Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – VDI FIT Assessment

SKU: PHVF150305

Services Summary

The Carahsoft FIT Assessment allows the Customer to understand whether or not their environment is a fit for a Virtual Desktop Infrastructure (VDI); and provides the Customer with appropriate business use cases using Liquidware Labs’ FIT analysis. Carahsoft consultants will work closely to understand the Customer’s business needs, provide recommendations and facilitate knowledge transfer based on best practices when deploying VDI.

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 including access to licensing media and keys required to build images and apply applications
* All network connections will be in place
* All work will be completed in one physical data center

Provider Responsibilities

* Kick-off

Setup Customer kick-off introduction meeting

Propose preliminary dates for engineer call and onsite service

Identify key Customer project team members

Identify any assessment prerequisites including required hardware, software, networking, and security access to successfully complete the engagement

* Install Desktop Analysis Tool
* Document VDI Use Cases
* 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

* Infrastructure Delivery and Assessment

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

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

* Horizon View architectural design and cost models
* Hands-on changes or updates to production environment
* Resolution of any current environmental issues such as networking, infrastructure problems and Active Directory
* Any issues related to current profile management

Item(s) Provided

* Presentation of FIT Assessment Report

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
* Horizon View Plan and Design
* Horizon Air Pilot