Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon View Assess, Design and Pilot

SKU: PHVD150305

Services Summary

The Carahsoft Horizon View Assess, Design and Pilot is a comprehensive service consisting of three distinct phases focused on providing Customers with a VMware designed Horizon View 6 architecture. This solution delivers a detailed VMware Horizon View architectural design based on data gathered from a thorough desktop and application assessment, design workshops with the Customer, and the most current and validated VMware best practices. It will also assist in the execution of a production pilot based upon the delivered design.

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 fulfill 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
* All equipment and licenses will be onsite prior to implementation
* All network connections will be in place
* All work will be completed in one physical data center or remotely

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
* Document Use Case(s) and success criteria
* FIT Assessment
	+ Install desktop analysis tool
	+ Conduct FIT analysis

Assess and baseline users, applications and infrastructure resources

Measure endpoint to data center network latency

Rate user and application fitness levels: Good/Fair/Poor

Customer capacity planning for CPU, Memory and IOPS per application

Enables design of optimum shared-image strategy

* + Assessment review

Network – Review network configuration and bandwidth

Storage – Review current storage capacity

Endpoints – Evaluate target endpoints (thin/zero clients, desktops, laptops, tablets, etc.)

Compute Resources – Evaluate current compute capacity

* Plan and design
	+ Conduct detailed design sessions with key project stakeholders, functional groups, and subject matter experts
	+ Draft the architecture design, taking into account all project requirements and VMware best practices
	+ Create a draft version of the VMware View Architecture Design Document (Customer involvement will be required to provide feedback and verification)
* Pilot build and configuration
	+ Build and configure View Connection Server
	+ Build and configure View Composer Server (for Linked Clones)
	+ Configure View Agent
	+ Configure Horizon Clients (installed on endpoints used for POC)
* Environment validation
	+ Validate use case(s) and success criteria
	+ Document the validation test case results

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

* Cloud Pod architecture
* Building production environment
* Certificates (self-signed certificates are used in the POC)
* Third-Party Profile Management
* Building and customizing parent images
* Microsoft Windows media and licensing
* Troubleshooting customer infrastructure issues (network, firewall, etc.)

Item(s) Provided

* Summary of findings from FIT Assessment
* VMware View Architecture Design Document Documentation validating test case results
* Presentation of Project Tasks Completed and View Best Practices

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