VMware Performance and Capacity Management Accelerator Service

The VMware Performance and Capacity Management Accelerator Service rapidly deploys a performance management, capacity optimization, and log management solution focused on a limited pre-defined scope within a non-production environment to prove the solution capabilities and build a customer's knowledge and experience.

For this Accelerator Service, a non-production environment is one that does not generate revenue and which has no mission-critical systems. This service then operates on systems which might include designations such as development, QA, test, stage, pre-production, lab, or sandbox.

The VMware Performance and Capacity Management Accelerator deploys a performance and capacity management solution focused on the following areas:

- Proactive performance management and capacity optimization with VMware vRealize™ Operations Manager™.

- Application monitoring for operating system and applications with vRealize Operations Manager End Point Operations or vRealize Hyperic®.

- Dependency discovery of VMware vCenter Server™ virtual machines based on observed network connectivity enabling user-defined and automatic application group discovery within vRealize Operations Manager with vRealize Infrastructure Navigator™.

- Log centralization and syslog event matching with vRealize Log Insight™.

- Provides an introduction to VMware performance, capacity, and log management product capabilities.

- Demonstrates the standard out-of-the-box features of vRealize Operations Manager, vRealize Hyperic, vRealize Infrastructure Navigator, and vRealize Log Insight.

- Reviews how to create dashboards, configure policies, gather infrastructure and OS-based data, and how to capture and analyze log data through common solution use cases.

Overview

This service includes solution use cases covering the following items:

- Improving visibility and management of virtual infrastructure components without requiring operators and application owners to have direct access to VMware vCenter Server.

- Lowering application downtime through early detection of infrastructure performance issues and by providing additional context information to enable faster resolution.

- Showing how to determine CPU, disk, memory, and bandwidth resource headroom.

- Demonstrating the use of what-if scenarios to determine the impact of changes to virtual infrastructure.

- Identifying and remediating virtual machines that were not optimally allocated and which were reducing the efficiency of the environment.

- Understanding availability, performance, utilization, events, logs, and changes across all layers of the virtualization stack.

VMware works with Customer to:

- Conduct a solution overview workshop.

- Review business and IT requirements and discuss details of the use cases.

- Review the current state and conduct gap analysis for the target state.

- Conduct configuration design review workshops.

- Deploy the pre-production architecture and validate the deployment.

- Provide knowledge transfer to operators and administrators.

At the conclusion of the engagement, VMware delivers a set of documents as specified in the Deliverables section. The result of this engagement is a VMware product-based performance and capacity management solution. This solution can be implemented and validated in a non-production environment.

Support for Non-Production Workloads

The Performance and Capacity Manager configuration design is developed to support performance, capacity, and log management of non-production workloads. The implementation and configuration is conducted jointly with Customer to enhance the learning experience while the solution is designed and deployed.

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vRealize Operations Manager is the primary element of this accelerator service. vRealize Hyperic, vRealize Infrastructure Navigator, and vRealize Log Insight are optional components. Inclusion of these components does not extend the duration of the service. Instead, the engagement duration is split across the products as agreed to by VMware and the customer.

With vRealize Operations Manager v6.1, select vRealize Hyperic capabilities have been incorporated into vRealize Operations Manager product. Inclusion of these new capabilities brings the most-often leveraged features of vRealize Hyperic into a single powerful user interface as vRealize Operations Manager Endpoint Operations. With this service, customer may select either vRealize Operations Manager Endpoint Operations or vRealize Hyperic.

Customer Profile

VMware Performance and Capacity Management Accelerator Service is appropriate for companies that are:

• Interested in lowering the total cost of ownership of virtual and cloud environments through proactive performance management and capacity optimization.
• Interested in real-time log management and log analysis with machine learning-based intelligent grouping, high performance searching, and better troubleshooting across physical, virtual, and cloud environments.

Deliverables

• VMware Performance and Capacity Management Accelerator Service Project Checklist
• VMware Performance and Capacity Management Accelerator Service Functional Requirements
• VMware Performance and Capacity Management Accelerator Service Configuration Workbook

Key Activities

The nine phases comprising this service are discussed in the following sections.

Phase 1: Planning
VMware will conduct a pre-engagement planning call with Customer to initiate the project. Topics to be discussed include:

• Review of project scope and objectives.
• Project timelines, scheduling, and logistics.
• Request copies of existing process workflow or definition documents for operations management, event, incident, and problem management, and performance and capacity management.

