

## Carahsoft End-User Computing Solutions Services

### Service Description

#### Horizon View Managed Services Bronze Package

#### Managed Services Package Options

# of Desktops to be Managed	Desktop Type	Duration of Services	Not Included
50-100	Non-persistent	36 months	Horizon View licenses
101-250	Non-persistent	12 months	Horizon View licenses
101-250	Non-persistent	36 months	Horizon View licenses
251-500	Non-persistent	12 months	Horizon View licenses
251-500	Non-persistent	36 months	Horizon View licenses

**Note: Additional Virtual Desktops may be requested by the customer at any time. The charges for these additional desktops will be in accordance with the per-desktop, per-month fees established at the start of the engagement.**

**There is a one time set up fee for all Managed Service packages which is equal to one month of Managed Services cost. The set up is referenced in this document and is referred to as Service Transition.**

### Services Summary

The Horizon View Managed Service Bronze Package provides customers who have an existing Horizon View environment with a complete turnkey virtual desktop management service. The provider will fully manage the virtual desktops and act as the liaison between the customer and the key stakeholders who manage the platform. One standard monthly patching of virtual desktops (patching per customer requirements) will be included. This approach to server and desktop management allows the customer to retain full authority of the environment.

In summary, the Horizon View Managed Service Bronze Package includes the highlighted services below:

	Bronze	Silver	Gold
Desktop pool creation and desktop deployment/ provisioning	✓	✓	✓
Desktop image creation and optimization	✓	✓	✓
Ongoing desktop administration and patching	✓	✓	✓
Microsoft Commercial off-the-shelf (COTS) application patching and administration at the revision and security levels	✓	✓	✓
Tier 3 incident resolution for Enterprise Center and desktop	✓	✓	✓

	Bronze	Silver	Gold
Proactive end-user monitoring and reporting to ensure optimal experience		✓	✓
Profile management and Active Directory integration		✓	✓
Anti-virus and anti-malware protection		✓	✓
Tier 3 incident resolution for end-user monitoring, anti-virus, and profile management issues		✓	✓
Proactive capacity management recommendations			✓
Incident management and reporting			✓
Tier 2 service desk escalation point for Customer end-user service desk personnel			✓

## Setup Phase

### Horizon View Optimization Assessment

The Horizon View Optimization delivers a best practice assessment of a customer’s existing VMware Horizon View deployment. The results will create a baseline and help the customer optimize the configuration for performance, scaling, and manageability of their VMware Horizon View environment based on specified business needs.

Some likely critical items identified in the Assessment

- Scalability of current environment
- VM vCPU to physical core ratio
- Overall CPU usage
- Storage
- Network calculation for PCoIP traffic

### Review of Assessment with Customer

The Assessment findings will be reviewed with the customer. Any items deemed critical will be remediated by the customer before moving forward into Managed Services. The provider will remediate the critical items at the customer’s direction on a T&M basis.

Should the customer choose not to remediate the critical items discovered in the assessment then the provider will not be able to transition the customer into Managed Services. Any costs incurred by the provider up to this point will be recouped and the engagement will be closed out.

## Review of Remediation

The provider will review the remediated items with the customer. If the customer chooses to do the remediation themselves or through a 3<sup>rd</sup> party, then the provider will carry out another assessment on the environment to ensure that everything is compliant and ready for a transition to Managed Services.

## Transition to Managed Services

### Managed Services – Operations and Maintenance Phase

#### Horizon View Administration

The provider will utilize VMware’s View Administrator, provision new desktops, and manage desktops.

#### Desktop and Application Patching

This service includes one monthly routine patching and maintenance for security and bug fixes (not the feature enhancements normally associated with major version upgrades/releases by application vendor). The provider will utilize an advanced patching tool to support the patching of the customer’s environment.

