



# VMware Horizon Validate and Activate Service

## At a glance

VMware Horizon Validate and Activate Service supports customers in the development or validation of a Horizon value realization and adoption roadmap. It includes the initial implementation of Horizon and support for the first go-live event for end-users.

## Key benefits

- Validation or Development of a value realization Roadmap
- Rapid implementation of your virtual desktop solution using proven methodology and best practices
- Configuration and validation of your virtual desktop use cases
- Knowledge transfer for operating the solution
- Go-live support for the initial user persona

## SKU

HAH-RMACT-1TCTO-A1S

HAH-RMACT-1TCTO-C1S

## Service overview

VMware Horizon Validate and Activate Service helps customers accelerate the value realization timeline for VMware Horizon® or VMware Horizon® Cloud on Microsoft Azure scenarios. It starts by conducting an interactive workshop to develop or validate a value realization roadmap. During this phase of the engagement, VMware Professional Services experts assist customers in mapping use cases and user personas to technical requirements and business priorities. The goal is to clearly define the end user personas and rollout sequence in the Activate, Expand, and Transform phases. Further, this service assists customers with implementing a Horizon or Horizon Cloud standard deployment and assists with the first end-user go-live event.

## Engagement timeline

This service typically takes eighteen (18) weeks to fully deliver (excluding the time it takes for our customer to procure hardware, where applicable, and meet pre-requisites) with the pre-defined scope outlined in this data sheet. This includes forty (40) hours of rollout support over five (5) contiguous calendar weeks) included in the service. The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

### Initiate

- Introduction meeting
- Datasheet review
- Confirm scheduling

### Plan

- Conduct value realization roadmap validation workshop
- Review technical scope, objectives, and key success criteria
- Build, review and deliver prerequisites for customer completion
- Download and set up any required software/tools

### Execute

- Software installation of necessary components
- Configuration and validation of customer use case

- Production rollout assistance

#### Close

- Review completed technical implementation
- Customer support transition

## Change management

Should the scope of the initiative change, VMware will document the change and provide in writing a “change order” document to the Customer requesting confirmation of the change and any applicable costs associated with the agreed upon change.

## Responsibilities

All VMware and Customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

- **Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the Customer project team.
- **Joint Owners = VMware and Customer's Project Team:** Both are jointly responsible for the delivery of the component.
- **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

## Service assumptions

1. Configuration of software other than VMware is the responsibility of the Customer.
2. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
3. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
4. The staffing for this datasheet assumes all work will be completed within a maximum of Twenty-four (24) weeks after the initiation of Phase 2 (Plan). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
5. The Value Realization Roadmap workshop is limited to two (2) consecutive weeks of engagement from VMware Professional Services.
6. The production rollout assistance provides up to forty (40) hours of engagement from VMware Professional Services delivered over five (5) consecutive calendar weeks.
7. The period of performance is limited to twelve (12) months from purchase date.

8. The scope of the service is deemed complete upon ONE of the following criteria - whichever comes first:
  - Upon completion of all deliverables within the scope of the engagement as agreed upon in the Design Sign-Off Form.
  - After twelve (12) months from the purchase date.
  - Up to a maximum of one calendar year from purchase date; service expires after twelve (12) months
  - If the services were purchased using PSO credits the services expires the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.
9. All work will be conducted during VMware local business hours: 8am to 6pm UTC - 5:00 Eastern Time (US and Canada) or UTC +00:00 Dublin, London
10. All work will be provided in English.

## Out of scope

1. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope.
2. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out of scope
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
4. Custom documentation or architecture diagrams are out-of-scope.
5. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope.
6. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
7. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
8. Formal training is out of scope of this service.
9. Items not included as a part of the Solution Design will be considered out-of-scope of this service.
10. Technical assessments of existing desktop, VDI, or RDSH environments is out of scope.

## Service deliverables

### Value Realization Roadmap Development or Validation

Through interactive workshops, a technical VMware Professional Services resource will collaborate with the customer to develop or validate a value realization and user adoption roadmap. These workshops are thoroughly documented and provide a roadmap detailing the specific user personas, their applications and desktops, and Horizon features and capabilities that will be implemented throughout the customer's Activate / Expand / Transform value realization journey.