These are requested to help VMware understand the current procedures in place within the Customer organization. The accelerator service does not include a discussion of formal process and/or formal process improvement recommendations. These are available as part of the VMware Performance and Capacity Management Design and Deploy Service.

• Identification of key Customer project team members with whom VMware will collaborate to accomplish the tasks defined in this datasheet.
• Licensing of VMware products, which might include some or all of the following.
  – VMware vSphere®
  – VMware vRealize Operations Manager
  – VMware vRealize Infrastructure Navigator
  – VMware vRealize Hyperic
  – VMware vRealize Log Insight
• Availability of appropriate facilities including meeting rooms, work locations, whiteboards, projectors, special access needs, and any other pertinent information needed prior to VMware consultants arriving on site.
• Prerequisites and other preparation required prior to the project kickoff.
• Security and access requirements.
  Note: Due to the knowledge transfer focus of the accelerator, design implementation of specific security and access requirements is not included in this service. These are mentioned here to supplement the knowledge transfer discussions.

Phase 2: Kickoff
The engagement kickoff phase is broken into two sub-phases: remote and onsite. The first sub-phase consists of a brief remote call to discuss Customer's environment and the availability of remote access for VMware to perform a remote installation of the vRealize Operations Manager and vRealize Infrastructure Navigator vApps. If remote access is available, these products are installed. If remote access is not possible, the vApps are installed when the VMware consultant arrives onsite.

The second sub-phase is will be completed when the consultant is onsite.

Note: Because of heavy reliance on the consumption of historical data, onsite deployments of the products is highly discouraged. VMware recommends remote installation of the vApps followed by (1) week of data gathering time before the VMware team arrives.

Remote Installation (Core Deployment)
To ascertain the appropriate level of data collection by vRealize Operations Manager, the implementation of vRealize Operations Manager and the vCenter Server adapter configuration must be performed during this early phase of the project. This phase includes the following:

• Validation of the use cases and generally available (GA) adapters that were selected during the scoping of the project.

• Discussion and documentation of Customer's data feeds/ sources (VMware and third party).

• Sizing of vRealize Operations Manager.

• Remote installation and configuration of one (1) vRealize Operations Manager virtual appliance, with registration of up to three (3) vCenter Server instances for data collection.

• Installation and configuration of up to three (3) standard product GA adapters. The list of GA adapters includes:

  – VMware vCenter Configuration Manager adapter.

  – VMware vRealize Hyperic management pack.

  – Relationship adapter.

  Note: Customization of any adapter, creation of custom adapters, or any other non-standard system customization might require re-development or re-configuration of vRealize Operations Manager if there is an upgrade to the vRealize Operations Manager instance. This might require appropriate third-party licensing for management pack or adapters as well as an additional paid VMware service engagement to address the level of effort.

• Verification of successful data collection.

• After implementation and validation that data is being collected the system is allowed to collect data for up to four (1) week or a complete business cycle prior to the beginning of the next phase of the project.

Onsite Kickoff Meeting
The VMware engagement team will lead Customer project sponsors and stakeholders in an engagement kickoff meeting to review expectations for the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected schedule, activities, and deliverables. The meeting objectives include the following:

• Introduce the VMware team, roles, and responsibilities.

• Describe the project phases and agreement of key dates.

• Agree on communication and reporting processes.

• Validate the project expectations and clarify roles and responsibilities.

• Explain the expected project results.

Phase 3: Solution Overview
The solution overview phase offers the consultant and customer the chance to discuss the high-level capabilities of the vRealize Operations Manager. Because the software products have been installed and have already gathered data, this solution overview can be an actual session based on the customer's environment.

Attendance by key representatives from the server administration, network, storage, and security teams is considered mandatory.

Phase 4: Assess
The Performance and Capacity Management Accelerator service does not include a formal assessment phase. The service includes an informal discussion of Customer's current performance and capacity management tools and capabilities including current processes. The VMware consultant will discuss how one or more of the previously listed VMware operations management products.

Phase 5: Design
This service does not include a formal design phase. Instead, the out-of-the-box dashboards and views available within vRealize Operations Manager and vRealize Log Insight (optional) are used.

Note: Additional dashboards and views can be configured as part of the knowledge transfer and general product education activities. These will be limited in scope and configured at the discretion of VMware.

