

VMware Tanzu™

Activation (Production)

SKU

PS-TZ-ACTIVATE-P-C

DELIVERY LOCATION

- Remote work

DURATION

6 Weeks (6 one-week iterations)

STAFFING

2 people, each with one or more of the following roles:

- Cloud Native Architect
- Cloud Native Product Designer
- Cloud Native Product Manager
- Kubernetes Architect
- Tanzu Architect

Additionally:

- Some work may be performed by a Cloud Native Delivery Lead
- A subset of the team will work immediately prior to the start of the engagement in Iteration 0, to prepare the engagement to begin

PREREQUISITES

- A mechanism to work remotely in the customer environment
- A subset of the team will work immediately prior to the start of the engagement in iteration 0, to prepare the engagement to begin
- One identified Customer workload to deploy to VMware Tanzu

MORE INFORMATION

For more information about why you should treat Platform as a Product, please read [this white paper](#).

For more information about other VMware Tanzu Labs Service offerings, please visit tanzu.vmware.com/labs.

A VMware Tanzu® Activation Services™ engagement for (Production) is designed to accelerate your success by getting you started on your Tanzu journey. It represents an ideal solution to realize the VMware Tanzu Reference Architecture in your environment. We will deploy or integrate one workload to VMware Tanzu.

During a Tanzu Activation Services engagement, your new Tanzu product(s) will be integrated and configured into your single IaaS environment. This will accelerate establishment of your production capability. Once these capabilities are established, we'll migrate or integrate one pre-agreed upon workload. We will work with you in a collaborative and proactive nature and enable a small cohort of operators so that they can start using your new capabilities immediately.

Our experts will use our agile delivery methodology to ensure your highest priority work is done. The VMware Tanzu Activation (Production) engagement is focused on establishing and incrementally evolving your platform capabilities. The backlog is tailored against your objectives and actively prioritized each week to ensure investments align to what's most important to your business.

Should time permit within the allotted service hours, we'll work with you to prioritize additional outcomes and tasks (based on your needs) such as additional workloads, customization, enablement or integrations within your environment.

The VMware Tanzu Labs Approach

- **Collaborative:** We work with you every step of the way. We create feedback loops to validate that our work during each iteration is aligned with your business objectives.
- **Tailored:** We create an agile product backlog with you to fit your needs and walk through a series of planning steps before the project begins. Work is broken into small pieces and managed in weekly iterations.
- **Experienced:** Over the course of hundreds of engagements, our people have established proven platform engineering and platform product management techniques. We share leading practices and help you deliver maximum value in a short period of time.

The Tanzu Labs approach combines practices from three different areas:

- **Product management:** lean startup
- **Engineering:** eXtreme Programming (XP), and Site Reliability Engineering (SRE)
- **Design:** user-centered design (UCD)

Agile Delivery

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 prioritized 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. Customer is obligated to regularly review work and maintain the product backlog. Releases are made to deliver work to users of the product.

While Tanzu Labs prefers to use Pivotal Tracker([Tracker terms](#)), as the “Plan of Record” for the backlog, we are flexible and by mutual written agreement prior to the engagement will work with your preferred Backlog tool. VMware 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 delivery at the request of Customer, informed by feedback from users, and changing business priorities. At the end of the engagement there may be additional stories that provide a roadmap for your team to extend and expand the capabilities of the platform.

Offering Scope

A *VMware Tanzu Activation (Production)* engagement typically includes the following activities and outcomes. The actual desired outcomes will be determined in the inception, and the actual activities required to achieve the desired outcomes will be determined in the weekly iteration planning activity.

| Activities | Outcomes |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Iteration [0] | Productive project engagement |
| Inception/Kickoff | Organizational alignment to product goals, desired engagement outcomes, and a definition of users and stakeholders of the platform product |
| Weekly Iteration Planning | <ul style="list-style-type: none"> • Prioritized product backlog, used to establish the order of work, the scope of work, and the acceptance criteria for each work item • Release markers aligned to business value |
| Work on product backlog items | Delivered and accepted work |
| Weekly Retrospectives | A blameless environment for continuous improvement |
| Outception | A shared understanding of engagement outcomes and a plan for future Customer product delivery |

Offering Exclusions

- Support Services which are handled separately through software agreement and/or specialized service engagement (like an App Modernization Technical Account Management 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
- Up to 40 hours of services or activities are included in this engagement to deploy your workload to VMware Tanzu. If VMware identifies that more than 40 hours of work is needed to deploy your workload to VMware Tanzu, your workload will not be deployed to VMware Tanzu, and a separate engagement will be required to address that scope.
- For engagements involving workload migration and containerization, the following will apply:
 - Best efforts will be made to create container image(s), to make configuration change(s), and to modernize your workload

- You should ensure your identified workload is well suited to Kubernetes, containerization, and VMware Tanzu
- Please visit tanzu.vmware.com/labs VMware Tanzu Labs™ to learn about additional ways that VMware Tanzu Labs can help you modernize your App and other apps in your portfolio

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: The delivery will predominantly be performed through remote work. Individuals may travel to Customer locations (as required) to unblock delivery.
- 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: will be determined prior to the start of the engagement up to a maximum of 40 hours in a given week.

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.

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