



VMware Fast Time to Value Standard

For VMware Aria Universal Suite Standard Edition

At a glance

VMware Fast Time to Value Standard for VMware Aria Universal Suite Standard Edition with VMware Aria Operations and VMware Aria Operations for Logs provides an accelerated way for your teams to implement many of the most critical capabilities available within the VMware Aria Solution.

Key benefits

- Accelerate the adoption of VMware Aria Operations and VMware Aria Operations for Logs for performance analysis, capacity analysis, or root cause analysis
- Identify and complete future state planning and backlog development.
- Learn from experts using proven methodology and best practice

SKU

PS-CLD-FTTV-VRCU-STD

Service overview

VMware Fast Time to Value Standard for VMware Aria Universal Suite™ Standard Edition (formerly VMware vRealize® Cloud Universal™) includes VMware Aria Operations™ and VMware Aria Operations for Logs™. It provides a rapid way for your team to implement top operations and automation capabilities to drive fast, critical services adoption within the VMware Aria™ solutions. Embracing cloud technologies in planning future-state architectures is critical to helping organizations deliver and achieve the benefits of digital transformation. The VMware Professional Services Team will help your organization accelerate innovation, rapidly scale, increase business agility, modernize operations, and reduce costs.

With VMware Fast Time to Value Standard the following activities are included:

Operations Management:

- Configure VMware Aria Operations for performance analysis, capacity analysis, or root cause analysis.
- Configure VMware Aria Operations for Logs out of the box dashboard, alerts, and widgets.

VMware Agile Methodology:

- Backlog Development

During the delivery of the specific activities described above, the agile methodology aims to deliver initial business value quickly and frequently by implementing a process of continuous planning and feedback. The Customer is involved and engaged throughout, and the team is enabled to respond quickly to changes before going too far down a path.

Each engagement will include project initiation and close activities. Backlogs identification and planning will occur at the outset of the project and at a mutually agreed upon frequency within each iteration.

This service requires the following VMware products, with vendor-supported versions as agreed to by VMware and the Customer at project kickoff, but

limited to those that are in general availability (GA) on the date of service purchase:

- VMware Aria Operations and VMware Aria Operations for Logs

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 required actions (i.e., firewall port configurations or appliance deployments) under VMware team supervision. The delivery team will also require validating the proper configurations and requirements are in place before proceeding with the remote installation.

This offering is designed for VMware SaaS-based products. Customers with on-premises implementations will only have access to the on-premises product activation service. Additional statement of work-based services are available for VMware Aria on-premises products, if needed.

Project scope

This service includes either VMware Aria Operations and VMware Aria Operations for Logs as well as VMware Agile Sprint Planning.

VMWARE ARIA UNIVERSAL SUITE ACTIVATION		
SPECIFICATION	PARAMETERS	DESCRIPTION
Initial Activation Call		Conduct the following with the customer: <ul style="list-style-type: none"> - Introduction of Key Stakeholders - Review customer entitlement - Explain Cloud and On-premises activation process and requirements - Review Billing and Overage reporting
Cloud Product Activation		Conduct the following with the customer: <ul style="list-style-type: none"> - Getting started with the Cloud Portal - Configure overage payment method - Activate cloud product instances

On-Premises Product Activation		<p>Conduct the following with the customer:</p> <ul style="list-style-type: none"> - Discuss deployment methods for on-premises products - Download/Install/Deploy VMware Aria Suite Lifecycle, if applicable - Connect VMware Aria Suite Lifecycle to Cloud portal, if applicable
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VMWARE ARIA OPERATIONS		
SPECIFICATION	PARAMETERS	DESCRIPTION
Foundational Use Case Discussions	Up to three (3)	<p>Discuss the following interactively in customer context:</p> <ul style="list-style-type: none"> - Optimize Performance - Optimize Capacity - Intelligent Remediation (Troubleshooting) - Compliance - Costing
Demonstrate		<p>Demonstrate the following:</p> <ul style="list-style-type: none"> - Scheduled Reports usage, one (1) report - What-if Analysis usage, one (1) scenario - Role-based permissions capabilities - Trouble shooting workbench usage - Policy creation, one (1) - Dashboard creation, one (1) - Alert creation, one (1) - Symptom creation, one (1) - Operational guidance (based on VMware Validated Solution recommendations)