*Legend:*

- **Coordinate:** Provider’s Service Desk will provide a central coordination function that helps ensure the patch/upgrade is tracked to resolution
- **Assist:** Provider will supply subject matter experts to assist customer personnel (or other vendors) in the execution of the patch/upgrade implementation using an automated patching tool
- **Execute:** Provider will coordinate the patching activities as well as conduct the necessary activities to ensure the patch/upgrade is implemented in the customer environment

Patching	Activity (all of the below are combined into 1 monthly patching activity)	Coordinate	Assist	Execute
Applications	One monthly patching of up to 5 applications on virtual desktops per customer requirements	Included	Included	Included
Image	One monthly patching of up to 2 Golden Images	Included	Included	Included
Desktop OS	One monthly patching of desktop operating systems per vendor recommendations with customer approval	Included	Included	Included

Patching	Activity (all of the below are combined into 1 monthly patching activity)	Coordinate	Assist	Execute
<b>Horizon View Platform Security and Bug Fixes</b>	One monthly security and bug fix patching of the Horizon View Platform	Included	Included	Included
<b>Major Horizon View Platform Enhancements</b>	Coordinate, evaluate, and execute periodic feature enhancing releases.	Included	Included	Included

Note: Customer will allocate resources required for the deployment of an automated patching tool.

**Customer Responsibilities**

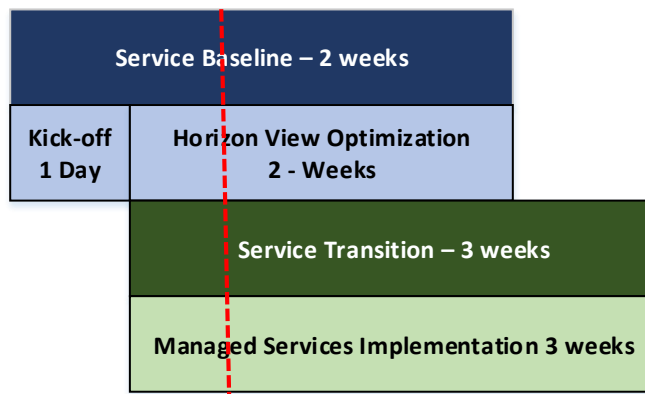
- Access to licensing media and keys required to build images and apply applications
- Provide access and accounts in the customers infrastructure (as needed)
- Timely access to information, facilities, networks, and systems necessary to perform the required activities
- Provide final requirements in a timely manner as required by the implementation schedule
- Access to computing resources and equipment including desktop, phone, hardware, and software systems needed by provider resources to fulfill their tasks
- Allocation of resources for the installation of monitoring, patching, and virus protection tools
- Adequate work space for Managed Services personnel at the customer offices when needed
- Physical and remote access to facilities as required for the provider project 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
- Maintain all hardware and software agreements for the environment in order to ensure SLAs can be met by the providers as needed
- Management and remediation of applications
- Remediation of ‘critical’ items discovered in Optimization Assessment

**Provider Responsibilities**

The schedule will be finalized after discussion and mutual agreement with the customer

Activity		Start	Duration
<b>Service Baseline</b>	Kick-off Meeting	Service Commencement	1 Day
	Horizon View Optimization	After Kick-off Meeting	2 Weeks

Activity		Start	Duration
<b>Service Transition (also referred to as Setup)</b>	Managed Services Implementation	After Kick-off Meeting	3 Weeks
<b>Operations and Maintenance</b>	Horizon View Platform Administration and Desktop Patching	After Service Transition	Ongoing throughout the engagement



\*\*Red dashed line indicates a potential break in activities if the Optimization Assessment reveals that critical remediation is needed in order to proceed with the transition to Managed Services.

**Milestones/Deliverables**

Monthly and Quarterly reports indicating the number of desktops being managed under this service as well as the percentage increase in number of desktops compared to the previous month.

**Out of Scope**

- Application server migration, installation, and usage instructions
- Required software licenses or required hardware
- Horizon View installation, configuration, or upgrade
- Disaster Recovery failover support
- Virus and Malware remediation
- Support costs for application servers other than those needed to run the VDI
- Active Directory management and profile data file access

- Customized patching requirements
- Resolution of any current environmental issues such as networking, infrastructure problems and Active Directory
- Allocation of resources required for the creation of a test pool
- Any issues related to pre-existing profile management issues
- Creation and/or patching of additional desktop gold images beyond those included in the service
- Tier 1 Service Desk Support

## **Assumptions**

- Customer has an existing Horizon View environment
- All required Horizon View Licenses are purchased separately, as needed and identified on final quote
- The number of desktop Golden Images and/or desktop pools is dependent on the SKU purchased
- All equipment and licenses will be onsite prior to implementation
- All network connections will be in place
- Additional resources required to accommodate additional monitoring tools

## **Additional Terms and Conditions**

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