



VMware Performance and Capacity Management Deploy Service

For VMware Aria Operations

At a glance

VMware Performance and Capacity Management solutions increase VMware vSphere and virtual machine (VM) management efficiency by applying VMware Aria Operations features to your environment. The VMware Performance and Capacity Management Deploy Service delivers a foundational VMware Aria Operations deployment with knowledge transfer workshops.

Key benefits

- Reduces system outages
- Improves utilization of IT resources
- Helps more consistent infrastructure-wide performance
- Enables administrators to focus on value-added projects

SKU

CON-PERCAP-DPY

Service overview

The VMware Performance and Capacity Management Deploy service helps to reduce the number of system outages by implementing performance management and capacity planning tools that provide views, reports, and dashboards associated with the health of an organization's systems. The implementation of such tools helps to improve your utilization and uptime of its IT resource infrastructure for its end users and customers. It also allows the customer's IT personnel to reclaim capacity and help to reduce IT spending through accurate capacity planning. These tools enable the customer to discover and map applications to visualize the dependencies to better understand the relationships between applications and infrastructure. This service includes the following modules:

- **Performance and Capacity Management Deployment** – Deployment of a VMware Aria Operations™ instance with two nodes – high availability optional. Knowledge transfer for foundational use cases as supported by out-of-the-box functionality for VMware vCenter® instances without advanced configuration. Activities delivered and limited according to the statement of work.

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

- **Deploy** – Deployment and validation of technology components.
- **Knowledge Transfer** – Knowledge transfer of the design, deployment, and operations procedures.

This project relates to the following VMware products:

- VMware Aria Operations

Service delivery description

Due to the heavy reliance on historical data within VMware Aria Operations, this service includes both remote and onsite delivery activities. The remote portion of the engagement remotely installs one (1) VMware Aria Operations virtual appliance and configures one (1) vCenter adapter for each cluster instance. The delivery team requires that the remote installation be followed by two (2) weeks of data collection prior to arrival on site. After arrival, the consultant team will scale and configure each cluster instance as required based on the scoping and workshop activities or based upon a prior Performance and Capacity Design engagement.

Service capabilities

This service contributes to the full development of the following capabilities:

Virtual Infrastructure

- Infrastructure Monitoring with Performance and Capacity

IT outcomes developed

The service being delivered by VMware Professional Services contributes to the delivery of the following IT outcomes:

- Data center virtualization and hybrid cloud extensibility
- Streamlined and automated data center operations

Project Scope

The scope of the service includes the following:

Performance and Capacity Management Deployment

SPECIFICATION	PARAMETERS	DESCRIPTION
Foundational Use Cases		The following foundational use cases are included in the engagement as guidelines for product and knowledge transfer discussions. These use cases leverage out-of-the-box functionality and capabilities for vSphere.
Performance Management for Virtual Infrastructure		Customer wants to improve performance, avoid disruption, and proactively manage the Software Defined Data Center (SDDC) with integrated performance and health monitoring. Find and investigate issues before they lead to service outages.
Analytics-Based Root Cause Analysis for Virtual Infrastructure		Customer wants to use data analytics to troubleshoot issues before they grow in severity or breadth.
Capacity Management for Virtual Infrastructure		Customer wants to reclaim overprovisioned capacity and right-size virtual machines with automated resource optimization. Use flexible capacity modelling to develop resourcing strategies and what-if scenarios according to business demand, as well as service level agreements (SLAs).

SPECIFICATION	PARAMETERS	DESCRIPTION
VMware Product Required		VMware Aria Operations
Total Cluster Instances Deployed	Up to one (1)	Deployed
Total Number VMware Aria Operations Analytic Nodes	Up to one (1)	Deployed
Total Number of vCenter	1	Configured
Foundational Use Case and Knowledge Transfer Configuration Limits		The following configuration limits apply to the foundational use cases. These parameters are included as part of the deployment for knowledge transfer activities.
Super Metrics	Up to one (1)	Created
Symptoms	Up to one (1)	Created
Alerts	Up to one (1)	Created
Dashboards	Up to one (1)	Created
Widgets per Dashboard	Up to six (6)	Added per dashboard
Policies	Up to one (1)	Created
Notifications (Email)	Up to one (1)	Created

Estimated Schedule

VMware estimates that the duration of this project will not exceed 2 weeks. 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).

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.

