

## Carahsoft End User Computing Solutions Services

### Service Description

#### Carahsoft – Horizon View Optimization Assessment

SKU: PHVO150305

### Services Summary

The Carahsoft Horizon View Optimization Assessment delivers a best practice assessment of a Customer's existing VMware Horizon View deployment. The results will help the Customer optimize the configuration for performance, scaling, and manageability of their VMware Horizon View environment based on specified business needs.

The expected duration of the Horizon View Optimization Assessment is 2 weeks of pre-engagement work, 1 week project kick off and data collection, 1 week review and analysis. This timeframe will be discussed and finalized at the project kick off meeting.

### Customer Responsibilities and Assumptions

- Access to licensing media and keys required to build images and apply applications
- 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 required to successfully complete the engagement
- Document Horizon View Use Cases
- Horizon View Installation Best Practices review

- Ensure Horizon View environment has been installed based on VMware best practices and configured for the business use case(s)
- Review Virtual Desktop image and provide recommendations based on current delivery use cases and recommended best practices for an optimized VDI solution
- Review user profile management needs and provide validation/recommendations to be used with current virtual desktop use cases (an optimized user profile management solution can also have an impact on the Horizon View performance)

## **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

## **Item(s) Provided**

- Presentation of Executive Summary and recommendations for optimizing the Horizon View environment

## **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 Plan and Design
- Horizon View Upgrade