VMware Site Reliability Engineering Services

For VMware Cloud Foundation

At a glance

VMware Site Reliability Engineering Services for VMware Cloud Foundation help create highly reliable and scalable cloud environments.

Key benefits

- Improve infrastructure and service reliability and availability

- Increase operational efficiency

- Minimize toil

- Remove configuration drift

- Establish visibility into infrastructure performance and service health

- Address security vulnerabilities

SKUs

Upgrade: PS-VCF-SRE-UPRG-C

Patching for NSX/ESXi:
PS-VCF-SRE-PATCH-C

Patching for vCenter:
PS-VCF-SRE-PATCH-VC-C

Standard: PS-SRE-CI-VCF-STD

Advanced: PS-SRE-CI-VCF-ADV

Service overview

VMware Site Reliability Engineering (SRE) Services for VMware Cloud Foundation™ provide VMware expertise to create highly reliable and scalable cloud environments. The services provide a range of capabilities from patching and upgrades to security hardening to automated management and operations.

These services apply to 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 Foundation 4.5.x

- VMware Cloud Foundation 4.5.x on VxRail

This datasheet consists of the following sections:

VMware Cloud Foundation SRE Upgrade Service

This service is designed to analyze, plan, and upgrade a VMware Cloud Foundation instance based on number of cores, with a minimum of thirty-two (32) cores.

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Scope

The scope of the service is defined in the following table:

VMware Cloud Foundation - Upgrade scope		
Specification	Parameters	Description
Environment analysis and remediation	Up to one (1)	Analysis per VMware Cloud Foundation Instance[1] for the existing environment to assess upgrade readiness and provide guidance on remediation for the environment based on the analysis results
Upgrade plan development	Up to one (1)	Upgrade plan per VMware Cloud Foundation instance[1] developed for the upgrade.
Upgrade execution	Up to one (1)	VMware Cloud Foundation upgrade performed per instance.[1]
Post-upgrade check	Up to one (1)	Health check and post-upgrade verification for the upgraded environment is performed per instance1 of VMware Cloud Foundation which has been upgraded.

Estimated schedule

The duration of this service is dependent on the size of the VMware Cloud Foundation instance as determined by the number of cores purchased.

VMware services will be delivered on a timetable agreed upon by both parties in the English language only. Service scheduling will be conducted within 60 business days of the initial service order.

Project activities

Phase 1: Initiate

VMware initiates communication with Customer. Topics to be discussed include:

• Upgrade eligibility, scope, and objectives

• Upgrade deadlines, timelines, scheduling, and logistics

• Identification of key Customer team members who VMware will work with, including contact details and the escalation chain

• Technology prerequisites necessary for a successful upgrade

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[1] The size and scaling of this service is based on the VMware Cloud Foundation instance as ordered by number of cores purchased, with a minimum number of thirty-two (32) cores.

Deliverables include:

• Initial pre-engagement questionnaire and sizing discussion

Phase 2: Plan

VMware assesses prerequisite completion readiness, reviews the environment, and confirms project milestone dates. VMware does the following:

• Identifies available timeframe based on Customer's preference and the resource availability

• Works with Customer to determine upgrade dates

• Works with Customer to determine communication and reporting process

Deliverables include:

• Communications plan

• Upgrade duration estimations

Phase 3: Execute
Environmental Analysis

VMware leads the session to review Customer's environment and determine gaps between the current state and target state. VMware does the following:

• Conducts up to five (5) hours of analysis in the environment

• Collates and analyzes the current state, identifies gaps and associated remediation recommendations, and collects sizing information

Deliverables include:

• VMware Cloud Foundation analysis and required remediations report

• Upgrade plan including upgrade duration, delivery model, time frames, and target version(s)

Remediation

VMware works with Customer providing guidance on remediation steps required for the environment based on the outputs from the environmental analysis phase. VMware does the following:

• Conducts remediation guidance session(s) and could involve hardware vendors and/or VMware Support based on the required remediations

Deliverables include:

• Remediation progress report

• Updated upgrade plan

Upgrade Execution

VMware guides and performs the upgrade according to the upgrade plan.

Deliverables include:

- Upgraded environment

- Upgrade status report

Phase 4: Close

VMware conducts a set of post-checks on the Customer environment after the upgrade is completed and finalizes the engagement with one (1) closure meeting covering project stats, next steps, and how to engage further with VMware.

