VMware Workspace ONE Deploy and Consume - Mobile

KEY BENEFITS

- Guided implementation of Workspace ONE for mobile use cases
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout
- Project oversight through dedicated VMware project manager

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Service Overview

The VMware Workspace ONE Deploy and Consume – Mobile service provides remotely delivered guided implementation and post go-live assistance. The service helps customers plan, design, implement, deploy, and operate VMware Workspace ONE®UEM for mobile device use cases. The service drives the value realization of the Workspace ONE suite, including Workspace ONE®UEM, Workspace ONE®Access® Workspace ONE® Intelligence® and Workspace ONE® Assist®

Engagement Timeline

The service typically takes 20 weeks to fully deliver (excluding the time it takes for our customer to procure hardware (where applicable) and meet pre-requisites) with the pre-defined scope outlined in this data sheet. The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

Initiate
- Introduction meeting
- Datasheet review
- Confirm scheduling

Plan
- Review scope, objectives, and key success criteria.
- Review technical architecture deployment options.
- Review user experiences for mobile device footprint
- Build, review, and deliver pre-requisites for customer completion.
- Download and set up any required software/tools.

Execute
- Software installation of necessary components.
- Technical integration with customer infrastructure.
- Configuration and validation of customer use case.
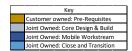- Pilot and production rollout assistance.

Close
- Implementation monitoring and maintenance.
- Customer support transition.

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The following depicts a typical project plan. Customer-specific project execution timelines may vary:

Phases	Workspace ONE Deploy & Consume: Mobile - DURATION (WEEEKS)																							
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Phase: Discovery & Assess																								
Phase: Pre-Requirements																								
Phase: Design & Plan																								
Phase: Kickoff																								
Phase: Execute Infrastructure																								
Phase: Execute Integrations																								
Phase: Execute Mobile Experience																								
Phase: Pilot & Adopt																								
Phase: Close & Transition to GSS																								

Key
Customer owned: Pre-Requisites
Joint Owned: Core Design & Build
Joint Owned: Mobile Workstream
Joint Owned: Close and Transition

Responsibilities
All VMware and customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

1. **Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the customer's project team.
2. **Joint:** VMware and the customer's project team are jointly responsible for the delivery of the component.
3. **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

About VMware Professional Services
VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

Service Scope
The service will include implementation of a Workspace ONE UEM and Workspace ONE Access environments, with integration supported by components installed on-premises in the customer's data centers or through VMware hosted Workspace ONE SaaS environments (where applicable).

The implementation scope includes:

1. Review of pre-requisites.
2. Implementation of one highly available Workspace ONE UEM on-premises production environment, spanning up to two (2) datacenters, supporting up to five thousand (5,000) devices in each datacenter.
3. Implementation of one highly available Workspace ONE Access on-premises production environment, spanning up to two (2) data centers, supporting up to five thousand (5,000) devices in each datacenter.
4. Implementation of VMware Unified Access Gateway®servers (supporting Content, VMware Tunnel® Web, and Secure Email Gateway).
5. Configuration of Workspace ONE Intelligence (License permitting).
6. Configuration of Workspace ONE Assist (License permitting).

7. Integration of Workspace ONE Access with select 3rd party Identity Providers (IDPs) Okta/Ping/ADFS.
8. Application integration into Workspace ONE Access.
9. Directory services integration.
10. Implementation of mobile device enrollment strategies.
11. Integration of productivity applications (Web / Content / VMware Tunnel).
12. Integration of E-mail: Up to two (2) clients (Gmail, iOS Native, Boxer, Outlook).
13. Implementation of E-mail authentication.