The software deployment portion of this service is for one (1) of the following

- Horizon Cloud on Microsoft Azure
- VMware Horizon® Enterprise on an SDDC one of the following: on-premises infrastructure, VMware Cloud™ on AWS, Azure VMware® Solution, Google Cloud VMware® Engine, or Oracle Cloud VMware® Solution.

### Horizon Cloud on Microsoft Azure

ID	Description	Tool/Delivery	Primary Owner	Comments
<b>Phase 1 (INITIATE)</b>				
1.1	Register on VMware Customer Connect	VMware Customer Connect	Customer	Required to access resources and Customer downloads
1.2	Review datasheet	Datasheet	Customer	Understand service assumptions and scope
1.3	Discuss Technical Architecture and Deployment Workbook requirements	Online Deployment Workbook	VMware	Review Datacenter preference, VPN Setup, and architecture
1.4	Identify RDSH OS versions for implementation	Images for Deployment	VMware	Discuss RDSH Servers to be implemented out of the supported models
1.5	Complete and submit the required architecture and deployment information requested by VMware	Architecture and Deployment information	Customer	Online Deployments Workbook required for tenant provisioning
Customer requirements to proceed to the Network Setup				

ID	Description	Tool/Delivery	Primary Owner	Comments
1.6	Determine and obtain Microsoft Azure deployment model and subscription	Microsoft Azure Subscription	Customer	Customer obtains their Microsoft Azure deployment model and the subscription type from Microsoft
<b>Phase 2 (PLAN)</b>				
2.1	Validate access to VMware Horizon Cloud Admin Portal	Admin Portal Access	VMware	
2.2	Deploy a Node for VMware Horizon Cloud on Microsoft Azure	Horizon Cloud Node on Azure	Joint	Add Horizon Cloud Node and capacity on Microsoft Azure
2.3	Validate necessary Images uploaded in the environment	Images	VMware	
2.4	Validate Horizon Cloud Portal access from Images	Connectivity between Images and Admin Portal	VMware	
2.5	Validate Images have up to date Agents	Horizon Cloud Agents	VMware	Verify Images have up to date Horizon Cloud Agents
2.6	Discuss Display Protocols – PCOIP and BLAST Extreme	Display Protocols	VMware	Supported Display Protocol(s) for Desktop and Application access
2.7	Summarize pre-work, next steps, and schedule handoff for Phase 3	Customer action items and handoff call	VMware	Handoff for Configuration will be scheduled with the Deployments Team
Customer requirements to proceed to the Configuration Phase				
2.8	Provision Domain Bind Account	Domain Bind Account	Customer	Active Directory integration for Environment Access
2.9	Provision Auxiliary Domain Bind Account	Auxiliary Domain Bind Account	Customer	
2.10	Provision Domain Join Account	Domain Join Account	Customer	Account for joining Desktops to the Domain

ID	Description	Tool/Delivery	Primary Owner	Comments
2.11	Identify Display Protocol(s) for Desktop and Application access	Identify Display Protocol(s) from PCOIP, BLAST and BLAST Extreme	Customer	
2.12	Set up necessary Licensing for Desktops and Applications	Desktop and Application licenses	Customer	VMware will only provide validation of the desktops. All licensing requirements will be completed by Customer
2.13	Finalize Project Scope and return signed solution design document	Solution Design Document	Customer	Scope of project cannot be modified without agreed change control
<b>Phase 3 (EXECUTE)</b>				
3.1	Configure Active Directory Integration and Sync	Active Directory Integration	Joint	Configure Domain Bind for LDAP Access to Admin and Desktop Portals
3.2	Configure AD Groups for Administrative Accounts	AD Group sync for Administrators	Joint	AD Groups for access to Admin Portals
3.3	Configure AD Groups for User Accounts	AD Group sync for Users	Joint	AD Groups for access to User Desktop Portal
3.4	Validate Access to all Portals	Portal Access	VMware	Access to Admin, Helpdesk and Desktop Portals
3.5	Discuss Best Practices for the following: <ul style="list-style-type: none"> <li>• Domain Bind</li> <li>• Domain Join and Desktop Naming</li> <li>• Images</li> <li>• Farms assignment</li> <li>• Miscellaneous Horizon Cloud Management</li> </ul>	Best practices for Horizon Cloud Deployment	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.6	Define up to two (2) use cases for Deployment	Use Cases	Joint	
3.7	Assist in up to three (3) Image Designs	Convert Images to Gold Patterns	Joint	Assist in design and conversion of up to three (3) images
3.8	Assist in creation of up to three (3) Desktop Assignments	Desktops	Joint	Assist in creating Session-Based Desktops
3.9	Assignment using Configured Farms	Assignment	Joint	
3.10	Validate desktops are accessible from Windows and Mac workstations	Multi-Platform access	Joint	
3.11	Demonstrate Editing Images and Resealing an image and assigning to end users	Edit and re-publish Images	Joint	Edit as well as re-seal an Image and validate changes by publishing to test user
3.12	Discuss Application Assignments and identify low complexity applications	Application use case	Joint	Discuss typical use cases and Best Practices for Application Assignment
3.13	Discuss typical use cases and Best Practices for Application Assignment	Identify Apps for assignment	Joint	Identify up to five (5) low-complexity applications
3.14	Assistance with up to five (5) low-complexity applications on one Image	Low complexity App assignment	Joint	Assist in deploying up to five (5) low-complexity applications