Deliverables include:

- Post-check report

- One (1) closure meeting

Out of scope

The following items are out of scope for the VMware Cloud Foundation SRE Upgrade service:

- Any product not listed in the VMware Cloud Foundation bill of materials (BOM)

- VMware Cloud Foundation versions below 4.5.0

- Multi-instance VMware Cloud Foundation deployments (this service only supports single instance deployments including those that use VMware vSAN™ stretch clusters)

- VMware NSX federation deployments

- Onsite delivery of the service (including at federal, military, or dark sites)

- Installation, configuration, and management of custom or third-party applications, operating systems on deployed virtual machines, databases, and administration of general network changes

- Redesigning the environment during upgrade (the existing environmental design will be used)

VMware Cloud Foundation SRE Patching Service for VMware NSX or VMware ESXi

This service is designed to analyze, plan, and patch either NSX or ESXi components of VMware Cloud Foundation instance[2].

PLEASE NOTE:

VMware product versions are numbered with two digits, for example, ESXi 6.5. A release that changes either digit, for example, from 5.5 to 6.0, or from 6.0 to 6.5, involves major changes in the software, and requires an upgrade from the previous version. A release that makes a smaller change, requiring only a patch

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[2] The size and scaling of this service is based on the VMware Cloud Foundation instance as ordered by number of cores purchased, with a minimum number of thirty-two (32) cores.

or update, is indicated by an update number, for example, VMware ESXi 6.0 Update 1.

Scope

The scope of the service is defined in the following table:

SRE Patching for NSX or ESXi scope		
Specification	Parameters	Description
Environment analysis and remediation	Up to one (1)	Analysis per VMware Cloud Foundation instance[3]. for the existing environment to assess patching readiness and provide guidance on remediation for the environment based on the analysis results
Patching plan development	Up to one (1)	Patching plan of the NSX Manager and Edge nodes or ESXi Hosts as part of VMware Cloud Foundation instance.[3]
Patching execution	Up to one (1)	NSX Manager and Edge Nodes or ESXi Hosts patching will be performed per VMware Cloud Foundation instance[3]
Post-patching check	Up to one (1)	Health check and post-patching verification for the environment is performed per instance[3] of VMware Cloud Foundation.

Estimated schedule

The duration of this service is dependent on the size of the VMware Cloud Foundation instance[3] as determined by the environmental analysis and the number of cores purchased.

VMware services will be delivered on a timetable agreed upon by both parties in the English language only. Service scheduling will be conducted within 60 business days of the initial service order.

Project activities

Phase 1: Initiate

VMware initiates communication with Customer. Topics to be discussed include:

• Patching eligibility, scope, and objectives

• Patching deadlines, timelines, scheduling, and logistics

• Identification of key Customer team members who VMware will work with, including contact details and the escalation chain

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[3] The size and scaling of this service is based on the VMware Cloud Foundation instance as ordered by number of cores purchased, with a minimum number of thirty-two (32) cores.

• Technology prerequisites necessary for a successful patching

Deliverables include:

• Initial pre-engagement questionnaire and sizing discussion

Phase 2: Plan

VMware assesses prerequisite completion readiness, reviews the environment, and confirms project milestone dates. VMware does the following:

• Identifies available timeframe based on Customer's preference and the resource availability

• Works with Customer to schedule service execution

• Works with Customer to determine communication and reporting process

Deliverables include:

• Communications plan

• Patching duration estimations

Phase 3: Execute
Environmental Analysis

VMware leads the session to review Customer's environment and determine gaps between the current state and target state. VMware does the following:

• Conducts up to five (5) hours of analysis in the environment

• Collates and analyzes the current state, identifies gaps and associated remediation recommendations, and collects sizing information

Deliverables include:

• VMware Cloud Foundation analysis and required remediations report

• Patching plan including upgrade duration, delivery model, time frames, and target version(s)

Remediation

VMware works with Customer providing guidance on remediation steps required for the environment based on the outputs from the environmental analysis phase. VMware does the following:

• Conducts remediation guidance session(s) and could involve hardware vendors and/or VMware Support based on the required remediations

Deliverables include:

• Remediation progress report

• Updated patching plan

Patching Execution

VMware guides and performs the patching according to the patching plan.

Deliverables include:

• VMware NSX Manager and Edge Nodes patched or ESXi hosts patched

• Patch status report

Phase 4: Close

VMware conducts a set of post-checks on the Customer environment after the patching is completed and finalizes the engagement with one (1) closure meeting covering project stats, next steps, and how to engage further with VMware.

Deliverables include:

• Post-check report

• One (1) closure meeting

Out of scope

The following items are out of scope for SRE Patching for NSX or ESXi Service:

• Patching of NSX or ESXi hosts part of VMware Cloud Foundation bill of material (BOM) versions below 4.5.0

• Patching of NSX components and ESXi nodes that have not yet been updated to align with the current VMware Cloud Foundation BOM

• VMware NSX federation deployments

• Onsite delivery of the service (including at federal, military, or dark sites)

• Installation, configuration, and management of custom or third-party applications, operating systems on deployed virtual machines, databases, and administration of general network changes

• Redesigning, changes to the environment during patching (the existing environmental design will be used)

VMware Cloud Foundation SRE Patching Service for VMware vCenter

This service is designed to analyze, plan, and patch one (1) vCenter in a VMware Cloud Foundation instance.

