

011010111011
100111100111
101001011111

Service Brief

VMWare 3-Day Pilot Implementation for Open Systems Operating Environments

Stack Professional Services

Solution Description --

This professional services engagement will provide for three consecutive days of professional services. The primary objective of this service is to provide the customer with a functional VMWare pilot environment and, through demonstration and review of VMWare capabilities, transfer fundamental concepts, processes, and administrative knowledge and skills to the customer.

A Stack engineer with expertise and skills in the implementation and configuration of VMWare software will provide services to assist the customer with a functional pilot VMWare implementation. During the course of the pilot implementation Stack will conduct a demonstration and review of key VMWare concepts and practices.

Tasks and Deliverables --

- Host readiness audit.
- Installation of one VMware ESX Server
 - Review Graphical Installer Method
 - Review Text Mode Installer Method
- Configure the ESX Server System
- Create up to four Virtual Machines
- As applicable to customer environment and needs, Stack will demonstrate and review process for:
 - Security Certificates
 - installing additional hardware on the server
 - installing hardware for use by Virtual Machines
 - installing hardware for use by the Service Console
 - installing a Guest Operating System and VMware Tools
 - using PXE with Virtual Machines
 - importing, upgrading and exporting Virtual Machines
 - installing the Remote Console Software
 - reconfiguring existing Virtual Machines

Assumptions --

- Services will be performed at one location.
- Normal services hours are Mon-Fri, 8:30am – 06:00pm.
- After-hours service may be scheduled as mutually agreed.
- Customer is responsible for ensuring a full system backup has completed prior to scheduled service delivery.
- Services will be provided based on compatibility with the following host operating environments: Windows, Netware and Linux.

Services Not Included --

- Data Center layout, power, and cable planning, physical cable runs, and connectivity.
- Physical racking, placement, or relocation of hardware.
- De-allocation, removal and/or replacement of existing hardware components.
- General System Administration tasks unrelated to service deliverables.
- System performance analysis, tuning, and troubleshooting.

This service brief is not intended to replace an official Statement of Work for services. Upon placing order for services as described in this service brief a Statement of Work will be presented for review and signature of acceptance by the customer.