ID	Description	Tool/Delivery	Primary Owner	Comments
3.15	Optimization and configuration of up to One (1) RDS Host Server image with up to five (5) low complexity applications installed to be used for desktops	RDSH Applications	Joint	
3.16	Installation of VMware Dynamic Environment Manager™	VMware Dynamic Environment Manager Install	VMware	Assist with Installation and Configuration of VMware Dynamic Environment Manager
3.17	Assist in creating up to one (1) User Configuration in VMware Dynamic Environment Manager	VMware Dynamic Environment Manager Configuration	Joint	User configuration in VMware Dynamic Environment Manager
3.18	Assist in creating up to three (3) application profiles in VMware Dynamic Environment Manager	VMware Dynamic Environment Manager Configuration	Joint	Application Configuration in VMware Dynamic Environment Manager
3.19	Enable App Volumes	App Volumes Setup	VMware	
3.20	Creating an App Volumes AppStack Provisioning VM	App Volumes	VMware	
3.21	Updating up to two (2) Golden/Master Image with App Volumes Agent	App Volumes	VMware	
3.22	Creating and publishing up to two (2) AppStacks with up to two (2) low complexity applications per AppStack	App Volumes	VMware	



ID	Description	Tool/Delivery	Primary Owner	Comments
3.23	Assist in setting up VMware Workspace ONE® Access™ Connector	Connector setup for AD Integration	Joint	Workspace ONE Access
3.24	Assist in Directory Integration of Workspace ONE Access	AD Integration	Joint	Workspace ONE Access
3.25	Assist in Integrating Horizon Cloud with Workspace ONE Access	Horizon Cloud SSO with Workspace ONE Access	Joint	Integrate Horizon Cloud with existing tenant of Workspace ONE Access
3.26	Create entitlements for Horizon Cloud desktops of up to two (2) desktops pools in Workspace ONE Access	Desktop entitlements	Joint	Add user entitlements in Workspace ONE Access for desktops
3.27	Configure Single Sign-On for Horizon Cloud desktops from Workspace ONE Access	Single Sign on for desktops		Validate Single Sign On for desktops in Workspace ONE Access
3.28	Workspace ONE Access as Trusted IDP for a Third party IDP	Third Party IDP Integration		Includes testing for up to three (3) apps
<b>Phase 4: (Close)</b>				
4.1	Assist in adding second Admin account for up to two Images	Desktop backup Admin Access	VMware Joint	The account will act as a backup in case Sysprep disables the primary local admin account
4.2	Assist in OS optimization of up to two (2) images using VMware OS Optimization Tool	OS Optimization		OS optimization of Desktop Images for Gold Patterns

ID	Description	Tool/Delivery	Primary Owner	Comments
4.3	Assist in Basic and Advanced GPO Optimization by providing ADM templates	GPO Optimization	Joint	VMware will only provide ADM templates for Group Policies
4.4	Discuss Statistics and Report Sections in Admin Portal	Usage Statistics and Reports	VMware	These Sections review Statistics in the Admin Portal
4.5	Discuss View Agent Logs	View Agent and PCOIP logs	VMware	Discuss location and keywords to check in View Agent Logs. Discuss PCOIP logs as well
4.6	Discuss DaaS Agent Logs	DaaS Agent Logs	VMware	Discuss location and keywords to check in DaaS Agent Logs as well as changing logging level
4.7	Review Support Options	Post Deployment Support	VMware	Review Support Policies and Procedures as well as ticket creation