Performance and capacity management deployment

- Configuration of or creation of SNMP and HTTP post adapter.
- Configuration of features, data feeds, and objects not supported by a publicly available VMware adapter/management pack.
- Trial and standard licensing levels. Advanced licensing or higher is required.
- Maximum environment size other than the guidance specified by VMware for the version of VMware Aria Operations to be installed. Maximum environment size of highly available environments must be half that of non- highly available environments unless otherwise specified in VMware documentation. See VMware knowledge base article VMware Aria Operations (formerly vRealize Operations) Sizing Guidelines (2093783) (https://kb.vmware.com/s/article/2093783?lang=en_US&queryTerm=2093783)
- Beta functionality provided by management packs or beta components within the Customer environment.
- Import of user groups, unless an advanced use case is selected.
- Creation of user roles unless an advanced use case is selected.
- Creation of local accounts unless an advanced use case is selected.
- Configuration of LDAP/Active Directory sources unless an advanced use case is selected.
- Creation of metric interaction files unless an advanced use case is selected.
- Configuration of VMware Aria Operations parameters beyond those listed in the Foundational Use Case and Knowledge Transfer Configuration Limits section unless an advanced use case is selected.

Project Activities

Phase 1: Initiate

After the statement of work (SOW) is signed and the purchase order is received, the VMware Project Manager 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

Phase 3: Execute

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

- Deploy
- Knowledge Transfer

Deploy

VMware deploys, documents, and validates the technology components according to the design.

VMware does the following:

- Installs and configures the VMware technologies according to the design.
- Finalizes the Configuration Workbook with physical design elements.
- Executes service and service component functional test validation.

Knowledge Transfer

VMware conducts knowledge transfer sessions covering the design, deployment procedures, and operations procedures relating to the technologies in the scope of this project.

VMware does the following:

- Conducts technical knowledge transfer sessions for administrators and operators.
- Conducts up to 24 hours of knowledge transfer sessions, including fundamental operational discussions.

Phase 4: Close

The VMware Project Manager conducts a closure meeting of up to 2 hours with the Customer covering project status, reviewing completions, next steps and how to engage further with VMware.

Appendix – Service Checklist

The following are the prerequisites for this service engagement.

- Engagement requires an initial remote installation of one (1) VMware Aria Operations node to be deployed for each root instance. This installation must occur one (1) week before VMware arrives on site. This period of time allows VMware Aria Operations to collect initial data that is required for the foundation and advanced configuration workshops conducted on site.
- Sizing and performance technology prerequisites are for a minimum VMware Aria Operations cluster of two (2) medium sized nodes (virtual appliance) without high availability enabled. In most cases, the VMware Aria Operations cluster will be more than two (2) nodes. In these cases, the VMware sizing guidelines outlined in VMware KB2093783 (VMware Aria Operations Sizing Guidelines) serves as the technology prerequisites.
- All technology prerequisites listed are specific to VMware Aria Operations v7.x. Other versions might have different requirements.
- Datastore latency: Consistently lower than 10 ms. with possible occasional peaks up to 15 ms.
- Network latency for data nodes: < 5 ms.
- Network latency for remote collectors: < 200 ms.

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- Physical core ratio for data nodes: one (1) vCPU to one (1) physical core at scale maximums.
- Storage subsystem IOPs: See guidelines as outlined in VMware KB2093783.
- Supported browsers: Google Chrome: Version 67 and 68, Mozilla Firefox: Version 61 and 62, Microsoft Internet Explorer: Version 11, Microsoft Edge 16, Safari 10 and 11.

The following stakeholders are required to deliver this service

- VMware operations team leads
- Application operations leads
- Security policy team leads
- Enterprise Architect
- Infrastructure Architect
- Backup/Recovery team leads
- Network Operations team leads

The following are the technical prerequisites required to deliver this service

- vCenter Server version 5.5
- VMware Aria Operations version 7.x
- Number of virtual appliances required 2
- Domain Name System required Yes, two (2) static entries with reverse DNS entries
- Number of IP addresses required two (2)
- Number of IP subnets required one (1)
- Virtualized RAM capacity (GB) minimum of 2x32 GB
- Virtualized CPU capacity (GHz) minimum of 2x8 vCPUs
- Firewall Ports Open (Internal) Requirement 25 (UDP/TCP), 53 (UDP/TCP), 123 (UDP), 161 (UDP), 80/443 (TCP), LDAP (389, 686, 3368,3369), vCenter (443, 8443, 10443, 9443), VMware View (3091-3095, 3099-3101), VMware Aria Operations (54332, 5433, 6061, 8009-8011, 10000-10010, 20000- 20010)

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.