

# VMware Day 2 Operations for Multi-Cloud Service

## At a glance

VMware Day 2 Operations for Multi-Cloud Service provides a team of VMware Transformation consultants, carefully matched to your requirements, for a duration of four (4) weeks, to help you successfully plan and adopt VMware Multi-Cloud solutions.

## Key benefits

- Accelerate transformation to multi-cloud
- Address short term skills gap with the help of VMware consultants
- Optimize the operation and management of multi-cloud

## SKU

PS-OPS-DAY2-CLD

## Learn more

Visit [vmware.com/services](https://vmware.com/services).

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.

## Service overview

VMware Day 2 Operations for Multi-Cloud Service provides an easy way to add experienced VMware Transformation Consultants to a Customer's team for a duration of four (4) weeks for a fixed fee. The consultants can help Customer adopt VMware multi-cloud products and solutions quickly, overcome challenges, use best practices, and ensure that the value of their investment is realized faster.

## Project scope

VMware will provide Customer with one (1) full time Transformation Consulting Architect and one (1) half time Transformation Staff Consulting Architect for a duration of four (4) contiguous working weeks, without pause.

For delivery of this service, VMware consultants will work with Customer's team to create targeted strategic outcome cascade with KPI tracking and target state recommendations as part of the core foundation framework for the solution elements listed in the table below.

Customer can choose one (1) solution element listed in the table below per four (4) weeks of service. Each additional solution element represents additional four (4) weeks of time.

| Solution Element(s)        | Description  |
|----------------------------|--|
| Strategic Outcome Cascade  | Visionary program identifying customer's Objectives, Goals, Strategies, and Measures to ensure program success.            |
| Platform Governance Model  | Foundational structure enabling effective IT & platform management.  |
| Service Delivery Catalog   | Consumer focused catalog delivering IaaS & PaaS services to accelerate business results.                                   |
| Marketing & Communications | Strategy and materials to educate and inform platform providers & consumers of available services, features, and benefits. |
| On-boarding & User Guides  | Planning and Instructional Guides to ensure platform ease of use and understanding.  |

|                                  |   |
|----------------------------------|---|
| Workload Migration Planning      | Analysis and decision matrix of workload inventory and destination options.                 |
| Operational Process Optimization | Analysis, overview, and plan to optimize process(es) to expedite services delivery.         |
| Organizational Training Program  | Training program to enable & ensure successful platform activation and consumer experience. |

## Deliverables

The deliverable artifacts will be jointly decided with the Customer during sprint planning based on Customer prioritization.

In and out of scope items will be subject to the agreed planning construct and subject to available sprint time and to the availability of the Customer’s assigned resources.

Backlog and delivery artifacts may change throughout the engagement as appropriate and will be considered complete as mutually agreed upon based off the individual sprints being planned.

## Out of scope

VMware does not guarantee completion of material due to issues outside the control of VMware services personnel.

VMware’s Day 2 Operations for Multi-Cloud Service does not include any of the following:

- Installing and configuring 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
- Installing or configuring third-party software or other technical services that are not applicable to VMware components
- Performing any services after completion of the residency period that you have purchased.
- Any topics not listed in the table of available solution elements