



# VMware Fast Time to Value Essentials

## For VMware vRealize Cloud Universal

### At a glance

VMware Fast Time to Value Essentials for vRealize Cloud Universal provides an accelerated way for your teams to implement many of the most critical capabilities available within the vRealize Cloud Management Solution.

### Key benefits

- Accelerate the adoption of vRealize Operations Cloud and vRealize Log Insight Cloud for performance analysis, capacity analysis, or root cause analysis
- Accelerate adoption of vRealize Automation Multi-Machine Cloud Templates
- Identify and complete future state planning and backlog development.
- Learn from experts using proven methodology and best practice

### SKU

PS-CLD-FTTV-VRCU-ESS

### Service overview

VMware Fast Time to Value Essentials for VMware vRealize® Cloud Universal™ provides a rapid way for your team to implement top operations and automation capabilities to drive fast, critical services adoption within the VMware vRealize® Cloud Management™ Solution. Embracing cloud technologies in planning future-state architectures is critical to helping organizations deliver and achieve the benefits of digital transformation. The VMware Professional Services Team will help your organization accelerate innovation, rapidly scale, increase business agility, modernize operations, and reduce costs.

Based on your focused area of choice Operations **OR** Automation, one of the following set of activities will be included:

- **Operations:**
  - Configure VMware vRealize® Operations Cloud™ for performance analysis, capacity analysis, or root cause analysis.
  - Configure VMware vRealize® Log Insight Cloud™ out of the box dashboard, alerts, and widgets.
- **Automation:**
  - Create and configure VMware vRealize® Automation Cloud™ by using Multi-Machine Cloud Templates

### VMware Agile Methodology: Backlog Development

During the delivery of the specific activities described above, the agile methodology aims to deliver initial business value quickly and frequently by implementing a process of continuous planning and feedback. The Customer is involved and engaged throughout, and the team is enabled to respond quickly to changes before going too far down a path.

Each engagement will include project initiation and close activities. Backlogs identification and planning will occur at the outset of the project and at a mutually agreed upon frequency within each iteration.

This service requires the following VMware products, with vendor-supported versions as agreed to by VMware and the Customer at project kickoff, but limited to those that are in general availability (GA) on the date of service purchase:

- For **Operations**: vRealize Operations Cloud and vRealize Log Insight Cloud
- For **Automation**: vRealize Automation Cloud

### Service Delivery Description

Service activities will be entirely delivered remotely by VMware Professional Services. Due to the nature of some on-premises components and security aspects we require the 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.

### Service Capabilities

This service can contribute to the development of the following capabilities:

- Configure vRealize Operations dashboard(s) and alert(s).
- Configure vRealize Log Insight dashboard(s) and alert(s).
- (OR) Create and configure vRealize Automation Multi-Machine Cloud Templates

### Project Scope

This service includes either vRealize Operations Cloud and vRealize Log Insight **OR** VMware vRealize Automation Cloud as well as VMware Agile Sprint Planning.

VMWARE VREALIZE OPERATIONS CLOUD		
SPECIFICATION	PARAMETERS	DESCRIPTION
Alerts	Up to two (2)	Out of the box Alerts configured.
Symptoms	Up to two (2)	Out of the box Symptoms configured.
Notifications	Up to one (1)	Notification implemented based on defined criteria.
Dashboards	Up to three (3)	Out of the box dashboard configured or newly implemented dashboard with up to six (6) widgets configured per dashboard.
Widgets	Up to six (6)	Out of the box Widgets configured and placed per dashboard.

VMWARE VREALIZE LOG INSIGHT CLOUD		
SPECIFICATION	PARAMETERS	DESCRIPTION
Alerts	Up to two (2)	Out of the box Alerts configured
Dashboards	Up to one (1)	Out of the box Dashboards configured
Widgets	Up to six (6)	Out of the box Widgets placed per dashboard.

VMWARE VREALIZE AUTOMATION CLOUD		
SPECIFICATION	PARAMETERS	DESCRIPTION
Multi-Machine Blueprint Creation	Up to one (1)	Multi-Machine Blueprint will be created based on the design parameters discussed within requirements gathering with customer.

VMWARE AGILE SPRINT PLANNING		
SPECIFICATION	PARAMETERS	DESCRIPTION
Future State Planning and Backlog Creation	Up to one (1) day	Creation of future state plans and backlog creation.

## Out of Scope

The following are out of scope items for this project.

### 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

#### vRealize Log Insight Cloud

- Additional collectors that are not part of the VMware Cloud
- Log forwarding/Archival/Processing rules
- Webhook Configuration
- API configuration
- Custom dashboards and alerts

#### vRealize Operations Cloud

- Cloud proxy to connect on-premises environment
- Troubleshooting

#### vRealize Automation Cloud

- Cloud proxy to connect on-premises environment
- 3rd party integrations
- Scripting inside blueprint(s)
- Any product customizations or third-party integrations
- Troubleshooting

#### VMware Professional Services Sprint Planning

- Identification and inclusion of any backlog services not within the scope of products defined above.

## Estimated Schedule

VMware estimates that the first phase of this project will not exceed 1 week. Additional phases, if any, of this project will be discussed during backlog creation, planning, and assessment. 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).

## 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 Solution Overview presentation

### Phase 3: Execute

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

In the Implement subphase VMware reviews current environment, documents, and validates the technology components according to the specifics. VMware does the following:

- Configures the VMware technologies according to the specifications

- Creation of the following, depending on the activities defined within the scope of this service:
  - **Operations**
    - vRealize Operations alerts, dashboards and widgets as defined in the scope
    - vRealize Log Insight alerts, dashboards and widgets as defined in the scope
  - **(OR) Automation**
    - Creation and configuration of vRealize Automation Multi-Machine Cloud Templates
  - **Agile Building Blocks**
    - Creation and review of current pain points/desired future state (Backlog creation)

Deliverables include:

- Solution specification workbook
- Solution verification workbook
- Backlog for future planning/phases/or activities

#### **Phase 4: Close**

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

## Learn more

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

## Appendix

### Service checklist

The following Customer stakeholders are required to deliver this service:

- VMware operations team leads
- Application operations leads
- Infrastructure Architect

Please verify product requirements with the following:

- [Get Started with vRealize Log Insight Cloud](#)
- [Before you begin with vRealize Operations Cloud](#)
- [Before you begin with vRealize Automation Cloud Assembly](#)
- [Before you begin with vRealize Automation Service Broker](#)

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