Service Assumptions

1. VMware will assist with the installation/configuration of one environment under this datasheet. The environment type (SaaS or On-Premises) will be implemented based on the license type purchased by the customer.
2. VMware will deliver this Service using global resources.
3. VMware will assist with up to three different device types/operating systems for configuration and setup (iOS, Android, Chrome). Rugged Android, Rugged Windows, Mobile/CE devices, and printers are out-of-scope.
4. VMware will integrate only one corporate e-mail infrastructure via one E-mail Management integration (PowerShell, SEG v2, or SEG on UAG).
5. Alignment of all configurations and policy design with customer's requirements is the responsibility of the customer. VMware will provide recommendations and guidance.
6. The procurement and installation of hardware for any on-premises is the responsibility of the customer. VMware may provide recommendations.
7. Configuration of software other than VMware is the responsibility of the customer, and aligned deliverables will be out-of-scope if third party software is not available
8. Third-Party web applications: Any SAML 2.0 compliant web applications can be integrated with Workspace ONE Access. The customer is required to work independently with the service provider to provide VMware with all required integration details or SAML meta-data. These include, but are not limited to the following:
   - Login Redirection
   - Assertion Consumer Service URL
   - Recipient Name
   - Signing Certificates
   - Audience
   - Assertion Lifetime
   - Attribute Mapping
   - Application Parameters
9. Internally Developed Web Applications: Any SAML 2.0 compliant internal application can be integrated with Workspace ONE Access. The customer is required to provide VMware with all required integration details or SAML meta-data. These include, but are not limited to the following:
   - Login Redirection
   - Assertion Consumer Service URL
   - Signing Certificates
   - Audience
   - Assertion Lifetime
   - Attribution Mapping

- Application Parameters
10. Native Application One Touch SSO Integration: Native applications supporting SAML single-sign-on can be configured to accept Identity Provider initiated SSO through VMware managed devices. The customer is required to work independently with the service provider to provide VMware with all required integration details, including attributes to be passed via VMware.
11. VMware cannot guarantee that individual third-party SAML endpoints will integrate successfully with Workspace ONE Access given unforeseen customer or service configurations or limitations.
12. Workspace ONE Access for App Catalog will be implemented with Workspace ONE licensing.
13. Customer-specific customization for Workspace ONE Access is out-of-scope.
14. Certificate Authority integration can be included for the use of One Touch Single Sign-On with Workspace ONE Access. Certificate usage for Wi-Fi, VPN, e-mail authentication is out-of-scope.
15. Review of the systems and knowledge transfer will be provided throughout the configuration; however, formal training is out-of-scope.
16. The implementation of derived credentials is out-of-scope.
17. Integration of Citrix XenApp/XenDesktop is out of scope
18. Horizon True SSO integration is out of scope
19. Cisco ISE integration is out of scope
20. Service user experience outcomes not identified or pre-requirements not ready prior to Phase 3 (Execute) will be considered out-of-scope.
21. Services or products that have been deprecated or reached end of life are out-of-scope.
22. Pre-requisites must be completed for all installation components before any Phase 3 installation activities will be performed.
23. VMware and the customer will work closely together to ensure that project scope and expected outcomes remain consistent, and issues are resolved in a timely manner.
24. All work will be delivered remotely via screen-share. On-site travel is out-of-scope.
25. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
26. Any feature not listed in Services Deliverables is out of scope
27. The staffing for this datasheet assumes all work will be completed part time, within a maximum of 20 weeks after the initiation of Phase 3 (Execute).
28. The period of performance is limited to 12 months from the purchase date.
29. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
    a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
    b. After 20 weeks from the date the project is moved to Phase 3 (Execute) as agreed upon in the Design Sign-off Form.
    c. After 12 months from purchase date.
    d. If the services were purchased using PSO credits the services expire the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.

Service Deliverables

The following is a list of all the potential deliverables that the customer may select. Items will be listed on the project schedule as agreed to by customer and VMware during Phase 1 (Initiate) and Phase 2 (Plan).

Phase 1 (Initiate)

ID	Description	Tool / Deliverable	Primary Owner	Comments
1.1	Introduction Meeting		Joint	
1.2	Review Datasheet		Customer	Understand service assumptions and scope
1.3	Register for My Workspace ONE ID	My Workspace ONE	Customer	Required to access resources and training

Phase 2 (Plan)

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.1	Plan Meeting		Joint	
2.2	Review scope/objectives and success criteria for customer's deployment		Joint	Scope definition
2.3	Review recommended architecture deployment options	VMware recommended architecture guide	VMware	Hardware sizing and architecture
2.4	Review user experience and outline user experience outcomes	VMware Solution Design	VMware	Scope Definition
2.5	Provide and review pre-requisites	Pre-Installation requirements worksheet	VMware	Pre-requisites clarified with customer network, database, server, and security teams
2.6	Review best practices		VMware	
2.7	Download and setup any required software/tools		Customer	
2.8	Summarize pre-work, next steps, and requirements for Phase 3 (Execute)	Customer action items		

