VMware vCloud Automation Center Accelerator Service – Standard

Overview

VMware vCloud® Automation Center enables customized, self-service provisioning and life-cycle management of cloud services that comply with established business policies. It provides a secure portal where authorized administrators, developers or business users can request new IT services and manage existing computer resources from predefined, user-specific menus.

VMware vCloud Automation Center Accelerator Service – Standard

The VMware vCloud Automation Center™ Accelerator Service – Standard delivers a functioning VMware vCloud Automation Center computing environment suitable for deploying virtual machines on a limited scale. This service provides a rapid deployment of standard, non-customized vCloud Automation Center provisioning capabilities in a pre-production environment.

VMware consultants will work with the Customer team to

• Conduct a Requirements Gathering and Pre-engagement Planning session

• Lead an Architecture Design Workshop

• Perform a System Install and Configuration

• Document the vCloud Automation Center installation

The engagement is limited to a non-replicated environment for either a VMware vCloud Director™-based or a VMware vSphere®-based environment. For a vCloud Director environment, the engagement is limited to two (2) organizations. For a vSphere environment, the engagement is limited to two (2) ESXi clusters in one (1) vCenter environment.

Target Customers

• Customers who want to leverage vCloud Automation Center to reduce the provisioning time to meet business users need for application and infrastructure deployment

• Customers who want to effectively manage workloads through the provisioning lifecycle from access, modifications to decommission.

Work Products

• VMware vCloud Automation Center Accelerator Design Workbook

• VMware vCloud Automation Center Accelerator Deployment Workbook

• Installed and configured vCloud Automation Center system, to include vSphere or vCloud Director Agent as specified in a pre-production environment

• Knowledge transfer session on VMware vCloud Automation Center design, deployment procedure, and system capabilities

Engagement Overview

Phase 1: Requirements Gathering and Pre-Engagement Preparation

Phase 2: Architecture Design Workshop

Phase 3: VMware vCloud Automation Center System Configuration

Phase 4: Knowledge Transfer

Phase 5: Project Conclusion

Roles and Responsibilities

• **VMware Project Manager** – Plans and coordinates all Accelerator service activities with the customer.

• **VMware Consultant** – Conducts Architecture Design workshop and knowledge transfer, helps to install, configure, and validate VMware vCloud Automation Center, and produces final Work Products.

• **Customer Project Manager** – Coordinates site logistics and customer staff.

• **Customer Subject Matter Experts** – Provide information about business and technical requirements and participate in workshops.

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Scope and Pricing

This is a fixed price, fixed scope service. Contact your local VMware representative for pricing.

• Up to 1 week or less (5 days) onsite, 6 days total

• 2 hour Knowledge Transfer session for up to five (5) people

• VMware SKU: CON-VCAC

Out of scope
• Customization of the vCloud Automation Center product beyond standard features.

• Integration with VMware vCloud Director beyond the standard vCloud Automation Center to vCloud Director user interface. Additional integration work can be provided under a separate Statement of Work.

• Not more than four hosts to support the vCloud Automation Center Environment will be configured

• Not more than three single Virtual Machine Blueprints and two Multiple Blueprints

• Web Farm, SQL Fail Over and CDK Development work

• Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by the Customer.

Requirements

Customer Requirements
• Customer is responsible for executing all items discussed in the vCloud Automation Center Accelerator Prerequisite Checklist prior to arrival of VMware consultant onsite. Any additional time required of VMware personnel to perform the duties of this Datasheet as a result of Customer's lack of completion of these checklist items will be considered billable time payable by Customer.

• The Customer shall provide a Project Manager knowledgeable in pertinent internal Customer processes, and to collaborate with the VMware Project Manager as specified in this Datasheet.

• Customer's Project Manager must have the authority to make project decisions and represent Customer in all matters related to this Datasheet. Customer's Project Manager will provide a single consolidated response to any review, approval, change, or decision request.

• One team member from each area of the customer's project team (e.g. Infrastructre, Applications, PMO) must attend pre-engagement planning call. At least one person from the project team should attend vCAC Foundation training prior to the engagement.

• Customer staff will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. Specifically, Customer may be required to supply administrators for computer systems hardware, virtual infrastructure, networking hardware, and storage hardware. These participants are the acknowledged spokespersons for the areas they represent, and the VMware team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, then the Customer Project Manager becomes the final authority on all items of discussion.

• Customer will provide access to facilities and computer systems as required for VMware team to perform tasks as outlined in this Datasheet.

• For engagement activities that need to occur at Customer work locations, VMware expects Customer to make reasonable facilities accommodations for our project team at these location(s). These accommodations will include a desk/cubicle, voice telephone, Internet connection (for web browser access), permission to operate mobile telephone within Customer premises, and shared access to laser printer, copier, fax, and conference room facilities.

• Any change to the scope of work explicitly described in the Scope section, and any associated additional fees, must be mutually agreed in writing by filling out a Project Change Request form.

• Customer will have a fully installed and configured infrastructure as required and documented in the VMware vCloud Automation Center Accelerator Prerequisites Checklist.

• Customer will provide a suitable environment for knowledge transfer session(s) (overhead projector and conference facilities).

• Customer shall be solely responsible for procuring product support for all software to be used in connection with this Datasheet. In particular, Customer shall be responsible for procuring VMware Support for VMware vCloud Automation Center software to be deployed. Such product support shall be in place and available no later than Project Kickoff.

• Customer is responsible for, and assumes any risk associated with any problems resulting from the content, completeness, accuracy and consistency of any data, materials and information supplied by Customer.

Technical Requirements
• Microsoft SQL Server or cluster is recommended. The engagement can support an "All on one" configuration, however scalability and performance will be reduced.

• Windows 2008R2 virtual machines for vCloud Automation Center elements (the number of virtual machines is determined during Architecture Design and not to exceed a total of 4 including the SQL instance above). Recommended one host for vCAC, one host for DEM Worker/Orchestrator and one for Agent. Hosts may be virtual machines.

• Server configured per guidance in the VMware vCloud Automation Center Accelerator Prerequisites Checklist and VMware vCloud Automation Center Installation Guide.

• Authoritative credentials for VMware vSphere® (hypervisor) and SQL server.

VMware vCenter Requirements
• VMware vCenter/ESXi environment built on 5.0 minimally patched to recent published patch set (within 90 days from most recent released patch sets). If this is to be a vCloud Director (vCD) focused engagement, version 5.1 MUST be deployed and patched to the same level as above.

• Adequate hardware resources for the ESX hosts to support the customer requested pre-production environment. This can be decided during the pre-engagement planning meeting.

VMware vCloud Director Requirements
• If used, vCloud Director must be deployed based on VMware best practices and to the current 5.1 release with all patches deployed as outlined above.

For More Information

For more information about VMware products and services, visit www.vmware.com/services or contact your local VMware representative.

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