



# VMware Disaster Recovery Deployment Service

## End of Sale March 1, 2024

### At a glance

The VMware Disaster Recovery Deployment Service provides the comprehensive deployment and validation of Site Recovery Manager.

### Key benefits

- Deploy your disaster recovery solution faster
- Minimize downtime and reduce risk
- Free IT staff to work on business-critical activities
- Learn from experts through knowledge transfer

### SKU

CON-DR-DPY

### Service overview

The VMware Disaster Recovery Deployment Service provides the comprehensive deployment and validation of VMware Site Recovery Manager™ to protect virtual machines in private clouds. The implementation and configuration are conducted jointly with Customer team members to enhance the learning experience during the activities of the service.

The following activities are included in this service:

- Deployment of a disaster recovery solution using Site Recovery Manager and VMware vSphere®, according to a VMware standard architecture that is implemented and verified in the Customer environments.
- Verification of the solution, protecting virtual machines (up to 5) and performing a non-disruptive recovery test.
- Knowledge transfer of the deployment, and overview of operations procedures.

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

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

### Service capabilities

This service contributes to the full development of the following capabilities:

- Replicate and protect workloads
- Recover from data center outages

## Project scope

The scope of the service includes the following:

VMware Disaster Recovery Deployment Service project scope		
Specification	Parameters	Description
Site Recovery Manager servers	Up to two (2)	Installation and configuration of up to two (2) Site Recovery Manager appliances.
Data centers	Up to two (2)	The installation of Site Recovery Managers in on-premises locations.
Site Recovery Manager mappings	Up to one (1)	Mapping of resources from protected to recovery site
Virtual machines (VMs) protected	Up to five (5)	Number of VMs that will be protected using protection groups and recovery plans
Disaster recovery testing	Up to five (5)	Number of non-disruptive testing performed
Recovery plans	Up to one (1)	Number of recovery plans configured
Storage Replication Adapter (SRA)	Up to two (2)	Installation of storage replication adapter for array-based storage for each Site Recovery Manager instance
VMware vSphere Replication virtual appliance	Up to two (2)	Installation of vSphere Replication virtual appliance for each Site Recovery manager instance

## 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.

### Site Recovery Manager

- Protection of physical machines.
- Design and implementation of a storage-based replication solution.

## Estimated schedule

VMware estimates that the duration of this project will not exceed two (2) weeks. VMware Professional Services will operate according to a schedule agreed to by both parties. Typically, consulting services are performed during normal business hours and workdays (weekdays and non-holidays).

## Project activities

### Phase 1: Initiate

The VMware Project Manager 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
- Service checklist

### **Phase 2: Plan**

VMware leads a project kickoff meeting with Customer stakeholders 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
- Presenting the solution overview for specified solutions
- 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 Site Recovery Manager overview presentation
- Communications plan
- Project plan

### **Phase 3: Execute**

The key activities for this phase are organized into Deploy and Knowledge Transfer sub-phases.

In the Deploy subphase VMware deploys, documents, and validates the technology components according to the VMware solution specifications.

VMware does the following:

- Installs and configures the VMware technologies according to the specification's workbook

- Identify and validate the VMs to be protected
- Create one protection group
- Creation of one DR Plan
- Verifies the implementation and documents results in the verifications workbook

Deliverables include:

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

Note: The knowledge transfers herein do not comprise VMware product training or certification courses as offered by VMware Learning ([vmware.com/learning](https://www.vmware.com/learning)).

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

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

Deliverables include:

- Engagement summary presentation
- One (1) closure meeting

## Learn more

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

## Appendix

Customer is responsible for all pre-requisite and items discussed in the service checklist prior to the start of VMware activities.

The participation of the following Customer stakeholders is required for the service to be performed:

- Enterprise Architect
- Infrastructure Architect
- Storage team leads
- Backup/Recovery team leads
- VMware operations team leads
- Security policy team leads
- Network Operations team leads
- Network Architecture team leads

### Product compatibility matrix and requirements

Please verify the on-premises version of your VMware vCenter® and vSphere components using the [VMware product compatibility matrix](#) for VMware Site Recovery Manager and please read the [VMware product requirements](#).

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.