Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon Mirage Plan and Design Service

SKU: PHMP150305

Services Summary

The Carahsoft Horizon Mirage Plan and Design Service provides Customers with a comprehensive architectural design for implementing and using VMware Mirage, including defined use cases, Customer-specific desktop backup and migration strategies, and base and application layer definitions.

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

Provider Responsibilities

Pre-engagement and Kick-off

* + Schedule and deliver Customer kick-off introduction meeting to review project tasks, project 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 Endpoint Testing success criteria

Horizon Mirage review

* + Complete and review the Horizon Mirage Prerequisites document
  + Confirm that an environment is available that meets the technical requirements listed in the Horizon Mirage Prerequisites document
  + Meet with Customer IT Department subject matter experts (SMEs) to validate the requirements
* Application review
  + Review an inventory of all applications that will need to be managed and delivered using Horizon Mirage
  + Understand and determine how applications will be managed and delivered (base layer vs. application layer)

Horizon Mirage design

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

Hands on changes or updates to environment

More than one data center design

Item(s) Provided

Horizon Mirage Prerequisites documentation

Horizon Mirage Design documentation

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

Coming soon