### Horizon Enterprise on an SDDC

ID	Description	Tool/Delivery	Primary Owner	Comments
<b>Phase 1 (INITIATE): Introduction and Project Kickoff</b>				
1.1	Validate customer registration on VMware Customer Connect and license type	VMware Customer Connect	Customer	
1.2	Validate customer VMware SDDC hardware and sizing for Horizon delivery	Environment Validation	Joint	
1.3	Review datasheet	Datasheet	VMware	Understand service assumptions and scope

ID	Description	Tool/Delivery	Primary Owner	Comments
1.4	Discuss Horizon VDI Reference Architecture (Horizon, App Volumes, VMware Dynamic Environment Manger)	Ref. Arch Workshop	Joint	Review Reference Architecture for Horizon/App Volumes/ VMware Dynamic Environment Manger build out
<b>Phase 2 (PLAN): Deployment – Requirements, Assumptions, Constraints, Use Cases</b>				
2.1	Plan and sign off on the SDDC requirements to deploy Horizon / App Volumes components	SDDC planning	Joint	Requires participation from Customer vSphere team
2.2	Plan and sign off on the Storage requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Storage planning	Joint	Requires participation from Customer Storage team
2.3	Plan and sign off on the Network requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Network planning	Joint	Requires participation from Customer Network team
2.4	Plan and sign off on the Microsoft requirements to deploy Horizon / App Volumes / VMware Dynamic Environment Manger components	Microsoft planning	Joint	Requires participation from Customer Desktop Support/Engineering Team
2.5	Plan and sign off on the Database requirements to deploy Horizon / App Volumes components	Database planning	Joint	Requires participation from Customer Database team
2.6	Plan and sign off on the Horizon VDI / Hosted Desktops / Hosted Apps – (model, pre-requisites, Horizon features, use cases)	Horizon planning	Joint	Requires participation from Customer VDI / Desktop Engineering team

