

# WORKSPACE ONE AIRWATCH SERVICE—GOLD

## AT A GLANCE

The Workspace ONE AirWatch Service—Gold provides basic assistance to Customers with limited knowledge of VMware AirWatch. This service familiarizes the customer with VMware Enterprise Mobility Management best practices pertaining to use cases and management of devices, email, content, and applications. The goal of this offering is to design and implement an infrastructure and configurations to support the customer's current mobility initiatives.

## KEY BENEFITS

- Accelerates time-to-deployment
- Provides exposure to VMware AirWatch technologies
- Encourages adoption of VMware recommended practices for the VMware AirWatch platform
- Accelerates mobility strategy adoption and implementation
- Provides a first step in partnering with VMware to focus on long term mobility solution delivery

## Introduction

The Workspace ONE AirWatch- Gold Service provides guided implementation services to design, configure, and deploy the AirWatch solution. This service drives greater customer adoption of the AirWatch platform through structured delivery of Consulting Services. The Gold level of service provides implementation design, installation and configuration for one (1) UAT environment and one (1) production environment, and pilot and production deployment support. The VMware consultant will assist with solution design to aid in rapid adoption and optimize the time-to-value for the customer's AirWatch solution. This service is the first step in partnering with customers to focus on long term solution delivery.

## 1. Service Overview

VMware will provide implementation services connected with the purchase of your Workspace One Standard, Workspace One Advanced, or AirWatch License Bundle. Deployment will be conducted in either an AirWatch hosted environment or an AirWatch on-premise environment hosted in the customer's data center(s). This project will be organized into three phases: 1) Assessment (Kick-Off), 2) Installation & Configuration, and 3) Deploy.

The implementation scope includes:

- 1.1. Highly-available production environment installation/configuration of AirWatch console, device services, database services, API, and AWCM in the customer's datacenter (applicable only for on-premise environment)
- 1.2. Highly-available production environment installation/configuration of AirWatch Cloud Connector (ACC) (if necessary), Secure Email Gateway (SEG) (if necessary), and AirWatch Tunnel OR Mobile Access Gateway (MAG).
- 1.3. Highly-available Disaster Recovery environment installation for AirWatch console (if necessary), device services (if necessary), database services (if necessary), ACC (if necessary), SEG (if necessary), and AirWatch Tunnel OR Mobile Access Gateway (MAG) (if necessary)
- 1.4. For on-premise deployments, Test environment installation/configuration of AirWatch console, device services, database services, API, and AWCM in the customer's datacenter (this is not a highly-available and disaster recovery configuration)
- 1.5. Test environment installation/configuration of AirWatch Cloud Connector (ACC) (if necessary), Secure Email Gateway (SEG) (if necessary), and AirWatch Tunnel OR Mobile Access Gateway (MAG) if necessary (non-HA, non-DR).
- 1.6. AD/LDAP Integration
- 1.7. Certificate/PKI Integration

- 1.8. Secure email for managed devices via PowerShell integration, Secure Email Gateway (SEG), or Google Apps for Work
- 1.9. AirWatch Browser for internal websites
- 1.10. Content Locker integration with back-end file systems and Content Locker repository
- 1.11. Advanced App Management, internal apps, App Config for Enterprise (ACE), and app wrapping (if necessary)
- 1.12. User/administrator configuration
- 1.13. Configuration of device and enterprise security policies
- 1.14. VMware NSX Integration
- 1.15. VMware Identity Manager Configuration (if required)
- 1.16. Assistance with custom enrollment documentation
- 1.17. Guided two-week pilot rollout (two-week period in which all use-cases are deployed to a subset of users for the purposes of testing EMM configuration prior to full roll-out)
- 1.18. Roll-out support for a period of four (4) weeks after initial deployment of devices (four-week deployment of AirWatch EMM to the first wave of mobile end-users. The number of devices and/or end-users for a roll-out wave will be defined by Customer)

