

# WORKSPACE ONE AIRWATCH SERVICE—SILVER

## AT A GLANCE

The Workspace ONE AirWatch Service—Silver 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 - Silver 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 Silver level of service provides customers with implementation design, installation, configuration, and deployment support for one (1) environment and one (1) production deployment. 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. AD/LDAP Integration
- 1.5. Certificate/PKI Integration
- 1.6. Secure email for managed devices via PowerShell integration, Secure Email Gateway (SEG), or Google Apps for Work
- 1.7. AirWatch Browser for internal websites
- 1.8. Content Locker integration with back-end file systems and Content Locker repository

- 1.9. Advanced App Management, internal apps, App Config for Enterprise (ACE), and app wrapping (if necessary)
- 1.10. User/administrator configuration
- 1.11. Configuration of device and enterprise security policies
- 1.12. VMware Identity Manager Configuration (if required)
- 1.13. Assistance with custom enrollment documentation
- 1.14. 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 Identity 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 one-hundred sixty (160) 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 (20) 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.  |
| 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                                       |
| Phase 2: Installation & Configuration |                                       |                               |               |  |

| ID                              | DESCRIPTION  | TOOL / DELIVERABLE                | PRIMARY OWNER | COMMENTS   |
|---------------------------------|--|-----------------------------------|---------------|--|
| <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 of AirWatch Cloud Connector (ACC)   | AirWatch Installation Guide       | VMware        | Installation of highly-available ACC in customer environment   |
| 2.2.4                           | 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> |
| 2.2.5                           | Installation of AirWatch Tunnel or Mobile Access Gateway (MAG)   | AirWatch Installation Guide       | VMware        | Installation of highly-available AirWatch Tunnel or MAG in customer environment  |
| 2.2.6                           | Configure Organization Group Hierarchy   | EMM Framework                     | Joint         | Configure OG hierarchy based on customer use-cases   |
| 2.2.7                           | AD/LDAP Configuration  | AirWatch Cloud Connector Guide    | Joint         | Integrate with customer directory services   |
| 2.2.8                           | Apple Device Enrollment Program (DEP) Configuration  | AirWatch DEP Guide                | Joint         | Configure DEP integration as necessary   |
| 2.2.9                           | PKI Integration  | EMM Framework                     | Joint         | Integration with customer Certificate Authorities for authentication of WiFi, VPN, and/or Email (as necessary)   |
| 2.2.10                          | Email Management Configuration   | AirWatch Email Management Guide   | Joint         | Configuration of Mobile Email Management (Secure Email Gateway Configuration, PowerShell Integration, or Google Apps for Business)   |
| 2.2.11                          | Content Management Integration   | AirWatch Content Management Guide | Joint         | Integration with backend repositories (SharePoint, NFS, etc.) for content management   |

| ID                                  | DESCRIPTION   | TOOL / DELIVERABLE                     | PRIMARY OWNER | COMMENTS   |
|-------------------------------------|---|--|---------------|--|
| 2.2.12                              | AirWatch Browser Configuration                            | AirWatch Mobile Browsing Guide         | VMware        | Configuration of AirWatch Browser  |
| 2.2.13                              | Content Locker Collaborate Configuration                  | EMM Framework                          | Joint         | Integration with Content Locker Collaborate  |
| 2.2.14                              | 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>                                     |
| 2.2.15                              | Configure Enterprise Security Policies                    | EMM Framework                          | Joint         | <ul style="list-style-type: none"> <li>• Compliance Policy (i.e. Comprised Status, Encryption, Application List, etc.,)</li> <li>• Privacy Policy (i.e. Collect GPS Data, Allow Full Wipe, etc.)</li> <li>• Terms of Use (i.e. Platforms, Geographies, etc.)</li> </ul>                      |
| 2.2.16                              | Mobile Application Management Configuration               | Mobile Application Management Guide    | Joint         | <ul style="list-style-type: none"> <li>• MAM Configuration including:</li> <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> |
| 2.2.17                              | Configure Branding  | EMM Framework                          | Joint         | Brand the solution (i.e. color schemes, logo)  |
| 2.2.18                              | 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.  |
| 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  |
| 2.3                                 | Test Plan Execution                                       | Test Workbook                          | CUSTOMER      | Execution of customer-specific test plan   |
| 2.4 Change Management (Launch Prep) |   |  |               |  |
| 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)  |

