

# VMware Tanzu Labs™

## Modern Application Services™

### (1 Week)

#### SKU

PS-LABS-1WK-0-5PL-APP-C

#### DELIVERY LOCATION

- Customer location
- VMware location
- Remote

#### DURATION

1 Week (1 one-week iteration)

#### STAFFING

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

- Agile Engineer
- Agile Architect
- Product Manager
- Product Designer
- Additionally:
- Some work may be performed by a Delivery Lead or Technical Program Manager
- 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

- Completion of a VMware Tanzu Labs™ Discovery Workshop® or a VMware Tanzu Labs™ Navigator® engagement

#### MORE INFORMATION

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

Get more value from software, with VMware Tanzu Labs™ Modern Application Development™. We take a lean approach to modernizing, rewriting and creating software to deliver value quickly and consistently.

#### What We Do

We apply our expertise in eXtreme Programming, Lean Product, User-Centered Design and Domain Driven Design to identify existing business-critical software to modernize, and/or move to the cloud while maintaining business continuity. In the case of modernizing legacy apps, we explore these and create notional architectures in days and weeks, not months and years. Finally, we deliver working software in production, and enable your team to successfully continue the work of modernization.

#### What You Get

With Modern App Development, you reap all the benefits of modern app design and moving to the cloud (increased security, increased stability, increased speed of feature delivery, scalable and easier to maintain apps). We deliver more effective and efficient solutions for mission critical requirements by applying a user-centered and business value driven approach to modernization. You get the benefit of faster time-to-market with high value changes and see increased developer productivity.

#### 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 processes, techniques and patterns for modern product development. We share leading practices and help you deliver maximum value in a short period of time.

#### 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. Customer is 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

Pivotal Tracker ([Tracker terms](#)), it will be the agreed upon “Plan of Record” going forward. If Pivotal 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

A Modern App Development 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	Organizational alignment to product goals, desired engagement outcomes, and a definition of users and stakeholders’ needs
Weekly Iteration Planning	<ul style="list-style-type: none"> <li>• Prioritized product backlog, used to establish the order of work, the scope of work, and the acceptance criteria for each work item</li> <li>• Release markers aligned to business value</li> </ul>
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 a Designated Support Engineer)
- 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: 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: 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

Open source software is software provided under a license approved by the Open Source Initiative or similar open source or freeware license ("OSS"). Unless otherwise specified in writing, OSS components governed by Academic Free License (all versions), Apache License (all versions), Artistic License (all versions), Boost Software License, Bouncy Castle License, BSD License (all versions), Common Development and Distribution License (CDDL) (all versions), Creative Commons Attribution 4.0 International (CC by 4.0), Eclipse Public License (EPL), ISC License (ISC), JSON License, Lesser General Public License 2.1 (LGPL) 2.1, MIT License, Mozilla Public License (MPL) (all versions), OpenLDAP License, OpenSSL, PHP License, Public Domain, Python Software Foundation License, Ruby License, Unlicense, WTFPL Public License, and zlib/libpng License, may be included in, or necessary for Customer to use the Work Product but are excluded from Customer's ownership rights. VMware may (a) obtain such OSS on Customer's behalf, (b) incorporate it into the Work Product, and (c) submit back to open source libraries any improvements made to the OSS during the course of performing the Services, to the extent such submissions do not violate the confidentiality obligations set forth herein. Notwithstanding any other provision in the General Terms & Conditions, open source software is provided "AS-IS" without indemnification, support, or warranty of any kind, expressed or implied.