## 2. Service Assumptions

- 2.1. CUSTOMER RESOURCES: Should Customer request VMware to perform tasks that are dependent upon Customer resources or decisions, Customer will make such resource available or decisions final in a timely manner.
- 2.2. HARDWARE PROCUREMENT: Procurement and installation of hardware is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.3. WORKSITE: The Consulting Services tasks may be performed on-site or remotely. An approximate travel schedule will be mutually agreed.
- 2.4. ON-SITE TRAVEL: In weeks where both parties have agreed that an on-site resource is prudent, travel for VMware consultants will occur on Mondays and Thursdays unless otherwise agreed. It is expected that consultants will travel to Customer's facility on Monday morning, arriving on site as early on Monday as possible, as dictated by flight options and travel time. The consultants will work on-site through Thursday and will schedule return travel on Thursday evenings, as available. Travel expenses are not included in this Datasheet. Travel expenses will be quoted separately and agreed mutually between Customer and VMware.
- 2.5. WORKING HOURS: Engagements that require consultants to work in excess of 40 hours per week, to work on weekends or major national holidays and/or to travel outside of this schedule will be considered exceptions to this policy and will be reviewed and approved by VMware and Customer as required.
- 2.6. EMM POLICY ALIGNMENT: Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.7. PRE-REQUISITES: Pre-requisites must be completed for all installation components before any installation activities will be performed. Should Customer not purchase the associated software for deployment, the services deliverable line items associated with those software components will not be delivered.
- 2.8. PROJECT MANAGEMENT: VMware and the Customer's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis.
- 2.9. DELIVERABLE LANGUAGE: All work, documentation and work product(s) will be provided in English.
- 2.10. USE-CASE SCOPE: The scope of the use-cases will be considered locked upon completion of Deliverable 1.5 (See Service Deliverables Table below), and will be delivered within a single production Deploy phase. Any alteration to the use-case scope thereafter may necessitate a change request.

2.11. VMWARE IDENTITY MANAGER: If leveraging an Identity Manager Connector for third-party SAML integration, Customer will provide a fully functional, cloud-based Identify Manager. VMware will integrate with a maximum of two approved third-party SAML endpoints for Identity Manager integrations. Approved endpoints are limited to those listed in the Identity Manager Cloud Application Catalog. Additional manually configured endpoints are outside the scope of this project. Customer-specific customization for the Identity Manager is out-of-scope of this Datasheet.

2.12. THINAPP: VMWare ThinApp integration is out-of-scope of this Datasheet.

2.13. XENAPP: XenApp environment integration is out-of-scope of this Datasheet.

### 3. Responsibilities

All supplier and Customer responsibilities are listed in the Deliverables section. The ownership is defined as follows:

- 3.1. Primary Owner = VMware: VMware is responsible for delivery of the component, with minimal assistance from Customer’s project team.
- 3.2. Joint: VMware and Customer’s project team are jointly responsible for delivery of the component.
- 3.3. Primary Owner = CUSTOMER: VMware is responsible for assisting Customer project team as needed to deliver the component.

### 4. Completion Criteria

The project will be deemed complete or may require a PCR when any of the criteria below are met:

- 4.1. Completion of all service deliverables included in the Deliverables section
- 4.2. Consumption of three-hundred twenty (320) hours of Consulting Services; effort associated with this allocation of hours shall only be allocated to tasks defined in Datasheet.
- 4.3. Passage of twenty-eight (28) weeks after project kick-off (Deliverable 1.1)

### 5. Deliverables

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1: Assessment (Kick-Off)				
1.1	Kick-Off Meeting	Kick-Off Agenda	Joint	Kickoff meeting to discuss project scope, timelines, and teams
1.2	Confirm Objectives & Success Criteria	Objectives & Success Criteria	Joint	Build primary objectives and success criteria for each stage of project
1.3	Publish Installation Documentation	Installation Pre-Requisites	VMware	Publish information regarding firewall configuration, server prep, load balancer configuration
1.4	Architecture Design	Architecture Diagram	Joint	Work to develop architecture diagram for AirWatch environment within customer network
1.5	Use-Case Design	EMM Configuration Framework	Joint	Utilize EMM framework to define mobility use-cases.

