



VMware Cloud DRaaS Standard

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At a glance

The VMware Cloud DRaaS Standard service offers a fast-track to help you create a recovery site, build a disaster recovery plan, and protect your workloads and apps in a public cloud.

Key benefits

- Implement a comprehensive DR strategy quickly and efficiently
- Rapidly setup your recovery site
- Simplify DR operations
- Establish ongoing processes to validate DR plans and remove configuration drift
- Meet your RPO and RTO goals
- Learn from experts using proven methodology and best practice

SKUs

Azure VMware® Solution
PS-AVS-DRAAS-STD-C

Google Cloud VMware® Engine
PS-GCVE-DRAAS-STD-C

VMware Cloud™ on AWS
PS-CLD-DRAAS-STD-C

Service overview

The VMware Cloud™ DRaaS Standard service provides a rapid setup of a recovery site to protect VMs, configuration of relative protection groups, and the creation of disaster recovery plans using VMware Cloud Disaster Recovery™, VMware Site Recovery Manager™, or VMware Site Recovery™. The recovery site can be any one of the following VMware validated solutions:

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

To ensure your team is fully enabled we will guide you through the process and we will have a knowledge transfer session focused on to your needs.

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 (i.e., 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.

This datasheet consists of the following sections:

- [Service description, scope, and activities using Azure VMware Solution as the recovery site](#)
- [Service description, scope, and activities using Google Cloud VMware Engine as the recovery site](#)
- [Service description, scope, and activities using VMware Cloud on AWS as the recovery site](#)
- [Out of scope items](#)
- [Estimated schedule](#)
- [Appendix](#)

Service description, scope, and activities using Azure VMware Solution as the recovery site

Service description

The following activities are included in this service:

- Support for the activation in one (1) recovery site in Azure VMware Solution of Site Recovery Manager components.
- Support for the activation in one (1) protected site of Site Recovery Manager in Azure VMware Solution or deployment of Site Recovery Manager appliances in one (1) on-premises VMware vSphere® environment
- Creation of up to seven (7) protection group for up to thirty-five (35) VMs in total
- Creation of up to two (2) disaster recovery plans
- Testing of the created disaster recovery plans
- A knowledge transfer session about Site Recovery Manager

This service requires the following VMware 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) on the date of service purchase:

- Site Recovery Manager 8.3.1 or higher¹
- Azure VMware Solution 2.0 or higher¹
- VMware vCenter® 7.0 or higher¹

Project Scope

This service contributes to the development of the following capabilities:

- Replicate and protect workloads into Azure VMware Solution
- Recover from data center outages

A specific set of scope parameters are defined in the following tables:

VMware Site Recovery Manager		
Specification	Parameters	Description
Site Recovery Manager for Azure VMware Solution	Up to one (1) Recovery site	Site Recovery Manager to be activated and configured as the recovery Azure VMware Solution

¹ Please check the VMware products requirements and interoperability matrix links in the Appendix.

Site Recovery Manager on-premises or Azure VMware Solution	Up to one (1) Protected site	Azure VMware Solution or on-premises components: one (1) vSphere replication appliance and one (1) Site Recovery Manager appliance deployed in Customer environment.
Protection groups	Up to seven (7)	Site Recovery Manager Server protection group(s) configured.
Recovery plans	Up to two (2)	Site Recovery Manager Server Recovery plan(s) configured.
Recovery Plan testing and cleanup	Up to two (2)	Test and cleanup for a recovery plan consisting of up to five (5) VMs and up to 200GB each VM.

Protected workloads		
Specification	Parameters	Description
Protection groups	Up to seven (7)	Protection groups to be designed and configured.
Virtual Machines (VMs) protected	Up to thirty-five (35)	VMs to be protected.

