Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon Air Managed Service Bronze Package

SKU: This SLA is a template that may be used for any Bronze Level Horizon Air Managed Service SKU.

Terms

* The duration of the managed services engagement is \_\_\_\_\_ years
* The minimum service charge, in any given month, will be for \_\_\_\_\_\_ virtual desktops
* The environment under management will be 100% ( ) persistent ( ) non-persistent desktops
* Additional virtual desktops may be requested at any time by the Customer with charges according to the per desktop, per month service fees established at the start of the engagement
* Increases in the desktop usage of 10% or more compared to the previous month’s usage, measured over three consecutive months, will automatically trigger a price reduction discussion between the Provider and the Customer

Services Summary

The Horizon Air Managed Service Bronze Package provides customers with a complete turnkey virtual desktop management service. The Provider will fully manage the virtual desktops as well as administer the platform needed to deliver them to end users. Monthly patching of virtual desktops (patching per vendor 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 Air Managed Service Bronze Package includes:

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

Level 3 incident resolution for Enterprise Center and desktop

Enterprise Center Administration

The Provider will administer VMware’s Enterprise Center, provisioning new desktops and managing desktop pools in collaboration with VMware Horizon Air Representatives. This will include 99.99% availability of virtual desktops and monthly patching of virtual desktops (patching per Microsoft requirements).

Desktop and Application Patching

This includes routine patching and maintenance for security and bug fixes (not the feature enhancements normally associated with major version upgrades/releases by VMware).

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 execution of the patch/upgrade implementation
* **Execute:** Provider will coordinate the patching activities as well as conduct the necessary activities to ensure the patch/upgrade is implemented in the environment

| Patching | Task Description | Coordinate | Assist | Execute |
| --- | --- | --- | --- | --- |
| Applications | Quarterly patching of applications on virtual desktops per vendor requirements | Included | Included | Included |
| Desktop OS | Monthly patching of desktop operating systems per vendor requirements | Included | Included | Included |
| Platform Security and Bug Fixes | Quarterly security and bug fix patching of the vCloud Air Platform performed by VMware Horizon Air representatives | Included | Included | Included |
| Major Platform Enhancements | Periodic feature enhancing releases deployed by VMware Horizon Air representatives | Included | Included | Included |

Predecessor Requirements

VDI FIT Assessment

Horizon Air Advanced On-boarding

Horizon Air Pilot

Customer Responsibilities

Provide access to licensing media and keys required to build images and apply applications

Provide access and accounts in the Customer Horizon Air portal

Provide access to the Customer domain and add managed service personnel as support contacts to be able to submit tickets to the VMware service desk

Provide access to information, facilities, networks, and systems necessary to perform the required activities

Provide access to computing resources and equipment including desktop, phone, hardware, and software systems needed by Carahsoft resources to fulfill their tasks

Provide adequate work space for managed services personnel at the Customer offices when needed

Provide 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

Maintain all hardware and software agreements for the environment in order to ensure SLAs can be met by the providers as needed

Provider Responsibilities

The schedule will be finalized after discussion and mutual agreement with the Customer and is based on \_\_\_\_\_\_\_\_\_ desktops.

| Activity | Start | Duration |
| --- | --- | --- |
| Service Baseline  | Kickoff Meeting | Service Commencement | Within 30 days of purchase order |
|   | VDI Enterprise Implementation | After Kickoff Meeting | 2 weeks |
| Operations and Maintenance | Enterprise Center Administration and Desktop Patching | After VDI Implementation | Ongoing through the engagement |

Milestones/Deliverables

Monthly report indicating the number of desktops being managed under this service as well as the percentage increase in number of desktops compared to the previous two months

Out of Scope

Application server migration and installation

Required software licenses or required hardware

Initial FIT assessment

End User Monitoring, Antivirus Protection, Managed Service Desk and Profile Management

VMware hot site disaster recovery failover support

Support costs for application servers other than those needed to run the VDI

Resolution of data and/or file access issues related to the connection between the Customer’s on premise environment and cloud environment

Active Directory management and profile data file access

Resolution of any current environmental issues such as networking, infrastructure problems and Active Directory

Any issues related to current profile management issues

Creation and/or patching of additional desktop gold images beyond those included in the service

Assumptions

All required Horizon Air Subscriptions are purchased separately, as needed

There will be 2 desktop gold images and/or desktop pools (additional images may be purchased separately)

All equipment and licenses will be onsite prior to implementation

All network connections will be in place

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

Horizon View Pilot or Horizon Air Pilot

Horizon View Plan and Design

Horizon Air Gold Level Managed Services including Managed Service Desk

Horizon Air Silver Level Managed Services including End User Monitoring, Antivirus, and Profile Management