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
1.6	Confirm Installation Pre-Requisites	Installation Pre-Requisites	CUSTOMER	Confirm that server/network prerequisites are complete
1.7	Publish Installation Plan	Installation Plan	VMware	Publish installation documentation
1.8	Update Project Plan & Status Workbook	Project Status Workbook	VMware	Update and publish PM tools based on use-case definition and kick-off progress
1.9	Review Change Management Strategy	-	CUSTOMER	Determine change management process for AirWatch rollout
<b>Phase 2: Installation &amp; Configuration</b>				
<b>2.1 Use Case Definition</b>				
2.1.1	System Configuration Requirements	Recommended Configuration Guide	VMware	VMware to send configuration requirements based on results of Phase 1
2.1.2	Configuration Design Confirmation	EMM Framework	VMware	Confirmation of configuration in EMM framework
2.1.3	Test Script Confirmation	Test Workbook	VMware	Confirmation of testing strategy
<b>2.2 System Configuration</b>				
2.2.1	Confirm Installation Readiness	AirWatch Pre-Installation Tool	Joint	Confirm prerequisites are complete
2.2.2	Installation of AirWatch Core Components as applicable based on hosting model (Console/Device Services/ Database)	AirWatch Installation Guide	VMware	Install AirWatch core components in highly-available fashion for on-premise deployments
2.2.3	Installation/Configuration of AirWatch Cache	AirWatch Cache Guide	VMware	Install AirWatch Cache (if device count is greater than 15k)
2.2.4	Installation of AirWatch Cloud Connector (ACC)	AirWatch Installation Guide	VMware	Installation of highly-available ACC in customer environment
2.2.5	Mobile Email Management Setup	AirWatch Installation Guide	VMware	Highly-available installation and/or configuration of one of the following: <ul style="list-style-type: none"> <li>• SEG Installation</li> <li>• PowerShell Integration</li> <li>• Google Apps for Work Integration</li> </ul>
2.2.6	Installation of AirWatch Tunnel or Mobile Access Gateway (MAG)	AirWatch Installation Guide	VMware	Installation of highly-available AirWatch Tunnel or MAG in customer environment
2.2.7	Configure Organization Group Hierarchy	EMM Framework	Joint	Configure OG hierarchy based on customer use-cases
2.2.8	AD/LDAP Configuration	AirWatch Cloud Connector Guide	Joint	Integrate with customer directory services

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
2.2.9	Apple Device Enrollment Program (DEP) Configuration	AirWatch DEP Guide	Joint	Configure DEP integration as necessary
2.2.10	PKI Integration	EMM Framework	Joint	Integration with customer Certificate Authorities for authentication of WiFi, VPN, and/or Email (as necessary)
2.2.11	Email Management Configuration	AirWatch Email Management Guide	Joint	Configuration of Mobile Email Management (Secure Email Gateway Configuration, PowerShell Integration, or Google Apps for Business)
2.2.12	Content Management Integration	AirWatch Content Management Guide	Joint	Integration with backend repositories (SharePoint, NFS, etc.) for content management
2.2.13	AirWatch Browser Configuration	AirWatch Mobile Browsing Guide	VMware	Configuration of AirWatch Browser
2.2.14	Content Locker Collaborate Configuration	EMM Framework	Joint	Integration with Content Locker Collaborate
2.2.15	Configure Device Security Policies	EMM Framework	Joint	<ul style="list-style-type: none"> <li>• Restrictions (i.e. Encrypted Backups, etc.)</li> <li>• E-mail (for un-managed e-mail server)</li> <li>• Wi-Fi</li> <li>• Application Catalog (“App Catalog”)</li> <li>• NAC Integration as necessary</li> </ul>
2.2.16	Configure Enterprise Security Policies	EMM Framework	Joint	<p>Compliance Policy (i.e. Comprised Status, Encryption, Application List, etc.)</p> <p>Privacy Policy (i.e. Collect GPS Data, Allow Full Wipe, etc.)</p> <p>Terms of Use (i.e. Platforms, Geographies, etc.)</p>
2.2.17	Mobile Application Management Configuration	Mobile Application Management Guide	Joint	<p>MAM Configuration including:</p> <ul style="list-style-type: none"> <li>• Internal application publishing</li> <li>• Public application publishing</li> <li>• Application Catalog</li> <li>• Application Wrapping</li> <li>• App Config for Enterprise (ACE) configuration</li> </ul>
2.2.18	Configure Branding	EMM Framework	Joint	Brand the solution (i.e. color schemes, logo)
2.2.19	Configure Reporting Subscription	EMM Framework	Joint	Configure initial report subscription
2.2.19	VMware NSX Integration	NSX Guide	Joint	Integration with VMware NSX APIs. Configuration of NSX is not included.

