VMware vCloud Government Service
Service FAQ

Q. What is VMware vCloud Government Service provided by Carpathia?

A. VMware vCloud® Government Service provided by Carpathia™ is an enterprise-class, FedRAMP compliant hybrid cloud service built on the award winning VMware vSphere® platform. vCloud Government Service provides the US Federal Government the flexibility to seamlessly run new and existing applications in the cloud, on-premises, or both.

Q. What is a "hybrid cloud"?

A. VMware's hybrid approach extends the same operating systems, applications, networking, management, operations, and tools across both on- and off-premises environments, providing the fastest path to the cloud. Because vCloud Government Service is designed to run new and existing applications in exactly the same way, government organizations don't need to invest time rewriting applications and reconfiguring systems. Instead, they can simply leverage their existing investments in the software-defined data center to use cloud services.

Q. What are the benefits of using vCloud Government Service?

A. vCloud Government Service allows you to rapidly deliver cloud-based IT services with agility while complying with federal security standards. vCloud Government Service

- Complies with the standards required to operate under the Cloud First mandate, including **FedRAMP Provisional Authority To Operate by the Joint Authorization Board, ITAR, FIPS 140-2, ISO 27001:2005, and AT 101 SOC Type 2**
- Allows agencies to effectively and efficiently serve the needs of the mission and stakeholders with a scalable and agile community cloud platform
- Offers a seamless extension of vSphere-based on-premises data centers to the cloud, using the same tools and processes already in place, allowing deployment of existing and new workloads to the cloud without rebuilding applications
- Provides enhanced networking security controls via RSA-validated two factor authentication
- Enables agencies to work with an extensive ecosystem of partners that can provide additional services to address specific needs

Q. What is the difference between vCloud Government Service and VMware vCloud® Air™?

A. vCloud Government Service follows the same hybrid cloud architecture as VMware vCloud Air and incorporates many of VMware's most advanced product and feature sets including our network virtualization and security platform (VMware NSX™), storage and data migration (vSphere vMotion®), vCloud Connector®, and vCloud Director®. Additionally, vCloud Government Service addresses the compliance needs of the federal government through certifications, including FedRAMP P-ATO by the Joint Authorization Board, ITAR, FIPS 140-2 (including two-factor authentication), ISO 27001:2005, and AT 101 SOC Type 2.

vCloud Government Service is a **community cloud**, which can only be purchased by US federal, state, and local government, and education organizations with a FedRAMP mandate. As such, agencies are assured that they are sharing a platform only among peers.

Q. Who is eligible to purchase vCloud Government Service?

A. Because vCloud Government Service is a community cloud, only US federal, state, and local government and education organizations with a FedRAMP mandate are eligible to purchase vCloud Government Service. Contact your VMware account representative if you would like to enquire about your eligibility.

Q. What service options are available for vCloud Government Service?

A. There are two vCloud Government Service offers available – Dedicated Cloud and Virtual Private Cloud. Depending on the type of applications you are looking to deploy, configuration requirements, and contractual terms you require, you can select the appropriate service that meets your needs.

Q. What is the difference between Dedicated Cloud and Virtual Private Cloud?

A. A dedicated cloud provides you with an infrastructure that is physically isolated from all other vCloud Government Service tenants, giving you your own private cloud instance where cloud administrators can selectively extend self-service capabilities to internal teams for rapid provisioning of resources.

A virtual private cloud provides you with logically isolated infrastructure, with fully private networking and resource pools and provides a lower initial capacity footprint.

Customers can purchase either, or a combination of both.

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Q. What are the service components of vCloud Government Service?

A. All vCloud Government Service subscriptions come with compute (vRAM and vCPU), storage, bandwidth, and public IP addresses, all of which can be expanded as necessary. Both service types include built-in high availability, firewall capabilities, load balancing, NAT, DHCP, IPsec VPN at no additional charge; in addition, we do not charge for disk I/O.

Q. Can I bring existing virtual machines and licensed applications in vCloud Government Service?

A. Absolutely. One of the key benefits of the hybrid cloud is the ability to bring your existing virtual machines as well as networking architecture into vCloud Government Service. In addition, there are over 5,000 applications from over 2,200 technology partners supported by the platform. vCloud Government Service includes an OS and application catalog hardened to meet federal requirements and available as part of the service, which makes commonly used workloads available. As long as you maintain license compliance with your existing software vendor, you can bring your licensed software into the cloud without issue.

Q. How do I get my applications into vCloud Government Service?

A. Existing VMware customers can use VMware vCloud Connector to connect, view, copy, and move vSphere-virtualized applications across vSphere-based clouds.

Q. Can I use vCloud Government Service if I don't have vSphere or VMware vCloud Suite?

A. Yes! While vCloud Government Service is designed to seamlessly connect on-site and off-site data centers, there is no requirement that you have an existing VMware infrastructure in place. vCloud Government Service can be used for pure cloud scenarios just as effectively as hybrid deployments.

Q. Why is VMware partnering with Carpathia to deliver vCloud Government Service?

A. Currently supporting over fifty agency systems with active ATOs, Carpathia is a trusted cloud operator and leading provider of cloud services and managed hosting in the US government sector. By partnering with Carpathia, VMware vCloud Government Service offers leadership in both virtual and cloud infrastructure, as well as operations leadership working with the public sector. Together, we are positioned to deliver a best-in-class compliant hybrid cloud service to US government customers.

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