Phase 6: Deploy
The secondary deployment phase includes the deployment of agreed to optional components products to extend the functionality of the performance and capacity management solution. The optional components are vRealize Infrastructure navigator, vRealize Hyperic, and/or vRealize Log Insight. These optional components will be discussed with Customer as part of the pre-sales activities.

Note: Inclusion of vRealize Infrastructure Navigator, vRealize Hyperic, and/or vRealize Log Insight will not extend the duration of the engagement, but inclusion of one or more of these will lessen the extent to which vRealize Operations Manager is covered.

To ascertain the appropriate level of data collection by vRealize Operations Manager, the implementation of vRealize Operations Manager and the vCenter Server adapter configuration must be performed during this early phase of the project. This phase includes the following:

• Validation of the use cases that will leverage the optional VMware products.

- Discussion and documentation of Customer's data feeds/ sources (VMware and third party). These may include operating systems to be monitored with vRealize Hyperic. General discussions about the ability of vRealize Hyperic to monitor business critical applications might be included, but cannot include formal design of a business critical application monitor solution.

  Note: Monitoring of business critical applications is included in the VMware Performance and Capacity Management Design and Deploy Service.

- Review of Customer's selection of use case from the list of custom use cases and compare them to the data gathered to determine if they are viable.

- Appropriate sizing of vRealize Infrastructure Navigator, vRealize Hyperic, and/or vRealize Log Insight installations.

  Note: The VMware consultant will size the vApps according to expected growth as observed during the engagement. Due to the limited duration of the engagement, the vApps might consume available resources at a rate faster than anticipated. Customer will likely have to add resources to accommodate future data captures and analyses.

- Verification of successful data collection.

Phase 7: Validation
This service does not include a formal validation phase. The included validation activities are intended to confirm that the products installed are working as expected. These validation tests are not use case-specific—they are general functional tests of each installed product, including any cross-product integration (where applicable).

The validate phase allows the customer to understand the mechanics of the solution. This phase might be iterative in nature and require additional changes to resolve configuration issues and other concerns.

Phase 8: Knowledge Transfer
This phase will help the Customer understand the VMware vRealize Operations Management Suite™ and vRealize Log Insight implementation and configuration. This includes:

- Product-focused presentations covering all products installed as part of the engagement to a small team of customer representatives; not to serve as a third-party training activity or consulting engagement.

- Review of the previously listed foundational use cases.

- Administration training on the installed configuration.

- Discussion of possible custom use case implementation during a follow-on VMware Performance and Capacity Management Design and Deploy Service engagement.

Phase 9: Project Conclusion
The project review and conclusion activities include a final presentation that summarizes the engagement activities performed for the resulting performance and capacity management solution. A final set of Deliverables will be provided to Customer.

Roles and Responsibilities

The roles for the VMware project team and Customer project team are described in the following sections.

Engagement Manager

The VMware Engagement Manager will work closely with the Customer Project Manager to define and validate project scope and gain agreement on the scope from the Customer business units and identified stakeholders.

VMware will assign an Engagement Manager to the engagement when the project begins. The Engagement Manager identifies personnel resources, project structure, communication plan, project plan tools, and overall project management techniques to be used to manage the engagement. The Engagement Manager will support the Customer Project Manager and assist with the following:

- Providing overall customer relationship and project management
- Planning and pre-engagement preparation
- Identifying the project team, roles and responsibilities, and assignment dates
- Overall project timeline including deliverables, activities, duration and task owners
- Identifying final Deliverables
- Reporting project status and holding weekly update meetings
- Resource scheduling
- Developing the communication plan, directing formal Customer communication, and coordinating with Customer Project Manager
- Providing escalation triage and maintaining a risk register
- Logistics including security, remote access, and facility access
- Providing final versions of all project documents

Senior Consultant

One or more Senior Consultants perform the following activities:

- Lead review of foundational use case definition workshops and installation of products.
- Lead Solution Overview sessions with Customer.

• Conduct knowledge transfer workshops.

• Validate the product installations, verify proper integration of products (when applicable), and communicate the results with key stakeholders.

Customer Project Team

Customer will provide a Project Manager who is knowledgeable in pertinent internal Customer processes and is able to collaborate with the VMware Engagement Manager as specified in this datasheet.

Customer's Project Manager must have the authority to make project decisions and represent Customer in all matters related to this datasheet. Customer's Project Manager will provide a single consolidated response to any review, approval, change, or decision request.