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, 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
- Site Recovery Manager presentation
- Collected list of applications and VMs to be protected

Phase 3: Execute

VMware deploys, documents, and validates the technology components according to the specifics. VMware does the following:

- Installs and configures the VMware technologies according to the specifications
- Finalizes the Configuration Workbook
- Review and validation of the VMs to be protected
- Creation of Protection group(s)
- Creation of recovery plan(s) for Site Recovery Manager
- Testing activities for the recovery plan(s)

Deliverables include:

- Solution specification workbook
- Solution verification workbook
- Knowledge Transfer workshops up to four (4) hours

Phase 4: Close

VMware conducts a closure meeting of up to four (4) hours with the Customer covering project status, reviewing completions, next steps and how to engage with VMware support going forward.

Service description, scope, and activities using Google Cloud VMware Engine as the recovery site

Service description

The following activities are included in this service:

- Deployment of Site Recovery Manager Appliances in one (1) recovery site in Google Cloud VMware Engine
- Deployment of Site Recovery Manager Appliances in one (1) protected site either in Google Cloud VMware Engine or in one (1) on-premises vSphere environment
- Creation of up to seven (7) protection group for up to thirty-five (35) VMs in total
- Creation of up to two (2) disaster recovery plans
- Testing of the created disaster recovery plans
- A knowledge transfer session about Site Recovery Manager

This service requires the following VMware 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) on the date of service purchase:

- Site Recovery Manager 8.3.1²
- Google Cloud VMware Engine²
- VMware vCenter® 7.0 or higher²

Project scope

This service contributes to the development of the following capabilities:

- Replicate and protect workloads into Google Cloud VMware Engine
- Recover from data center outages

A specific set of scope parameters are defined in the following tables:

VMware Site Recovery Manager		
Specification	Parameters	Description
Site Recovery Manager for Google Cloud VMware Engine	Up to one (1) recovery site	Site Recovery Manager for hyperscalers license is required to configure Google Cloud VMware Engine as the recovery site.
Site Recovery Manager on-premises or Google Cloud VMware Engine	Up to one (1) protected site	Google Cloud VMware Engine or on-premises components: one (1) vSphere replication appliance and one (1) Site Recovery Manager appliance deployed in Customer environment.

² Please check the VMware products requirements and interoperability matrix links in the Appendix.

Protection groups	Up to seven (7)	Site Recovery Manager protection group(s) configured.
Recovery plans	Up to two (2)	Site Recovery Manager Recovery plan(s) configured.
Recovery plan testing and cleanup	Up to two (2)	Test and cleanup for a recovery plan consisting of up to ten (10) VMs and up to 200GB each VM.

Protected workloads		
Specification	Parameters	Description
Protection groups	Up to seven (7)	Protection groups to be designed and configured.
VMs protected	Up to thirty-five (35)	VMs to be protected.

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, 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 datasheet
- 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 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
- Site Recovery Manager presentation
- Collected list of applications and VMs to be protected

Phase 3: Execute

VMware deploys, documents, and validates the technology components according to the specifics. VMware does the following:

- Installs and configures the VMware technologies according to the specifications
- Finalizes the configuration workbook
- Review and validation of the VMs to be protected
- Creation of protection group(s)
- Creation of recovery plan(s) for Site Recovery Manager
- Testing activities for the recovery plan(s)

Deliverables include:

- Solution specification workbook
- Solution verification workbook
- Knowledge transfer workshops up to four (4) hours

Phase 4: Close

VMware conducts a closure meeting of up to four (4) hours with the Customer covering project status, reviewing completions, next steps and how to engage with VMware support going forward.