ID	Description	Tool/Delivery	Primary Owner	Comments
2.7	Plan and sign off on the VMware Dynamic Environment Manger (deployment mode, pre-requisites, use cases)	VMware Dynamic Environment Manger planning	Joint	Requires participation from Customer VDI / Desktop Engineering team
2.8	Plan and sign off on the App Volumes (pre-requisites, use cases)	App Volumes planning	Joint	Requires participation from Customer VDI / Desktop Engineering team
2.9	Provide a pre-requisites checklist	Pre-Requisites	VMware	
2.10	Submit finalized Horizon / App Volumes / VMware Dynamic Environment Manger design, scope, use cases and scheduling	Solution Design	VMware	
2.11	Sign off on finalized design, scope and use cases	Solution Design	Customer	
2.12	Validate pre-requisites completion for moving to Execute Phase	Pre-Requisites Validation	Joint	
<b>Phase 3 (EXECUTE): Deploy, Configure and Knowledge Transfer (1 Block in a POD-Block Architecture)</b>				
<b>Horizon Install and Configure</b>				
3.1	Provision Pre-requisites for VMware Horizon® Cloud Connector™ installation (vSphere, Storage, Network, Security, Microsoft components)		Customer	
3.2	Install and connect the Horizon Cloud Connector to the Horizon Cloud Control Plane for Licensing	Horizon Cloud Connector	VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.3	Provision Pre-requisites for CS installation (vSphere, Storage, Network, Security, Db, Microsoft components)		Customer	
3.4	Install and configure the Connection Servers (x2)	Connection and Replica Server	VMware	
3.5	Provision pre-requisites for VMware Unified Access Gateway™ installation		Customer	
3.6	Install and configure the Unified Access Gateway (x2) in HA Mode	Unified Access Gateway	VMware	
3.7	Create and optimize up to one (1) Windows Desktop Golden/Master Image containing up to five (5) low complexity applications, to a Template for Full Pool	Windows Desktop Full Clone Image Per Pod	VMware	
3.8	Create and optimize up to one (1) Windows Desktop Golden/Master Image	Windows Desktop Instant Clone Image Per Pod	VMware	
3.9	Create and optimize up to one (1) Windows Server Golden/Master Image	RDS Server Instant Image Per Pod	VMware	
3.10	Install up to five (5) low complexity applications to a Snapshot for each Golden/Master Image	Applications	VMware	
3.11	Create one (1) Full Clone Windows VDI Pool with default settings	Pool creation	Joint	
3.12	Create one (1) Instant Clone Windows VDI Pool with default settings	Pool creation	Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.13	Create one (1) Full Clone RDS-Hosted Desktop Pool with default settings	Pool creation	Joint	
3.14	Create one (1) Instant Clone RDS-Hosted Application Pool with default settings	Pool creation	Joint	
3.15	Configure up to five (5) Horizon Agent / Customer features / Horizon GPO settings	Adv. Configuration	Joint	
<b>VMware Dynamic Environment Manager™ Install and Configure</b>				
3.16	Provision Pre-requisites for VMware Dynamic Environment Manger installation (Standard / NoAD Mode) - (Storage, Network, Security, Microsoft components)		Customer	
3.17	Deploy VMware Dynamic Environment Manger Server side components on up to one (1) Windows Server (w/ File Server Role installed)		VMware	
3.18	Update up to two (2) Golden/Master Images with VMware Dynamic Environment Manger Agent (Standard / NoAD Mode) and Pool Publishing		VMware	
3.19	Create / Configure up to two (2) VMware Dynamic Environment Manger - Application Personalization Settings		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.20	Create VMware Dynamic Environment Manger Application Profiles of up to two (2) Applications		VMware	
3.21	Configure of up to two (2) VMware Dynamic Environment Manger - User Environment Settings		VMware	
3.22	Configure of up to two (2) VMware Dynamic Environment Manger - Computer Environment Settings		VMware	
3.23	Configure of up to two (2) VMware Dynamic Environment Manger - Condition Sets Settings		VMware	
<b>App Volumes Install and Configure</b>				
3.24	Provision Pre-requisites for App Volumes installation (vSphere, Storage, Network, Security, Db, Microsoft components)		Customer	
3.25	Install and configure up to one (1) App Volumes Manager Server		VMware	
3.26	Create an App Volumes AppStack Provisioning VM		VMware	
3.27	Update up to two (2) Golden/Master Image with App Volumes Agent		VMware	
3.28	Create and publish up to two (2) AppStacks with up to two (2) Low complexity applications per AppStack		VMware	

ID	Description	Tool/Delivery	Primary Owner	Comments
3.29	Create Writable Volumes for up to two (2) Horizon VDI Pools only		VMware	
<b>VMware Workspace ONE® Access™ Install and Configure</b>				
3.30	Assist in setting up VMware Workspace ONE Access Connector		Joint	
3.31	Assist in Directory Integration of Workspace ONE Access		Joint	
3.32	Assist in Integrating Horizon with VMware Workspace ONE Access		Joint	
3.33	Create entitlements for desktops of up to two (2) desktops pools in Workspace ONE Access	Desktop entitlements	Joint	
3.34	Configure Single Sign-on for desktops from Workspace ONE Access	True SSO Setup	Joint	
3.35	Workspace ONE Access as Trusted IDP for a Third party IDP	Third party IDP	Joint	
<b>Phase 4 (CLOSE): Environment Validation, Use Case Sign Off and Wrap Up</b>				
4.1	Walkthrough and validating accessibility to all Admin Consoles (Horizon, App Volumes, VMware Dynamic Environment Manger)	Walkthrough Admin Access	VMware	The account will act as a backup in case Sysprep disables the primary local admin account



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ID	Description	Tool/Delivery	Primary Owner	Comments
4.2	Discuss best practices, basic troubleshooting and log collection for Horizon, App Volumes and VMware Dynamic Environment Manger	Optimization	VMware	VMware will only provide ADMX templates for Group Policies
4.3	Go over the support options when engaging VMware Global Support Services	Post Deployment Support	VMware	Go over Support Policies, Procedures, and ticket creation

**Production Rollout Support**

VMware Professional Services engages with the customer to support the preparation and execution of the go-live phase. This phase may include support for activities such as

- End-User Communications
- Supporting the Customer’s IT team in their end-user support
- Supporting refinement of documentation

**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.