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ID	Description	Tool / Deliverable	Primary Owner	Comments
Customer requirements to proceed to Phase 3 (Execute)				
2.9	Procure virtual and physical servers		Customer	Servers accessible and software pre-requisites completed
2.10	Stage required Open Virtual Appliance (OVA) files		Customer	If applicable
2.11	Configure networking/firewall and service accounts for integration		Customer	Networking
2.12	Complete and return pre-installation requirements worksheet	Installation pre-requisites	Customer	
2.13	Design approval and sign-off	Documented scope and design for customer	Customer	Confirm the project design, baring change control

Phase 3 (Execute)

ID	Description	Tool / Deliverable	Primary Owner	Comments
Step 1: Installation				
3.1.1	Validate Completion of pre-requisites	Pre-installation requirements worksheet	Joint	
3.1.2	Installation of VMware UEM servers	VMware installation guide	VMWare	If required
3.1.3	Installation of Workspace ONE Access servers	VMware installation guide	VMWare	If required
3.1.4	Installation of VMware connectors	VMware installation guide	VMWare	
3.1.5	Installation of Unified Access Gateways	VMware installation guide	VMWare	For Per-App VPN Content, Web, SEG
3.1.6	Installation of Secure E-mail Gateway v2 (SEG v2) or SEG on UAG, or configuration of PowerShell	VMware installation guide	VMware	
3.1.7	Integration with VMware SaaS E-mail Notification Service v2 (ENS v2)	VMware installation guide	VMware	On-Prem if required

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.1.8	Installation of Workspace ONE Intelligence connectors	VMware installation guide	VMware	
Step 2: Configuration and Integration of UEM				
3.2.1	Configure Organizational Group structure		Joint	
3.2.2	Register e-mail domain for auto discovery		Joint	
3.2.3	Assistance configuring Directory Services integration		Joint	
3.2.4	Assist with creating two (2) user experiences that work for up to three (3) mobile device operating systems (iOS, Android, Chrome)		Joint	Refer to Appendix A Choose (2)
3.2.5	Assist with creating up to three of each of the following policies, one for each device Operating System (if applicable): ®Enrollment Restriction Policy (i.e., #of devices, Ownership Types, etc.) ®Compliance Policy (i.e., Comprised Status, Encryption, Application List, etc.,) ®E-mail Compliance Policy (i.e., Unmanaged Devices, Compromised Devices, Encryption, etc.) ®Privacy Policy (i.e., Collect GPS Data, Allow Full Wipe, etc.) ®Terms of Use (i.e., Platforms, Geographies, etc.)		Joint	
3.2.6	Configure Data Loss Prevention (DLP) ®Application Containerization Controls ®"Open in" Controls		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	®Email Attachment Management ®Authentication ®Single Sign-on ®Integrated Authentication ®Compromised protection ®Network Access Control			
3.2.7.	Configure application management policies ®Internal Application (5 per device OS) ®App Store integration		Joint	
3.2.8	Assist with the installation of up to three client scripts from the Workspace ONE console		Joint	Customer owns writing and supporting scripts. VMware will help publish.
3.2.9	Assist with setup, association, and installation of Volume Purchase Program (VPP) applications (sToken or License-Based). This will include: ®Upload of sToken/redemption codes ®Register for up to 3 deployment types with VPP Terms of Use ®Register using app catalog and automatic ®Install application on same devices as Auto/On-Demand		Joint	
3.2.10	VMware Tunnel configuration		Joint	
3.2.11	VMware Web configuration		Joint	
3.2.12	Configuration of Content: ®Content Repository integration		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	®Editing and Annotation ®Personal Content ®SCL Sync			
Step 3: Configuration and Integration of Workspace ONE Access				
3.3.1	Workspace ONE Access configuration ®Sync with Active Directory users and groups ®Configure the Unified Application Catalog. ®Enable User AD Password change ®Integration with Workspace ONE UEM		Joint	Integration with customer's endpoints for single sign-on
3.3.2	Assist with SAML Integration of the following: ®Workspace ONE UEM Admin Authentication ®Workspace ONE UEM User Authentication ®Up to three (3) standard SAML application ®Up to three (3) non-modern authentication applications (Cert / Basic authentication) ®Up to three (3) weblinks in the catalog ®Up to one (1) Horizon Pod integrations		Joint	
3.3.3	Configure the following authentication methods: ®Directory ®iOS Mobile SSO ®Android Mobile SSO		Joint	
3.3.4	Setup Network Ranges for Authentication Policy		Joint	
3.3.5	Setup of three Application-Specific Authentication Policies		Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
Step 4: Configuration of Workspace One Intelligence				
3.4.1	Configure up to one Workspace ONE Intelligence custom report		Joint	
3.4.2	Configure up to one Workspace ONE Intelligence automation (out of the box)		Joint	
Step 5: Configuration of Hub Services Features				
3.5.1	Knowledge Transfer to customer's project team about Hub Services People Search Home Tab Notifications		Joint	
3.5.2	Configure up to one Mobile Flow (out of the box connectors)		Joint	
Step 6: Pilot Readiness and Deployment				
3.6.1	Define Enrollment / Registration Strategy for new devices		Joint	
3.6.2	Identify suitable pilot user group		Customer	
3.6.3	User communication to pilot group		Joint	
3.6.4	Up to two (2) weeks of pilot group support, targeting a friendly Pilot of customer's IT and operations teams per Appendix B		Joint	Refer to Appendix B
Step 7: Production Roll-out				
3.7.1	Identify production user groups		Customer	
3.7.2	User communication to Production group(s)		Joint	
3.7.3	Up to four (4) weeks of go-live assistance for production group(s) per Appendix B		Joint	Refer to Appendix B

