



VMware Cloud Activation Add-On

At a glance

VMware Cloud Activation Add-On services allow you to extend the discovery, migration, and DR protection activities provided by VMware Cloud Activation Essentials, Standard, and Advanced services.

Key benefits

- Continue to leverage VMware experts during your cloud journey
- Free IT staff to work on business-critical activities
- Minimize disruption to existing resources and operations
- Enable your IT team through knowledge transfer

SKUs

VMware Cloud™ on AWS
PS-VMC-ACT-ADD-C

VMware Cloud™ on Dell EMC
PS-VMC-D-ACT-ADD-C

Azure VMware® Solution
PS-AVS-ACT-ADD-C

Google Cloud VMware® Engine
PS-GCVE-ACT-ADD-C

Oracle Cloud VMware® Solution
PS-OCVS-ACT-ADD-C

Service overview

VMware Cloud Activation™ Add-On services extend discovery, migration, and DR protection activities related to VMware Cloud Activation Essentials, VMware Cloud Activation Standard, and VMware Cloud Activation Advanced services. These add-on services help your team to continue to leverage VMware experts during your cloud journey. They can also enable your team through knowledge transfer of best practices and information resources.

Workstreams

This offering allows you to choose only one (1) between the following workstreams. All the workstreams require VMware on-premises and VMware on-cloud products, with vendor-supported versions as agreed to by VMware and Customer at project kickoff but limited to those that are in general availability (GA).

Workstream 1: Discovery and dependency mapping for up to one hundred (100) VMs

VMware will collect available asset data including asset dependencies and recommend a high-level strategy, including advantages and disadvantages of selected migration or disaster recovery (DR) tools, bandwidth needed, and methods to be used.

VMware will conduct validation and reconciliation workshops/meetings based on the discovery findings with Customer.

Discovery activities require the use of VMware Aria Operations™ for Networks.

This workstream applies to the following cloud infrastructure:

- VMware Cloud on AWS
- VMware Cloud on Dell EMC
- Azure VMware Solution
- Google Cloud VMware Engine
- Oracle Cloud VMware Solution

Workstream 2: Migration of up to one hundred (100) VMs

VMware will create a migration plan including bundling and scheduling migration events, perform the migration in waves, and do a validation with the Customer to ensure the migration is accurate and complete.

Having a discovery and dependency mapping previously done is strongly recommended.

This workstream applies to the following cloud infrastructure:

- VMware Cloud on AWS
- VMware Cloud on Dell EMC
- Azure VMware Solution
- Google Cloud VMware Engine
- Oracle Cloud VMware Solution

Workstream 3: DR protection of up to hundred (100) VMs

VMware will create DR plans including bundling VMs in protection groups, defining a replication frequency, and performing DR tests with Customer to verify that RTO and RPO match Customer business needs.

This workstream apply to the following cloud infrastructure:

- VMware Cloud on AWS
- VMware Cloud on Dell EMC
- Azure VMware Solution
- Google Cloud VMware Engine

Note: For all workstreams, please check the VMware Requirements and Product Interoperability Matrix links in the Appendix.

Service delivery description

Service activities will be entirely delivered remotely by VMware Professional Services offshore resources. Due to the nature of some on-premises components and security aspects we require Customer to join virtual sessions and engage their infrastructure, network, and security teams when appropriate to execute required actions (e.g., 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.

Project scope

The scope of services delivered is dependent on which workstream is chosen:

- Workstream 1: Discovery and dependency mapping
- Workstream 2: Migration
- Workstream 3: DR protection

The scope of activities is defined in the following tables grouped under the specific workstream.

Workstream 1: Discovery and dependency mapping

Discovery and dependency mapping activities

VMware Aria Operations for Networks		
Specification	Parameters	Description
VMware product required		A VMware Aria Operations for Networks subscription through http://cloud.vmware.com . Customer must provide access user account if Customer subscription is used.
VMware vCenter server instances	Up to one (1)	vCenter server instances on-premises used during the application discovery process.
Applications	Up to twenty (20)	Unique application instances discovered and mapped, with an average of five (5) VMs each App. complexity will affect the number.
Number of VMs	Up to one hundred (100)	Maximum number of VMs that will be analyzed. Complexity will affect the number.