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
2.2.20	VMware Identity Manager Configuration	AirWatch VMware Identity Manager Guide	Joint	Configure VMware Identity Manager integration (if required)
2.2.21	Disaster Recovery Instance Installation	AirWatch HA/DR Guide	Joint	Installation of highly available DR environment
2.2.22	Custom Enrollment Documentation	Custom Enrollment Documentation	Joint	Assistance with custom enrollment documentation
2.2.23	Installation of UAT environment	AirWatch Installation Guide	VMware	Installation of Console, DS, API, AWCM if on-premise UAT environment. Integration components (Non-HA, non-DR)
2.3	Test Plan Execution	Test Workbook	CUSTOMER	Execution of customer-specific test plan
<b>2.4 Change Management (Launch Prep)</b>				
2.4.1	Standard Operating Procedures (Administrators, End-Users)	-	CUSTOMER	Assist with definition of customer SOP
2.4.2	AirWatch Certification Training (Administrators)	-	CUSTOMER	Recommendation that customer administrators attend certification training (cost not included)
2.4.3	Communication Plan Definition	Communication Plan	CUSTOMER	Define end-user communication plan
<b>Phase 3: Deploy</b>				
3.1	Communication Plan Execution	Communication Plan	CUSTOMER	Execute communication plan to mobile users
3.2	Production Environment Preparation	-	Joint	Final prep of production settings for rollout communication
3.3	Pilot Deployment	Communication Plan	CUSTOMER	Customer deploys solution to pilot group
3.4	Rollout (Wave 1,2,3)	Communication Plan	CUSTOMER	Customer deploys solution to production group in phased pattern
3.5	AirWatch Customer Support Transition	Transition Meeting	VMware	Transition-to-support meeting
<b>Project Governance</b>				
PM1	Status Reporting	Weekly Status Meetings	VMware	Weekly status meetings
PM2	Executive Review Meetings	Monthly meetings as necessary	VMware	Recommended leadership steering meeting every 4 weeks during deployment.

## 6. Pricing

For pricing, contact your local VMware Sales Representative. VMware SKU: V-PS-ESB-GO

## 7. 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., and if outside the United States, the VMware contracting entity will be VMware International Limited.

## For More Information

For more information about VMware products and services visit [www.vmware.com/services](http://www.vmware.com/services) or contact your local VMware representative.

## About VMware Professional Services

VMware Professional Services transform 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.

Appendix A: Gantt Timeline

WORK STREAMS / TASKS	TOOL / DELIVERABLE	ROLE		WEEKS																			
		VMware	{CUSTOMER}	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13	WEEK 14	WEEK 15	WEEK 16	WEEK 17	WEEK 18	WEEK 19	WEEK 20
Phase 1: Assessment (Kick-Off)																							
1.1	Kick-Off Meeting	Kick-Off Agenda	Lead	Support	█																		
1.2	Confirm Objectives & Success Criteria	Objectives & Success Criteria	Lead	Support	█	█																	
1.3	Publish Installation Documentation	Installation Pre-Requisites	Lead	Support	█	█																	
1.4	Architecture Design	Architecture Diagram	Support	Lead		█	█																
1.5	Use Case Design	EMM Configuration Framework	Lead	Support		█	█																
1.6	Confirm Installation Pre-Requisites	Installation Pre-Requisites	Support	Lead		█	█																
1.7	Publish Installation Plan	Installation Plan	Lead	Support			█	█															
1.8	Update Project Plan & Status Workbook	Project Status Workbook	Lead	Support			█	█															
1.9	Review Change Management Strategy		Support	Lead			█	█															
Phase 2: Installation & Configuration																							
2.1	Use Case Definition								█	█													
2.1.1	System Configuration Requirements	Recommended Configuration Guide	Lead	Support					█	█													
2.1.2	Configuration Design Confirmation	EMM Configuration Framework	Lead	Support					█	█													
2.1.3	Test Script Creation	Test Workbook	Lead	Support					█	█													
2.2	System Configuration									█	█	█											
2.2.1	Confirm Installation Readiness	Pre-Install Verification Tool(s)	Lead	Support						█	█												
2.2.2	Installation of AirWatch (Console/ Device Services)	AirWatch Installation Guide	Lead	Support						█	█												
2.2.3	Installation/ Configuration of AirWatch Cache	AirWatch Cache Guide	Lead	Support						█	█												
2.2.4	Installation of ACC	AirWatch Installation Guide	Lead	Support						█	█												
2.2.5	Installation of SEG	AirWatch Installation Guide	Lead	Support						█	█												
2.2.6	Installation of MAG	AirWatch Installation Guide	Lead	Support						█	█												



