



VMware Cloud Provider Platform Plan and Upgrade Standard Service

At a glance

VMware Cloud Provider Platform Plan and Upgrade Standard Service simplifies the assessment, planning, and upgrade activities of the cloud provider environments. This service includes a solutions overview, requirements validation, and identification of proper planning for successful operations.

Key benefits

- Keep the VMware Cloud Provider Platform up to date
- Free IT staff to work on business-critical activities
- Minimize disruption to existing resources and operations
- Learn how-to and best practices from VMware experts through knowledge transfer

SKU

PS-CLDPV-UPG-STD

Service overview

VMware Cloud Provider Platform Plan and Upgrade Standard service provides a rapid assessment, planning and upgrade of your cloud provider environment. This service will also ensure your team understands the fundamentals of the migration process, and through a knowledge transfer workshop, our team will provide an overview of the VMware methodology, best practices, and information resources.

This offering will include the following:

- Review the current environments and use cases
- Validates requirements to upgrade VMware Cloud Provider Stack™
- Perform an assessment and gap analysis using VMware methodology and tools
- Present and discuss the finding in the assessment
- Present an upgrade plan
- Upgrade VMware Cloud Director™ Appliance from 10.2 to latest 10.4.x
- Upgrade VMware vSphere® from 6.7.x to 7.0.x
- Upgrade VMware NSX-T® Data Center from 3.0.0 to 3.2.x
- Provide knowledge transfer

This service requires VMware on-premises and VMware Cloud 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).

Note: Please check the VMware Requirements, and Product Interoperability Matrix and upgrade path links in the Appendix.

Service delivery description

Service activities will be entirely delivered remotely by VMware Professional Services. Due to the nature of some on-premises components and security aspects we require the Customer to join virtual sessions and engage their infrastructure, network, and security teams when appropriate to execute the required actions (i.e., firewall port configurations or appliance deployments) under the VMware team supervision. The delivery team will also require validating the proper configurations and requirements are in place before proceeding with the remote installation.

Project scope

The scope of the services delivered is defined in the following tables:

VMware Cloud Provider Platform - Assessment		
Specification	Parameters	Description
Review requirements		Review and validation of VMware Cloud Provider Platform environments and requirements
Gap analysis for environment	Up to one (1)	Gap analysis for the existing environment.
Implementation plan	Up to one (1)	Implementation plan for the upgrade.

VMware vSphere - Upgrade		
Specification	Parameters	Description
VMware vCenter Server® 6.7 or vCenter Server 7.x upgrades	Up to two (2)	Upgrades to vCenter Server 7.x performed.
VMware ESXi™ 6.7 or 7.x host upgrades	Up to Sixteen (16)	ESXi host upgrades to 7.x.
VMware Tools upgrades	Up to fifty (50)	VMware Tools upgrades.
Virtual Machine hardware upgrades	Up to fifty (50)	Virtual Machine hardware upgrades.
Virtual Machine File System (VMFS) volume upgrades	Up to one (1)	VMFS volume upgrades.
VMware vSAN Clusters upgrades	Up to two (2)	vSAN cluster upgrades performed.

VMware NSX - Upgrade		
Specification	Parameters	Description
Number of NSX Manager clusters	Up to two (2)	NSX Managers upgraded.
Number of Transport nodes (ESXi)	Up to sixteen (16)	Number of transport nodes in scope.
Number of NSX Edges	Up to two (2)	Number of NSX Edges in scope.

VMware Cloud Director – Upgrade		
Specification	Parameters	Description
VMware Cloud Director 10.x Upgrades	Up to one (1)	VMware Cloud Director Appliance upgrades from VMware Cloud Director 10.x to latest VMware Cloud Director 10.x Appliance.
Total number of VMware Cloud Director cells	Up to Three (3)	Number of cells upgraded

Estimated schedule

VMware estimates that the duration of service described will not exceed 7 weeks. VMware Professional Services will operate according to a schedule agreed to by both parties. Typically, professional services are performed during normal business hours and workdays (weekdays and non-holidays).

