

# VMware

## App Navigator Services (1 Person for 1 Week)

### SKU

PS-LABS-1WK-1PL-NAV-R-C

### DELIVERY LOCATION

- Remote work
- Customer location
- VMware Tanzu Labs location

### DURATION

1 week (1 one-week iteration)

### STAFFING

1 Person with one or more of the following roles:

- Agile Engineer
- Agile Architect
- Product Manager
- Product Designer
- Platform Architect
- Platform Product Manager
- Platform Product Designer
- Tanzu Architect
- Kubernetes Architect

### PREREQUISITES

- A mechanism to work remotely in the customer environment

### MORE INFORMATION

For more information about other VMware Tanzu Labs Service offerings, please visit [tanzu.vmware.com/labs](https://tanzu.vmware.com/labs).

**VMware App Navigator Services help you choose and execute an app modernization strategy with confidence and deliver results faster.**

During 1 week, expert practitioners will work with your team to dig into the details, identify risks, mitigations, and commit to a direction with confidence. In a collaborative manner, we'll address which apps to tackle first, and how much change is needed to move fast and drive business outcomes. We'll validate this strategy through experiments doing actual app modernization work, prove out your path to production, and establish the best way forward,

### Our Focus

We'll kickstart your initiative with a focused engagement that identifies opportunities. We'll break through "analysis paralysis," and create a plan of action to validate the path forward for one of the following areas:

#### Disposition your App Portfolio

Together we will disposition your portfolio and develop a modernization framework for a large swath of your enterprise application estate aligned to your goals. Identify a modernization strategy tailored to your goals. We'll assess opportunities to rehost or replatform applications to modern infrastructure for improved cost savings. Build a business case for refactoring or developing new, cloud native apps so you can innovate at the speed of business. Explore opportunities for innovation and create a governance framework for execution. Pinpoint the legacy systems and processes holding you back.

#### Build or Refactor an App or System

Focusing on a single app or system, including data required by the app, we review business functionality, identify areas of risk, conduct research, and test hypotheses about desired capabilities. We define a future state and create a plan to move from current state to future state with iterative results and tight feedback loops.

#### Deliver a Modernization Program at Scale

When organizations are faced with a larger transformation effort and need support in identifying and coordinating the technical, architectural, cultural and business dependencies, a program-focused Application Navigator is utilized to align strategy, identify tracks of work, and to develop a framework and governance structure for delivery and measurement of the program..

### Agile Delivery

VMware Tanzu Labs' agile delivery process will be leveraged for this engagement. All work performed will be in weekly iterations, which includes an iteration planning meeting (IPM) at the start of the week to review the product backlog. The product backlog is a list of all the features, tasks and bugs for the deliverables being produced pursuant to the

engagement. Each backlog item goes through a basic workflow: un-started, started, finished, delivered (made available for review) and then either accepted or rejected. If the item is rejected, it can be re-prioritized by Customer. Customers are obligated to regularly review work and maintain the product backlog. Releases are made to deliver work to users of the product. To the extent VMware Tanzu Labs and Customer agree to use Tanzu Tracker (Tracker terms), it will be the agreed upon “Plan of Record” going forward. If Tanzu Tracker is not used for this engagement, VMware Tanzu Labs and Customer will mutually agree in writing to identify the designated product backlog tool prior to the start of the engagement. VMware Tanzu Labs will collaborate with Customer to break down deliverables into delivery steps (“Stories” or “Story”) and add them to the product backlog. The contents of the product backlog may change during the course of delivery at the request of Customer, informed by feedback from users, and changing business priorities.

### Offering Scope

In advance of starting we will plan logistics to ensure we line up the right participation and maximize the use of everyone’s time. The actual activities and desired outcomes will be determined shortly after kickoff. For the remaining N weeks our experts will work through a series of workshops, planning and review sessions. An Application Navigator engagement may include the following activities and outcomes.

Activities	Outcomes
Iteration [0]	Productive project engagement
Kickoff	Organizational alignment to goals, desired engagement outcomes
Research & Technical Spikes	Data to drive decision making
Work on backlog items	Delivered work
Create roadmap, with clear starting point	A roadmap & actionable plan to execute, with or without our assistance
Engagement share out	Stakeholder awareness of key learnings, challenges, opportunities & next steps

### Offering Exclusions

- Support Services which are handled separately through software agreement and/or specialized service engagement (like a Business Critical Support engagement)
- Traditional project management and related reporting
- Participation in on-call schedules or other non-business-hours activities
- Any services or activities other than those explicitly specified in this document

### Services Scope Changes

Any changes to the offering details must be mutually agreed upon by VMware and the Customer in writing. Depending on the scope of such changes, VMware may require that a separate Statement of Work be executed by the parties detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms.

### Delivery Policy

After the execution of the purchase order, the parties will confirm the mutually acceptable:

- Delivery location: Where necessary, VMware and Customer people will travel to the desired location.

- Travel schedule: If VMware or Customer people are traveling for the engagement, they will typically perform work at the site(s) for a maximum of four (4) days in a five (5) day work week (remaining days (if any) in the week will be performed remotely). People are not asked to travel on weekends or holidays.
- Remote pairing schedule: Enablement of Customer people includes remote pairing.

Unless otherwise specified in writing by Customer prior to the engagement start, VMware may use VMware Affiliates or other sufficiently qualified subcontractors to provide Services to Customer, provided that VMware shall remain responsible to Customer for the performance thereof.

### Service Expiration Policy

Customer shall have twelve (12) months from the date of VMware's invoice to use the Services described herein ("Service Period"). The Services automatically expire on the last day of the Service Period, unless otherwise approved by VMware. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services. In the event that the Customer believes that the Services outlined herein were not completed, the Customer is required to notify VMware in writing at least 30 days prior to the expiration of the Service Period.

### Invoicing Schedule

Invoices are issued upon VMware's receipt and approval of the Customer's purchase order. Customer authorizes VMware to invoice for, and shall pay additional amounts related to, changes or exceptions to the Services. The Services described in this document are performed on a fixed price basis at the fees specified on the applicable VMware quote.

### Intellectual Property

Other than the VMware Retained Materials and open source software, Customer shall own all Intellectual Property Rights in the Deliverables, as well as Customer's derivative works of the Deliverables, subject to Customer's payment in full and subject to VMware's rights in the underlying intellectual property embodied in the Deliverables or used by VMware to perform the VMware Tanzu Labs Services.

### Open Source Software

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