Customer will support and provide representation at project review meetings at a mutually agreed upon time and location to discuss the project status, issues, new requirements, and overall project satisfaction. These meetings might also cover performance status updates, schedule updates, pending changes, open issues, and action items.

Customer will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware project team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, the Customer Project Manager becomes the final authority on all items of discussion.

VMware Responsibilities

This section describes the responsibilities associated with the services VMware will provide to Customer.

VMware will provide Customer with VMware resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet.

Assumptions and Customer Responsibilities

This section describes the responsibilities of Customer to VMware with regard to this project.

• Customer will provide access to facilities and computer systems as required for the VMware team to perform tasks as outlined in this datasheet.

• For engagement activities that occur at Customer work locations, Customer will make reasonable facilities accommodations. These accommodations will include a desk/cubicle, voice telephone, Internet connection (for web browser access), permission to operate mobile telephone within Customer premises, and shared access to laser printer, copier, fax, and conference room facilities.

• Any change to the scope of work explicitly described in the Pricing and Scope section and any associated additional fees, must be mutually agreed on by filling out a Project Change Request form.

• Customer will provide a suitable environment for knowledge transfer session(s), including an overhead projector and conference facilities.

• Customer is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials, and information supplied by Customer.

• Customer will be solely responsible for procuring product support for all software to be used in connection with this datasheet. Such product support will be in place and available no later than when VMware consultants first arrive on site.

• Customer is responsible for executing all items discussed in the Project Checklist prior to arrival of VMware consultant on site. Any additional time required of VMware personnel to perform the duties of this datasheet as a result of Customer's lack of completion of these checklist items will be considered billable time payable by Customer.

• Customer will have a fully-installed and configured infrastructure as required and communicated in the Project Checklist.

• Customer will provide a Project Manager knowledgeable about pertinent internal Customer processes, who will collaborate with the VMware Project Manager as specified in this engagement.

• Customer's Project Manager must have the authority to make project decisions and represent Customer in all matters related to this engagement. Customer's Project Manager will provide a single consolidated response to any review, approval, change, or decision request.

Requirements

VMware will provide Customer with VMware resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet.

Pricing and Scope

VMware estimates that the duration of this project will not exceed four weeks. VMware will perform Consulting Services according schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

The scope of this project includes the following items:

• Gather insight from Customer-related to current state performance and capacity management within the environment.

• Optionally, install one or more of the following based upon agreement between the customer and VMware: VMware vRealize Infrastructure Navigator, VMware vRealize Hyperic, and/or VMware vRealize Log Insight.

• Conduct product-focused knowledge transfer sessions covering vRealize Operations Manager foundational use cases as well as one or more of the following based upon agreement between the customer and VMware: VMware vRealize Infrastructure Navigator, VMware vRealize Hyperic, and/or VMware vRealize Log Insight.

• Conduct a remote installation of the mutually agreed upon virtual appliance, including up to three (3) generally available (GA) adapters and management packs, and allow up to one (1) week for data collection. Maximum environment size is limited to 12,000 virtual machines or 2.2 Million metrics, whichever threshold is met first.

  Note: Customization of adapters is not included in this accelerator service. Customization of adapters is included in the VMware Performance and Capacity Management Design and Deploy Service.

The following items are out of scope for this service:

• Implementation of any VMware products not specifically addressed in this datasheet.

• Implementation of VMware vRealize Infrastructure Navigator, VMware vRealize Hyperic, and/or VMware vRealize Log Insight unless included as an optional component.

• Customizing any products, addressed or otherwise, in the infrastructure other than what is commercially available out of the box and explicitly addressed in this datasheet.

• Integrating any VMware product with third-party applications.

• Configuring, tuning, or troubleshooting of Customer hardware, network, or vSphere environments.

• Customizing or formatting the Customer's files or source database that is queried by the adapters.

• Customizing or creating SNMP and HTTP post adapters.

• Designing or recommending overall event, incident, and problem management process for an organization:

  – Managing uptime/downtime alerts (such as a vApp failing).

  – Monitoring application-specific processes and executables unless enabled by an approved adapter.

• Designing or recommending overall capacity and performance management processes for an organization.

• Designing or recommending a manager of manager (MOM) tool for network operations center (NOC).

• Deploying vRealize Hyperic agents.

• Developing application monitoring metrics in vRealize Hyperic.

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