Workstream 2: Migration

Migration activities

Virtual Machines migration with HCX		
Specification	Parameters	Description
Preliminary activities		Review of the discovered list of virtual machines planned for migration to the new SDDC.
On-premises Layer 2 networks extended	Up to one (1)	On-premises Layer 2 networks to extend with VMware HCX.
Virtual machines included in migration	Up to one hundred (100)	This is the total number of virtual machines in scope for this migration effort; only those that will fit into two (2) migration waves will be included.

Configure migration waves	Up to two (2)	Configure workload migrations in HCX with proper resource selections for the target site. This includes monitoring and management of workload replication to ensure synchronization prior to the migration wave.
Run migration wave	Up to two (2)	During the scheduled migration window, the VMware Consultant will operate the HCX console and facilitate the customer validation activities.

Workstream 3: DR protection

VM protection activities

VMware Site Recovery Manager for Hyperscalers		
Specification	Parameters	Description
Preliminary activities		Review of the customer's provided list of workloads planned to be protected for DR the new SDDC.
Virtual machines included	Up to one hundred (100)	This is the total number of virtual machines in scope for DR Protection.
Protection groups	Up to seven (7)	Number of protection group(s) configured.
Recovery plans	Up to two (2)	Number of recovery plan(s) configured.
Recovery plan testing and cleanup	Up to two (2)	The test and cleanup for a recovery plan consisting of no more than five (5) VMs with each VM no larger than 200GB.

Estimated schedule

VMware estimates that the duration for each individual workstream described will not exceed 3 weeks. VMware Professional Services will operate according to a schedule agreed to by both parties. Typically, professional services are performed during normal business hours and workdays (weekdays and non-holidays).

Out of scope

The following are out of scope items for the defined project workstreams:

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
- Creation of user roles and groups
- Creation of local accounts
- Configuration of additional LDAP/Active Directory sources
- vCenter content library creation, OS images creation/copy/sync
- Creation of networking segments, VPNs, and additional firewall rules not included in the specific service scope
- Specific cloud vendor networking solutions (i.e., AWS Direct Connect, Microsoft ExpressRoute, Google Cloud Interconnect) configuration and troubleshooting
- Design or configuration of interconnectivity between different SDDCs or other native cloud services

VMware HCX

- Creation of additional network extensions or stretched networks not included in the specific service scope
- Deployment of additional target or source endpoints
- Deployment and configuration of Enterprise features like OSAM, MON, RAV or mobility groups
- Mixed cloud infrastructure for Initial target and initial source

VMware disaster recovery solutions

- Configuration or troubleshooting of on-premises networking and firewall components

- Protection of VMs created by vSphere vApp(s)
- Protection of fault tolerant VMs
- Protection of VMs with shared disks
- Replication using array-based, VVOLs, and storage policy protection groups
- Mixed cloud infrastructure for protected and recovery sites

Workload migration

- Pre- and post-application validation
- Backup/restore of virtual machines
- Multi-instances databases and/or part of database clusters will not be migrated
- Virtual machines with raw device mappings (RDM)
- Virtual machines with SCSI bus sharing cannot be migrated.
- NSX security tags and configurations related to the virtual machine will not be migrated.
- Virtual machine (with) snapshots
- Migration of physical to virtual environments
- Migration of clustered virtual machines
- Migration of virtual machines other than vSphere as source and target
- Migration of firewall rules, network, and security appliances not specified in the current document

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, workstream scope identification, 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 project
- 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 Cloud activation kickoff presentation

Phase 3: Build

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

In the Deploy subphase VMware does the following:

- Activate, Deploy, and configure VMware technologies accordingly to the workstream
- Finalize the Configuration Workbook
- Perform components functional test

In the Knowledge Transfer subphase, VMware conducts knowledge transfer sessions covering the overall architecture, deployment procedures, and operations procedures relating to the technologies in the scope. VMware does the following:

- Conduct technical knowledge transfer for administrators and operators during the activities
- Conduct up to 4 hours of knowledge transfer sessions, including fundamental operational discussions

Optional Phase 4: Discovery and dependency analysis

This phase applies to Customer's that have selected Workstream 1: Discovery and dependency mapping. The phase is organized in 2 subphases a Discovery and, dependency Analysis subphases.

