Dell | Services

Service Description:
Virtual Infrastructure Health Check

Service SKUs

Legend	SKU #	Description	Provider
<legend>	985-3887	Virtual Infrastructure Health Check	DPS

Service Overview

This service provides an assessment of the Customer's VMware® virtual infrastructure (the "Service" or "Services") as set forth more specifically in this Service Description. This Service will examine the Customer's environment to ensure optimal configuration and consistency and operational procedures per VMware best practices.

This Service is for implementation at a single site for up to two days onsite and is limited to five participants (during presentation) and one day offsite for the Health Check assessment report.

The following deliverables will be provided with this Service:
- Present an interactive workshop to facilitate knowledge transfer on VMware best practices.
- Conduct assessment of VMware virtual infrastructure (up to two nodes) using VMware Virtual Infrastructure Methodology ("VIM") to validate current environment and identify potential areas to optimize configuration and improve performance.
- Provide a Health Check assessment report of the current environment and recommendations.

Key Benefits:

- Ensure optimal VMware virtual infrastructure usage.
- Leverage deep VMware consulting experience.

This Service will be provided during the hours of 8:00am to 6:00pm, Customer local time, Monday through Friday, excluding holidays, unless other arrangements have been made through the Dell sales team and the project manager.

Not Included With This Service:

- VMware software application license or installation.
- De-installation or re-installation of product(s) or application(s).
- Any activities other than those specifically noted in this Service Description.

Customer's Responsibilities:

- **Complete a backup of all existing data and programs on affected storage systems prior to Dell arriving at the location to deliver this Service. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**
- Make certain that a VMware virtual infrastructure environment including VMware ESX Server is in existence and functional.

- Provide administrator (root) access to VMware installations.
- Provide a conference room with projector and networked desktops/laptops running minimum Microsoft Windows® 2000.

Key Service Steps:

Offsite
1. Pre-assessment call/discussion to introduce key participants, verify hardware specifications, review current environment and logistics, and discuss objectives and preparation.

Onsite
1. Workshop presentation: review of VMware virtual infrastructure configuration and operational best practices
   a. Technical configuration.
   b. Operations.
2. Audit and analysis: examination of VMware virtual infrastructure and business objectives with key personnel:
   a. Virtual infrastructure technical architecture review.
   b. Hardware configuration.
   c. ESX Server and VirtualCenter configuration.
   d. Network and storage topology.
   e. ESX Server, VM, and VirtualCenter performance metrics.
   f. VM creation and use.
3. Begin draft of assessment report.
4. Wrap up and next steps.
5. Questions and issues follow-up.

Offsite
1. Deliver and discuss final assessment report.
2. Project Closeout:
   a. Obtain Customer acknowledgment of Services performed

Important Additional Information

Dell is pleased to provide these Services in accordance with this Service Description and the terms and conditions of the Dell Customer Master Services Agreement at http://www.dell.com/service_contracts/, or Customer's applicable separate signed agreement with Dell.

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