Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon Mirage Accelerator Service

SKU: PHMA150305

Services Summary

The Carahsoft Horizon Mirage Accelerator Service helps Customers validate the value of VMware Mirage in solving their business problems or achieving their business objectives. This service delivers a limited-scale, non-production Horizon Mirage environment to the Customer for validation against defined success criteria and a mutually agreed upon functional test plan.

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
* Provide Carahsoft with list of up to 20 physical Windows XP, Windows 7 and/or Windows 8.1 endpoints
* Base Layer Image has no more than 5 customer installed applications
* 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 and Endpoint Testing success criteria
* Horizon Mirage review
  + Complete and review the Horizon Mirage Prerequisites document
  + Confirmation that an environment is available that meets the technical requirements listed in the Horizon Mirage Prerequisites document
  + Review Horizon Mirage test plan along with Customer key stakeholders
* Horizon Mirage build and configure
  + Build and configure Horizon Mirage Management Server
  + Build and configure Horizon Mirage Server
  + Configure SQL database instance
  + Import/create Base Layer image (up to 2)
  + Create App Layers (up to 5)
  + Install Horizon Mirage agent on test desktops
* Environment validation
  + Validate that the environment is functioning in accordance with defined use cases and success criteria

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

* Application remediation beyond basic Mirage troubleshooting
* Microsoft Windows media and licensing
* Troubleshooting Customer infrastructure issues (network, firewall, etc.)

Item(s) Provided

* Documented Horizon Mirage test plan
* Presentation of Project Tasks Completed and Mirage 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

* Horizon Mirage Plan and Design Service