Sub-phase 1: Discovery

This sub-phase includes the following activities:

- Collect available asset data including asset dependencies
- Provide high-level strategy recommendations, including advantages and disadvantages of selected migration or DR tools, bandwidth needed, and methods
- Conduct data collection interviews and workshops, per infrastructure owner and application owner based on the discovery findings
- Conduct validation and reconciliation workshops/meetings based on the discovery findings with Customer
- Provide inventory list of in scope servers
- Complete discovery validation and sub-phase milestones

Deliverables include:

- Infrastructure Discovery Workbook

Sub-phase 2: Dependency analysis

This sub-phase includes the following activities:

- Conduct workshops to review bundling strategy criteria
- Analyze dependencies among assets: applications, servers, and key Infrastructure components
- Finalize asset bundles and event schedule including event dates based on bundle and Customer calendar constraints
- Develop master migration or disaster recovery event workbook and review draft runbook
- Identify risks and prepare a mitigation plan
- Complete dependency analysis and sub-phase milestones

Deliverables include:

- Migration or DR Runbook
- Workload Bundling Report

Optional Phase 5: Migration

This phase applies to Customer's that have selected Workstream 2: Migration. The phase includes the following activities:

- Conduct dry-run migration event and task validation

- Validate standard operating procedure and migration runbook
- Perform any required migration runbook adjustments and complete pre-migration event preparation
- Migrate in-scope virtual machines
- Follow up standard operating procedure and migration runbook validation
- Complete Migration phase milestone completion

Deliverables include:

- Migration Runbook
- Workload Bundling Report

Optional Phase 6: Protection

This phase applies to Customer's that have selected Workstream 3: DR protection. The sub-phase includes the following activities:

- Review and validation of the VMs to be protected
- Creation of protection group(s)
- Creation of recovery plan(s)
- Testing activities for the recovery plan(s)

Deliverables include:

- Configuration workbook

Phase 7: Close

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

Learn more

Visit vmware.com/services.

Appendix

The following Customer stakeholders are required to participate during the delivery of project activities:

- VMware operations team leads
- Application operations leads
- Security policy team leads
- Enterprise architect
- Infrastructure architect
- Network operations team leads
- Network architecture team leads

Requirements

To deliver the service accordingly to the expected timeline we require:

- Virtual machines must be running hardware version 9 or higher
- Virtual machines must have VMware tools installed
- Each virtual machine overall allocated disk size should not exceed more than 250 GB
- Distributed vSwitch must be in use for VMware Aria Operations for Networks and networks that need to be extended with HCX
- The availability of the NTP service is critical to system operations
- Migration potential throughput can vary depending on bandwidth available for migrations, latency, available CPU/MEM/IOPS, and disk read speed. For more information about how to determine bandwidth requirements, see [Bandwidth Requirements for vSphere Replication](#)

Please verify product requirements and interoperability with the following:

- [VMware Products interoperability matrix](#)
- [System Requirements for HCX](#)
- [Software Version Requirements for HCX](#)
- [VMware Cloud on AWS documentation](#)
- [VMware Cloud on Dell EMC documentation](#)
- [Azure VMware solution documentation](#)
- [Google Cloud VMware Engine documentation](#)
- [Oracle Cloud VMware Solution documentation](#)
- [VMware Cloud Disaster Recovery documentation](#)
- [VMware Site Recovery manager documentation](#)
- [VMware Site Recovery for VMware Cloud on AWS documentation](#)

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.