

VMware Tanzu Labs®

Health Check™ (2 Weeks)

SKU

PS-PV-LAB-HEALTH-CHK-R-C

DELIVERY LOCATION

- Customer location
- Remote

DURATION

2 Weeks

STAFFING

2 people, each 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

Additionally:

- Some work may be performed by a Platform 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

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

A VMware Tanzu Labs® Health Check™ provides a 360-degree assessment of your Modern Application Development efforts or Platform health. We will deliver an executive presentation summarizing observations, recommendations, and next steps.

Our Focus

VMware Tanzu Labs helps customers by delivering Health Checks in the following areas:

PLATFORM: We will perform a Platform Maturity Assessment to evaluate your Platform Team, your practices, your use of the Platform (including Kubernetes), and the processes related to your path to production. You will be provided with recommendations for the best path towards a healthy Platform. We will review your existing backlog and its prioritization, and work with you to make progress on highest priority items.

APPS: Quickly assess your product development and modernization practices, review architecture and design choices, investigate and diagnose specific issues. Our team will help you understand opportunities or blockers through root-cause analysis, maturity assessments, user research, OKR discussions, and/or facilitated workshops. You will leave understanding next steps around how to increase the skills of your team, drive operational efficiencies, and perform strategic recommendations. This service is particularly useful for teams building or migrating large systems to the cloud to proactively maximize success or reactively address problems experienced.

Offering Scope

The Tanzu Labs Health Check service offering typically includes some or all of following activities and outcomes (this offering can be customized to your needs after purchase):

Activities	Outcomes
Gap Analysis, Root Cause Analysis or Maturity Assessment	Executive summary: Includes Maturity Assessment, outcome-based roadmap & continuous improvement recommendations
Research	Perform necessary technical spikes, stakeholder conversations, and/or user research
Generate and prioritize backlog	Kickstart team with prioritized backlog aligned with leading practices
Service Level Indicator (SLI) / Service Level Objective (SLO) Workshop	Defined SLOs, Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs)
Objectives Key Results (OKRs) Workshop	Generate or review performance on existing OKRs

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: The delivery will predominantly be performed at Customer location(s) with some remote work.
- 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.

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