Service description, scope, and activities using VMware Cloud on AWS as the recovery site

Service description

The following activities are included in this service:

- Activation in one (1) recovery site of either VMware Cloud Disaster Recovery or VMware Site Recovery on VMware Cloud on AWS
- Activation in one (1) protected site of either VMware Cloud Disaster Recovery or VMware Site Recovery, on-premises or on VMware Cloud on AWS

- Creation of up to seven (7) protection group for up to thirty-five (35) VMs in total
- Creation of up to two (2) disaster recovery plans
- Testing of the created disaster recovery plans
- A knowledge transfer session about VMware Cloud Disaster Recovery or VMware Site Recovery

This service requires the following VMware 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) on the date of service purchase:

- VMware Cloud Disaster Recovery³ **OR** VMware Site Recovery³
- VMware Cloud on AWS³
- VMware vCenter® 7.0 or higher³

Project scope

This service contributes to the development of the following capabilities:

- Replicate and protect workloads into VMware Cloud
- Recover from data center outages

This service covers only one (1) product, VMware Cloud Disaster Recovery or VMware Site Recovery, chosen by the Customer with the specific scope defined in the following tables.

VMware Cloud Disaster Recovery		
Specification	Parameters	Description
VMware Cloud Disaster Recovery Pilot light	Up to one (1)	VMware Cloud Disaster Recovery Pilot light SDDC to be deployed.
VMware Cloud Disaster Recovery On-premises sites	Up to one (1)	VMware Cloud Disaster Recovery on-premises appliance be installed and configured in the service deployment.
Protection groups	Up to seven (7)	VMware Cloud Disaster Recovery protection group(s) configured.
Disaster Recovery plans	Up to two (2)	VMware Cloud Disaster Recovery DR plan configured.
DR Plan testing and cleanup	Up to two (2)	Test and cleanup for a recovery plan consisting of up to ten (10) VMs and up to 200GB each VM.

³ Please check the VMware products requirements and interoperability matrix links in the Appendix.

VMware Site Recovery		
Specification	Parameters	Description
VMware Site Recovery Add-on for VMware Cloud on AWS	Up to one (1)	VMware Site Recovery to be activated and configured in the VMware Cloud on AWS SDDC
VMware Site Recovery on-premises appliances	Up to one (1)	On-premises components: one (1) vSphere replication appliance and one (1) VMware Site Recovery Manager appliance deployed in Customer environment.
Protection groups	Up to seven (7)	Site Recovery Manager Server protection group(s) configured.
Recovery plans	Up to two (2)	Site Recovery Manager Server Recovery plan(s) configured.
Recovery Plan testing and cleanup	Up to two (2)	Test and cleanup for a recovery plan consisting of up to ten (10) VMs and up to 200GB each VM.

Protect workloads		
Specification	Parameters	Description
Protection groups	Up to seven (7)	Protection groups to be designed and configured.
Virtual Machines (VMs) protected	Up to thirty-five (35)	VMs to be protected.

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, 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
- VMware Cloud Disaster Recovery or VMware Site Recovery kickoff presentation
- List of applications and VMs to be protected

Phase 3: Execute

VMware deploys, documents, and validates the technology components according to the specifics. VMware does the following:

- Installs and configures the VMware technologies according to the specifications
- Finalizes the Configuration Workbook
- Collection and validation the VMs to be protected
- Creation of Protection group(s)
- Creation of DR Plan(s) for VMware Cloud Disaster Recovery or recovery plan(s) for VMware Site Recovery
- DR Plan(s) for VMware Cloud Disaster Recovery or recovery plan(s) for VMware Site Recovery testing activities

Deliverables include:

- Solution specification workbook
- Solution verification workbook
- Knowledge Transfer workshops up to four (4) hours

Phase 4: Close

VMware conducts a closure meeting of up to four (4) hours with the Customer covering project status, reviewing completions, next steps and how to engage with VMware support.

Out of scope items

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

Google Cloud VMware Engine

- Creation of the private cloud in Google Cloud VMware Engine
- Creation and configuration of additional SDDC(s) and clusters
- VPNs and network connectivity configurations
- Creation of user roles and groups
- Creation of local accounts
- Configuration of LDAP/Active Directory sources

- Creation of networking segments, VPNs, and additional firewall rules not defined by the specific service scope
- Design or configuration of interconnectivity between different SDDCs or other native cloud services

