase 4: Close

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

Deliverables

- Engagement summary presentation
- One (1) closure meeting

Appendix – Service Checklist

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

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

- Backup/Recovery team leads
- Enterprise Architect
- Infrastructure Architect
- VMware operations team leads
- Storage team leads
- Change Manager
- Application operations leads

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

- vCenter Server version. Defined minimum: 6.x (for direct upgrade to 6.7)
- ESXi version. Defined minimum: 6.x (for direct upgrade to 6.7)
- Hardware must be verified against the VMware compatibility guide.
- Product compatibility matrix must be validated for software.
- Number and amount of outage windows required. Defined minimum: 2 windows, 8 hours or more in length
- Hardware, firmware, and drivers must be listed as supported on the VMware Compatibility list for vSphere 6.7.
- Hardware and software requirements for the vSphere solution must be met according to guidance in the Service Checklist, the Implementation Plan document, and the VMware vSphere Upgrade Guide.
- A maintenance window to perform the upgrade must be prescheduled and available during the engagement, prior to the start of onsite work.
- Backups of target vCenter Server, Platform Services Controller, ESXi hosts, and virtual machines must be performed and tested prior to the start of onsite work.
- If migrating from the vCenter Server for Windows to the vCenter Server Appliance as a part of the upgrade, the environment must be running on vCenter 5.5 U3b or migration is unsupported.
- Identification of third-party to vCenter Server components and identification of show stoppers prior to the start of onsite work.

FOR MORE INFORMATION

For more information about VMware products and services visit www.vmware.com/services or contact your local VMware representative.

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