PLEASE NOTE:
VMware product versions are numbered with two digits, for example,

vCenter 6.5. A release that changes either digit, for example, from 5.5 to 6.0, or from 6.0 to 6.5, involves major changes in the software, and requires an upgrade from the previous version. A release that makes a smaller change, requiring only a patch or update, is indicated by an update number, for example, VMware vCenter 6.0 Update 1.

Scope

The scope of the service is defined in the following table:

SRE Patching for VMware vCenter scope		
Specification	Parameters	Description
Environment analysis and remediation	Up to one (1)	Analysis per VMware Cloud Foundation instance. for the existing environment to assess patching readiness and provide guidance on remediation for the environment based on the analysis results
Patching plan development	Up to one (1)	Patching plan of one (1) VMware vCenter part of a VMware Cloud Foundation instance.
Patching execution	Up to one (1)	VMware vCenter patching will be performed per VMware Cloud Foundation domain.
Post-patching check	Up to one (1)	Health check and post-patching verification for the environment is performed per instance[3] of VMware Cloud Foundation.

Estimated schedule

The duration of this service is dependent on the size of the VMware Cloud Foundation instance[3] as determined by the environmental analysis and the number of cores purchased.

VMware services will be delivered on a timetable agreed upon by both parties in the English language only. Service scheduling will be conducted within 60 business days of the initial service order.

Project activities

Phase 1: Initiate

VMware initiates communication with Customer. Topics to be discussed include:

• Patching eligibility, scope, and objectives

• Patching deadlines, timelines, scheduling, and logistics

• Identification of key Customer team members who VMware will work with, including contact details and the escalation chain

• Technology prerequisites necessary for a successful patching

Deliverables include:

• Initial pre-engagement questionnaire and sizing discussion

Phase 2: Plan

VMware assesses prerequisite completion readiness, reviews the environment, and confirms project milestone dates. VMware does the following:

• Identifies available timeframe based on Customer's preference and the resource availability

- Works with Customer to determine patching dates

- Works with Customer to determine communication and reporting process

Deliverables include:

- Communications plan

- Patching duration estimations

Phase 3: Execute
Environmental Analysis

VMware leads the session to review Customer's environment and determine gaps between the current state and target state. VMware does the following:

- Conducts up to five (5) hours of analysis in the environment

- Collates and analyzes the current state, identifies gaps and associated remediation recommendations, and collects sizing information

Deliverables include:

- VMware Cloud Foundation analysis and required remediations report

- Patching plan including upgrade duration, delivery model, time frames, and target version(s)

Remediation

VMware works with Customer providing guidance on remediation steps required for the environment based on the outputs from the environmental analysis phase. VMware does the following:

- Conducts remediation guidance session(s) and could involve hardware vendors and/or VMware Support based on the required remediations

Deliverables include:

- Remediation progress report

- Updated patching plan

Patching Execution

VMware guides and performs the patching according to the patching plan.

Deliverables include:

- VMware vCenter patched

- Patch status report

Phase 4: Close

VMware conducts a set of post-checks on the Customer environment after the patching is completed and finalizes the engagement with one (1) closure meeting covering project stats, next steps, and how to engage further with VMware.

Deliverables include:

• Post-check report

• One (1) closure meeting

Out of scope

The following items are out of scope for SRE Patching Service for VMware vCenter:

• Patching of vCenter(s) not part of VMware Cloud Foundation bill of material (BOM) and versions below 4.5.0

• Patching of vCenters that have not yet been updated to align with the current VMware Cloud Foundation BOM

• Onsite delivery of the service (including at federal, military, or dark sites)

• Installation, configuration, and management of custom or third-party applications, operating systems on deployed virtual machines, databases, and administration of general network changes

• Redesigning, changes to the environment during patching (the existing environmental design will be used)

VMware SRE Standard and Advanced Services for VMware Cloud Foundation

These services are prescriptive agile services that address a broad range of SRE activities.

Service scope

VMware will work with Customer's team to create and prioritize the agile backlog tasks to be performed. These services assume a fixed team of resources as described in Appendix B who will deliver the identified backlog items.

The topic areas addressed in the service editions are shown in the table below. Example backlog tasks are shown in Appendix C.