Out of scope

The following are out of scope items for the defined project workstream:

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
- Creation of user roles and groups
- Creation of local accounts
- Configuration of additional LDAP/Active Directory sources
- vCenter Content library creation, OS images creation/Copy/Sync
- Creation of Networking segments, VPNs, and additional firewall rules not included in the specific service scope

Upgrades

- Other Source OSES (Linux or Windows) to appliances are out of scope
- Backups of the appropriate servers (vCenter Server, the Platform Services Controller, ESXi hosts, VMs, Cloud Direct Instances and other VMware Appliances) prior to start upgrades
- Implementation of new features as a part of the upgrade
- Identification and/or upgrade of third-party components (automation, virtual desktop infrastructure, backup software, or the like) for the environment
- Changing from external Platform services controller deployment to embedded
- Remediation work associated with custom scripts or workflows
- Any work associated with removal or configuration of vCenter HA prior/after patching vCenter

Project Activities

Phase 1: Initiate

VMware hosts a project initiation call with key Customer and VMware stakeholders.

Topics to be discussed include:

- Project business drivers, workstream scope identification, and objectives

- Project deadlines, timelines, scheduling, and logistics
- Identification of key Customer team members who VMware will work with to accomplish the tasks defined in this project
- Technology prerequisites necessary for a successful project, including review of the Service Checklist for the VMware solution
- Confirmation of team members and contact details will be exchanged to schedule the project kickoff meeting

Deliverables include:

- Initial pre-engagement call

Phase 2: Plan

VMware leads a project kickoff meeting with Customer to assess prerequisite completion readiness, review the VMware standard architecture, and confirm project milestone dates.

The objectives of the meeting are as follows:

- Introducing the VMware team, roles, and responsibilities
- Describing the project goals, phases, and key dates
- Explaining the expected project results and deliverables
- Agreeing on communication and reporting process
- Validating the project expectations and clarifying roles and responsibilities

After Customer and VMware agree on project expectations, the VMware Project Manager and the Customer Project Manager work together on the detailed project plan.

Deliverables include:

- Project kickoff meeting minutes
- Plan and Upgrade kickoff presentation

Phase 3: Assess

The key activities for this phase are organized into Assessment and Knowledge Transfer subphases.

In the Assessment subphase VMware does the following:

- Review current environment
- Prepare an assessment report
- Present the upgrade plan

In the Knowledge Transfer subphase, VMware conducts knowledge transfer sessions covering the overall architecture, assessment procedures, and operations procedures relating to the technologies in the scope. VMware does the following:

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- Conducts technical knowledge transfer for administrators and operators during the activities
- Conducts up to 4 hours of knowledge transfer session

Phase 4: Upgrade

VMware performs the upgrade of the identified software components from the current to the prescribed version.

Deliverables include:

- Upgrade Plan Workbook
- Validation of Upgraded components

Phase 5: Close

VMware conducts a closure meeting of up to 4 hours with the Customer covering project status, reviewing completions, next steps and how to engage with VMware support.

Deliverables include:

- Engagement summary presentation

Appendix

The following Customer stakeholders are required to participate during the delivery of project activities:

- VMware Operations team leads
- Security Policy team leads
- Enterprise Architect
- Infrastructure Architect
- Network Operations team leads
- Network Architecture team leads

Requirements

Please verify product requirements and interoperability with the following links:

- [VMware Products interoperability matrix](#)
- [VMware Products upgrade paths](#)
- [VMware Cloud Director Appliance Upgrade Guide](#)
- [Upgrade vCenter Server Systems, ESXi Hosts, and NSX Edges](#)
- [Upgrade NSX Managers Associated with an Attached vCenter Server System](#)

Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the [VMware ONE Contract Center](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

This service must be delivered and accepted within the first 12 months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.