WORK STREAMS / TASKS		TOOL / DELIVERABLE	ROLE		WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13	WEEK 14	WEEK 15	WEEK 16	WEEK 17	WEEK 18	WEEK 19	WEEK 20
			VMware	(CUSTOMER)																				
2.2.7	Configure Organization Group Hierarchy	EMM Framework	Lead	Support																				
2.2.8	AD/LDAP Configuration	AirWatch Cloud Connector Guide	Lead	Support																				
2.2.9	Apple Device Enrollment Program (DEP) Configuration	AirWatch DEP Guide	Lead	Support																				
2.2.10	PKI Integration	EMM Framework (section)	Support	Lead																				
2.2.11	Email Management Configuration	AirWatch Email Management Guide	Lead	Support																				
2.2.12	Content Management Integration	AirWatch Content Management Guide	Lead	Support																				
2.2.13	Secure Browser Configuration	AirWatch Mobile Browsing Guide	Support	Lead																				
2.2.14	Content Locker Collaborate Configuration	EMM Framework	Lead	Support																				
2.2.15	Configure Device Security Policies	EMM Framework	Lead	Support																				
2.2.16	Configure Enterprise Security Policies	EMM Framework	Lead	Support																				
2.2.17	Mobile Application Management Configuration	EMM Framework	Lead	Support																				
2.2.18	Configure Branding	EMM Framework	Lead	Support																				
2.2.19	Configure Reporting Subscription	EMM Framework	Support	Lead																				
2.2.20	Configure Reporting Subscription	EMM Framework	Support	Lead																				
2.2.21	VMware Identity Manager Configuration	AirWatch vIDM Guide	Lead	Support																				
2.2.22	Disaster Recovery Instance Installation	AirWatch HADR Guide	Lead	Support																				
2.2.23	Custom Enrollment Documentation	NSX Guide	Lead	Support																				
2.2.24	Installation of UAT Environment	AirWatch Installation Guide	Lead	Support																				
2.3	Test Plan Execution	Test Workbook	Support	Lead																				
2.4	Change Management (Launch Prep)		Support	Lead																				

WORK STREAMS / TASKS		TOOL / DELIVERABLE	ROLE		WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11	WEEK 12	WEEK 13	WEEK 14	WEEK 15	WEEK 16	WEEK 17	WEEK 18	WEEK 19	WEEK 20
			VMware	(CUSTOMER)																				
2.4.1	Standard Operating Procedures (Administrators, End Users)		Support	Lead																				
2.4.2	AirWatch Certification Training (Administrators)		Support	Lead																				
2.4.3	Communication Plan Definition (1. General, 2. Admin, 3. End Users)	Communication Plan	Support	Lead																				
Phase 3: Deploy																								
3.1	Communication Plan Execution	Communication Plan	Support	Lead																				
3.2	Production Environment Preparation		Joint	Joint																				
3.3	Pilot Deployment	Communication Plan	Support	Lead																				
3.4	Rollout (Wave 1,2,3)	Communication Plan	Support	Lead																				
3.5	AirWatch Customer Support Transition	Transition Meeting	Lead	Support																				
Program Governance																								
PM 1.0	Status Report	Status Report	Lead	Support																				
PM 2.0	Issues Management	Status Report	Lead	Support																				

Tool / Deliverable	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20		
Implementation Consultant	8	12	12	16	20	24	24	24	24	20	20	16	16	16	12	12	12	12	12	12	8	320
Total	8	12	12	16	20	24	24	24	24	20	20	16	16	16	12	12	12	12	12	12	8	320