Azure VMware Solution

- Creation of the VMware software-defined data center (SDDC) in Azure VMware Solution
- Creation and configuration of SDDC(s) and Clusters
- VPNs and network connectivity configurations
- Creation of user roles and groups
- Creation of local accounts
- Configuration of LDAP/Active Directory sources
- Creation of Networking segments, VPNs, and additional firewall rules not defined by the specific service scope
- Design or configuration of interconnectivity between different SDDCs or other native cloud services

VMware Cloud on AWS

- Creation of VMware Cloud Organization
- Creation and configuration of SDDC(s) and Clusters
- Creation and configuration of the required AWS Account
- VPNs and network connectivity configurations
- Creation of user roles and groups
- Creation of local accounts
- Configuration of LDAP/Active Directory sources
- Creation of Networking segments, VPNs, and additional firewall rules not defined by the specific service scope
- Design or configuration of interconnectivity between different SDDCs or other native cloud services

VMware Cloud Disaster Recovery

- Creation and configuration of the required AWS Account
- On-premises networking and firewall configuration is customer responsibility
- VMware Site Recovery and VMware Cloud Disaster Recovery do not support protecting the same VMs on the same DR target SDDC; VMware Cloud Disaster Recovery will not be able to failover VMs protected by VSR on the same DR target SDDC

- VMs created by vSphere vApp(s) are not supported
- Fault Tolerant VMs are not supported
- VMs with Shared disks are not supported

Site Recovery Manager

- Configuration 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

VMware Site Recovery

- Creation and configuration of the required AWS Account
- On-premises networking and firewall configuration is customer responsibility
- VMware Site Recovery and VMware Cloud Disaster Recovery do not support protecting the same VMs on the same DR target SDDC; VMware Cloud Disaster Recovery will not be able to failover VMs protected by VSR on the same DR target SDDC
- VMs created by vSphere vApp(s) are not supported
- Fault Tolerant VMs are not supported
- VMs with Shared disks are not supported

Workload protection

- Pre- and post-application DR validation
- Backup/restore of virtual machines
- Virtual machines with raw device mappings (RDM) in physical compatibility mode
- Virtual machines with SCSI bus sharing
- VMware NSX® security tags and configurations of security groups and policies related to the virtual machine.
- Physical servers to virtual machines conversions
- Clustered virtual machines

Estimated schedule

VMware estimates that the duration of this project will not exceed 3 weeks. VMware will operate according to a schedule agreed to by both parties. Typically, services are performed during normal business hours and workdays (weekdays and non-holidays).

Learn more

Visit vmware.com/services.

Appendix

Service checklist

The following Customer stakeholders are required to deliver this service:

- VMware operations team leads
- Application operations leads
- Security policy team leads
- Enterprise Architect
- Infrastructure Architect
- Network Operations team leads
- Network Architecture team leads

Product compatibility matrix

For Azure VMware Solution, please verify VMware product compatibility and interoperability for [Site Recovery Manager](#) and [Azure disaster recovery using Site Recovery Manager](#)

For Google Cloud VMware Engine, please verify VMware product compatibility and interoperability for [Site Recovery Manager](#) and [Google Cloud VMware Engine as Disaster Recovery site using Site Recovery Manager](#).

For VMware Cloud on AWS please verify VMware product compatibility and interoperability for: [VMware Cloud Disaster Recovery](#) and [VMware Site Recovery](#).

Additional requirements

For Site Recovery Manager and VMware Site Recovery, an SDDC must be already available and configured in the private cloud. VMware Cloud Activation™ services can set up the SDDC if help is needed.

For Azure VMware Solution please read the [Site Recovery Manager Release Notes](#) and [Azure VMware Solution instructions](#) for the full list of requirements and limitations.

For Google Cloud VMware Engine please read the [Site Recovery Manager Release Notes](#) and [Google Cloud VMware Engine instructions](#) for the full list of requirements and limitations.

For VMware Cloud on AWS please read the [VMware Cloud Disaster Recovery Release Notes](#) and [VMware Site Recovery Release Notes](#) for the full list of requirements and limitations.

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.