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Phase 4: Close

ID	Description	Tool / Deliverable	Primary Owner	Comments
4.1	Implement Monitoring and Maintenance		Customer	
4.2	Transition to support	VMWare delivers software related services completion materials and contact information for support	Joint	Open support items owned by Global Support Services
4.1	Implement Monitoring and Maintenance		Customer	

Appendix A: User Experiences

A user experience is defined as the unique combination of device enrollment methods, policies, and mobile applications. For example (these are just examples and will not limit a customer's ability to customize what works for your business during solution design conversations:

- User Experience 1: Knowledge workers often leverage corporate owned devices. These workers need access to email, internal websites and internal content safely and securely on their device. Because these are corporate owned devices, the business wants to implement tighter restrictions (like locking down the camera), requiring complex passcodes to open the device, or among other things, requiring passcodes into Workspace ONE productivity applications. Customers often choose for this device posture to be the "de-facto" device posture for users enrolling leveraging the device with Apple Business Manager or take advantage of Android for Work, Work Managed policies.

- User Experience 2: In addition to user experience 1, knowledge workers often want to enroll their personally owned (BYO) mobile devices into Workspace ONE. Similar to the above, they would like access to corporate email, internal websites, and internal content. As these are personally owned devices, administrators and HR teams want to provide the same tools but often decide to offer a more employee friendly touch to privacy and restriction policies. Customers often enable this workflow, with a "by approval only" approach. When approved, a user's device will be registered in the console, and an email will be generated walking the user through the appropriate enrollment procedures.

- User Experience 3: A line of business kiosk devices need to be outside each conference room so staff can register and check into conference rooms. These devices will require access to a single locked application, leaving staff no ability to access settings or other applications. Administrators, if required, would be able to log of out the locked application to access the core OS.

- User Experience 4: A line of business device allowing users, between shifts, to check in the device they were leveraging, giving the next staff member the opportunity to check out the device as themselves. Different users will require different app access, and those settings should be taken into consideration automatically by policies established in the console.

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FOR MORE INFORMATION

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vmware.com/company/contact.html.

Appendix B: Go-Live support

During the go-live support phases, the primary professional services consultant is available for the following activities:

- Assistance up to eight (8) hours per week
- Answer questions from Customer's Workspace ONE IT team that deployed the solution
- Assist the customer with resolving configuration issues and transitioning product issues (not configuration related) to long term support for resolution or feature requests.
- Assist with collection of pertinent logs and other relevant information required to help resolve support tickets.
- Assist with raising tickets with VMWare's technical support teams on behalf of the Customer for non-configuration related issues.

Direct support of end-users or of staff outside of the customer's designated Workspace ONE team is out of scope.

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