Configure		<p>Configure VMware Aria Operations for:</p> <ul style="list-style-type: none"> - vSphere endpoint, one (1) - Costing Currency, review costing settings - Notification implemented based on defined criteria, using the Standard Email Plugin, one (1)
Review		<p>Review the following:</p> <ul style="list-style-type: none"> - Out of the box alerts - Out of the box dashboards
VMware Integrations	Up to two (2)	<p>Integrate VMware Aria Operations with one (1) instance of, if applicable:</p> <ul style="list-style-type: none"> - VMware Aria Operations for Logs - VMware Managed Cloud, as supported by product capabilities - VMware Aria Automation

VMWARE ARIA OPERATIONS FOR LOGS

SPECIFICATION	PARAMETERS	DESCRIPTION
Demonstrate		<p>Demonstrate the following:</p> <ul style="list-style-type: none"> - Explore Logs, including VMware Cloud on AWS, if applicable - Content Packs - Troubleshooting in Customer's environment - Role-based permissions capabilities - Dashboard creation, one (1) - Alert creation, one (1) - Cloud proxy deployment, one (1) - Operational guidance (based on VMware Validated Solution recommendations)
Configure		<p>Configure VMware Aria Operations for Logs for:</p> <ul style="list-style-type: none"> - vSphere endpoint, one (1)

Review		Review the following: <ul style="list-style-type: none"> - Log Management including Log Filtering/Masking - Alerts - Agents - Log Forwarding - Log Archiving
VMware Integrations	Up to two (2)	Integrate VMware Aria Operations for Logs with one (1) instance of, if applicable: <ul style="list-style-type: none"> - VMware Aria Operations - VMware Managed Cloud - VMware NSX-T

VMWARE AGILE SPRINT PLANNING		
SPECIFICATION	PARAMETERS	DESCRIPTION
Future State Planning and Backlog Creation	Up to one (1) day	Creation of future state plans and backlog creation.

Out of scope

The following are 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

VMware Aria Operations for Logs

- Additional collectors that are not part of the VMware Cloud
- Log forwarding/Archival/Processing rules
- Webhook configuration
- API configuration
- Custom dashboards and alerts

VMware Aria Operations

- Cloud proxy to connect on-premises environment
- Troubleshooting

VMware Professional Services Sprint Planning

- Identification and inclusion of any backlog services not within the scope of products defined above.

Estimated schedule

VMware estimates that the first phase of this project will not exceed 1 week. Additional phases, if any, of this project will be discussed during backlog creation, planning, and assessment. VMware will operate according to a schedule agreed to by both parties. Typically, services are performed during normal business hours and workdays (weekdays and non-holidays).

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, scope, 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 data sheet
- 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
- VMware Solution Overview presentation

Phase 3: Execute

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

In the Implement subphase VMware reviews current environment, documents, and validates the technology components according to the specifics. VMware does the following:

- Configures the VMware technologies according to the specifications
- Creation of the following, depending on the activities defined within the scope of this service:
 - **Operations**
 - VMware Aria Operations alerts, dashboards and widgets as defined in the scope
 - VMware Aria Operations for Logs alerts, dashboards and widgets as defined in the scope
 - **Agile Building Blocks**
 - Creation and review of current pain points/desired future state (Backlog creation)

Deliverables include:

- Solution specification workbook
- Solution verification workbook
- Backlog for future planning/phases/or activities

Phase 4: Close

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

Learn more

Visit vmware.com/services.

Appendix

Service checklist

The following Customer stakeholders are required to deliver this service:

- VMware operations team leads
- Application operations leads
- Infrastructure architect

Please verify product requirements with the following:

- [Get Started with VMware Aria Operations for Logs](#)
- [Before you begin with VMware Aria Operations](#)

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.