

Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon View Upgrade

SKU: PHVU150305

Services Summary

The Carahsoft Horizon View Upgrade helps Customers plan and implement an upgrade of their VMware View environment. This service includes an assessment of the current VMware desktop infrastructure, an upgrade plan, and operational verification procedures for the upgraded components.

The expected duration of the Horizon View Upgrade is approximately 20 work days according to SOW. This timeframe will be discussed and finalized at the project kick off meeting.

Customer Responsibilities and Assumptions

- Timely access to information, facilities, networks, and systems necessary to perform the required activities
- Access to computing resources and equipment including desktop, phone, hardware, and software systems needed by Carahsoft resources to fulfil their tasks
- Adequate office space for Carahsoft resources at the customer offices when needed
- Physical and remote access to facilities as required for Carahsoft resources to perform the associated tasks
- Assume all risk associated with problem(s) resulting from the content, completeness, accuracy, and consistency of any data, materials, and information supplied by the Customer
- Upgrading VMware Tools™ to the latest supported version
- All equipment and licenses will be onsite prior to implementation
- All network connections will be in place
- All work will be completed for one physical data center

Provider Responsibilities

- Pre-engagement and Kick-off
 - Schedule and deliver Customer kick-off introduction meeting to review project tasks and timeline, and identify key customer project team members and team assignments
 - Identify any assessment prerequisites including required hardware, software, networking, and security access to successfully complete the engagement
 - Complete VMware Horizon with View Upgrade Service Prerequisites Checklist document
- High-level environment review
 - Current Horizon View architecture
 - Horizon View operational best practices
 - Horizon View components and configurations

- Horizon View Connection Server hardware, software, and authentication methods
- Horizon View Connection Server configuration (servers)
- Horizon View Composer configuration (refresh and recompose rebalance)
- Horizon View storage related information (LUNs and storage topology)
- Horizon View pool configuration (number and types)
- Desktop images and templates including operating system optimization and persona management
- GPO usage
- Number, type, and configuration of endpoint devices
- Network connection types supporting virtual desktops
- Security and authentication
- Horizon View related Active Directory information
- High-level review of application delivery and printing configuration
- Horizon View upgrade, validation and rollback plan
 - Verify appropriate versions of VMware vSphere® / VMware vCenter Server to support the Horizon upgrade
 - Engage with the Customer team to define the technical requirements for the upgrade process
 - Develop an upgrade plan that details the steps and methods for the upgrade activity (also includes a rollback plan)
 - Create a validation test plan to confirm that the Horizon View 6 environment functions as expected after the upgrade
- Horizon View environment upgrade and validation
 - Upgrade of View Composer on VMware vCenter Server instances
 - Upgrade of View Connection Servers
 - Upgrade of View Security Servers
 - Upgrade of View agents to the latest version (fully provisioned machines, base images, and templates)
 - Upgrade of View Client on traditional endpoints, repurposed endpoints or iPad and/or Android devices
 - Verify View Client upgrade on thin/zero clients by the Customer or vendor
 - Execute Horizon View 6 upgrade validation test plan
 - Review documented upgrade results and validation test results with the project sponsor and Customer stakeholders

Engagement Planning & Management

- Minimum lead time for scheduling is 10 business days; all work performed during business hours
- Coordinate kick-off and close-out calls
- Create/distribute escalation and contact lists
- Facilitate Change Orders

Out of Scope

- Networking, server, VMware tools, and/or application configuration changes to virtual machines to be migrated or imported
- Implementation of Customer's production VMware vSphere, VMware vCenter, and/or VMware Horizon environment.
- Migration of other applications, third-party services, third-party multifactor authentication, or dependent infrastructure components that are not part of the Horizon environment
- Upgrade of additional infrastructure components supporting the Horizon environment such as VMware vSphere, vSphere SSO, Active Directory, Windows File Servers, and SQL Servers
- Virtual desktop tuning and/or optimization of the VMware Horizon environment (guidance may be provided by VMware if time permits)
- Updating additional software on the virtual desktop images outside of the View Agent
- Plan and design of a logical and/or physical architecture for the Customer's production implementation of VMware Horizon or scalability/functional testing
- Physical storage and network infrastructure design and configuration
- Implementation of any new VMware vSphere and Horizon features or functionality including authentication methods
- Upgrading View Agents and View Clients outside of what was completed during the engagement for testing and validation purposes
- Upgrading BIOS / firmware for zero client to support View Client installation
- Any change or implementation of SSL certificates

Item(s) Provided

- Horizon Upgrade/Validation/Rollback document to include the following:
 - Customized Upgrade Plan
 - Rollback Plan
 - Validation Test Plan
- View environment configuration changes, if any

Additional Terms and Conditions

Any sale of services will be subject to Carahsoft's standard Terms and Conditions of Sale or a Services Agreement as negotiated between the parties.

Carahsoft Recommended Additional Services

- Coming soon