

## Carahsoft End User Computing Solutions Services

### Service Description

#### Carahsoft – Horizon View Production Pilot

SKU: PHVP150305

### Services Summary

The Carahsoft Horizon View Production Pilot is intended to be an entry-level service that allows Customers with little or no Horizon View experience to use and evaluate a limited scope, single use case Horizon View Pilot scalable to their production environment.

The duration of the Horizon View Production Pilot will be approximately 4-6 weeks. The 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
- All equipment and licenses will be onsite prior to implementation
- All network connections will be in place

### 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
  - Perform a FIT assessment to determine use case readiness and prerequisites including required hardware, software, networking, and security access to successfully complete the engagement, unless an assessment has already been completed within the last 6 months.
- Document Use Case and success criteria
- 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 (Customer involvement is required to provide feedback)

- Pilot build and customization
  - Build and configure up to (2) View Connection Servers
  - Build and configure up to two (2) Security Servers
  - Build and configure one (1) View Composer Server (for Linked Clones)
  - Virtualize and Deploy up to five (5) applications
  - Configure and deploy up to three (3) desktop pools
  - Configure up to 100 Horizon Clients (installed on endpoints used for POC)
- Environment validation
  - Validate three (3) use cases 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 Persona Management
- Building and customizing parent images
- Configuring and managing any load balancer

## **Item(s) Provided**

- 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