| ID                        | DESCRIPTION                          | TOOL / DELIVERABLE            | PRIMARY OWNER | COMMENTS   |
|---------------------------|--------------------------------------|-------------------------------|---------------|--|
| 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                       | Rollout (Wave 1,2,3)                 | Communication Plan            | CUSTOMER      | Customer deploys solution to production group in phased pattern          |
| 3.4                       | AirWatch Customer Support Transition | Communication Plan            | 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 | Joint         | Recommended leadership steering meeting every 4 weeks during deployment. |

## 6. Pricing

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

## 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

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    |            | 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 |
|---------------------------------------|---|----------------------------------|---------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
|                                       |   |                                  | VMware  | {CUSTOMER} |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 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 of ACC                                 | AirWatch Installation Guide      | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.4                                 | Installation of SEG                                 | AirWatch Installation Guide      | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.5                                 | Installation of MAG                                 | AirWatch Installation Guide      | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.6                                 | Configure Organization Group Hierarchy              | EMM Framework                    | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.7                                 | AD/LDAP Configuration                               | AirWatch Cloud Connector Guide   | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.8                                 | Apple Device Enrollment Program (DEP) Configuration | AirWatch DEP Guide               | Lead    | Support    |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.9                                 | PKI Integration                                     | EMM Framework (section)          | Support | Lead       |        |        |        |        | █      | █      |        |        |        |         |         |         |         |         |
| 2.2.10                                | Email Management Configuration                      | AirWatch Email Management 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 |
|----------------------|--|-----------------------------------|---------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
|                      |  |                                   | VMware  | (CUSTOMER) |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.11               | Content Management Integration                                     | AirWatch Content Management Guide | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.12               | Secure Browser Configuration                                       | AirWatch Mobile Browsing Guide    | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.13               | Content Locker Collaborate Configuration                           | EMM Framework                     | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.14               | Configure Device Security Policies                                 | EMM Framework                     | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.15               | Configure Enterprise Security Policies                             | EMM Framework                     | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.16               | Mobile Application Management Configuration                        | EMM Framework                     | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.17               | Configure Branding   | EMM Framework                     | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.18               | Configure Reporting Subscription                                   | EMM Framework                     | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.19               | VMware NSX Integration   | NSX Guide                         | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.20               | VMware Identity Manager Configuration                              | AirWatch vIDM Guide               | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.21               | Disaster Recovery Instance Installation                            | AirWatch HADR Guide               | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.2.22               | Custom Enrollment Documentation                                    |                                   | Lead    | Support    |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.3                  | Test Plan Execution  | Test Workbook                     | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 2.4                  | Change Management (Launch Prep)                                    |                                   | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 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       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |



| 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 |
|----------------------|--------------------------------------|--------------------|---------|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
|                      |                                      |                    | VMware  | (CUSTOMER) |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| Phase 3: Deploy      |                                      |                    |         |            |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 3.1                  | Communication Plan Execution         | Communication Plan | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 3.2                  | Production Environment Preparation   |                    | Joint   | Joint      |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 3.3                  | Rollout (Wave 1,2,3)                 | Communication Plan | Support | Lead       |        |        |        |        |        |        |        |        |        |         |         |         |         |         |
| 3.4                  | 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 |     |
|---------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|-----|
| Implementation Consultant | 12     | 12     | 16     | 16     | 16     | 16     | 12     | 12     | 12     | 8       | 8       | 8       | 6       | 6       | 160 |
| Total                     | 12     | 12     | 16     | 16     | 16     | 16     | 12     | 12     | 12     | 8       | 8       | 16      | 6       | 6       | 160 |