SRE Standard and Advanced topic areas		
Topic areas	Standard edition	Advanced edition
Upgrade and patching	✓	✓
Inventory and technical controls	✓	✓
Security controls	✓	✓
Service operations controls		✓

Cloud service management		✓

Estimated schedule

VMware SRE Standard and Advanced Services for VMware Cloud Foundation are a 1-year term commitment. VMware Professional Services will be performed during normal VMware business hours and workdays (weekdays and non-holidays) and will be provided in English. Backlog items will be developed in 2-week sprints, 2 sprints per month, for the 12 months of the engagement.

Deliverables

The deliverables will be jointly decided with Customer during sprint planning based on Customer prioritization. In and out of scope items will be subject to the agreed planning construct and subject to available sprint time and to the availability of assigned resources.

Backlog and delivery items may change throughout the engagement as appropriate and will be considered complete as mutually agreed upon based off the individual sprints being planned.

Out of scope

The following items are out of scope for this service:

General

• Hardware and firmware patches and upgrades are not included

• 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, unless otherwise agreed upon

• Customer solution training other than the defined knowledge transfer sessions for each sprint

Appendix A: Service checklist

The participation of the following customer stakeholders is required for the service to be performed.

• Enterprise architect

• Infrastructure architect

• VMware operations teams

• Network architecture team leads

• Network operations team leads

• Security policy team leads

Appendix B: Detailed team breakdown for SRE Standard and Advanced services

For fixed team services, the following is the team composition from VMware which will be used for the delivery of the service.

SRE Standard and Advanced team composition		
Service	Team	Participation %
VMware SRE Standard	Remote project manager	20
	Remote consultant (VMware Cloud Foundation)	50
	Remote senior consultant (VMware Aria Automation™)	50
	Remote architect (VMware Aria Automation)	15
VMware SRE Advanced	Remote project manager	20
	Remote consultant (VMware Cloud Foundation)	75
	Remote senior consultant (VMware Aria Automation)	50
	Remote architect	20
	Local senior consultant (VMware Cloud Foundation)	10
	Local consulting architect	50

Appendix C: Detailed backlog breakdown for SRE Standard and Advanced services

The following table lists types of backlog tasks which are included as part of the services, the descriptions and estimated sprints are only examples and final backlogs items must be discussed and agreed between VMware and Customer during the backlog analysis and sprint planning kickoff.

SRE Standard and Advanced tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Upgrade assessments	✓	✓	Assessing VMware Cloud Foundation or VMware Cloud Foundation on VxRail hosts for upgrades.	2
Patching/upgrade	✓	✓	Perform patching/upgrade of VMware Cloud Foundation or VMware Cloud Foundation on VxRail.	2
Pre-upgrade/ migration remediation	✓	✓	Perform remediations related to pre-checks of upgrades.	3
Upgrade remediation assistance	✓	✓	Assist with patching related bug or security issues.	3
Runbook for upgrades/updates	✓	✓	Build runbook for upgrades of VMware Cloud Foundation or VMware Cloud Foundation on VxRail hosts.	2
Security advisory scoring and remediation	✓	✓	Perform security audits per product guidelines and remediation.	4

SRE Standard and Advanced tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Password and certificate rotation	✓	✓	Automate rotation passwords based on organization policy and certificates.	4
Maintenance plan review and advisory	✓	✓	Review and update maintenance plan of the organization.	2
Configuration SRE recommended practice advisory	✓	✓	Advise on how to build an SRE practice for the organization.	12
Automated environmental assessments	✓	✓	Collect the configurations with advice on best practices.	4
Implementation of monitoring telemetry extensions	✓	✓	Develop custom extensions to measure out-of-the-box KPIs.	2
Implementation of dynamic dashboards	✓	✓	Configure VMware Aria Operations™ dashboards.	6
Automated security auditing	✓	✓	Automate checklists detection of configurations and the gaps associated to security practices.	3
Hardening, password, and certificate policy	✓	✓	Implement automated way of enforcing password and certificate policy.	4
Automated product and solution lifecycle management		✓	Build various automated day 2 operations.	4

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SRE Standard and Advanced tasks				
Task	Standard edition	Advanced edition	Short description	Estimated sprints
Code and content CI/CD pipelines		✔	Develop headless CI/CD pipeline for cloud management lifecycle.	4
Infrastructure as code and centralized management		✔	Deploy VMware Aria. development tool	4
Third-party integrations		✔	Build custom third-party integrations.	4
Automated license management and optimizations		✔	Automated License Management allows automated integration with a licensing server to issue and configure valid licenses. Allows license management whenever cloud capacity is added or removed.	4
Automated cloud platform scale-in and scale-out		✔	Automate scaling and descaling of resources and VMs	6

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