

► Service Brief

Virtual Host Lifecycle Management





This document outlines the scope, deliverables, responsibilities, and terms governing The Redesign Group's Virtual Host Lifecycle Management (LCM) Services for VMware/Hyper-V/Nutanix environments.

These services are designed to support the lifecycle management of virtual hosts, including assessment, patching, and firmware updates, ensuring hosts operate at the latest known good versions.

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01. Services Overview

The Virtual Host Lifecycle Management Services aim to ensure the reliability and performance of VMware/Hyper-V/Nutanix hosts by performing critical updates, assessments, and resource evaluations. The services are divided into distinct stages:

- Pre-Engagement Preparation
- VMware/Hyper-V/Nutanix Host Lifecycle Assessment
- VMware/Hyper-V/Nutanix Host Lifecycle Implementation
- Enhancement/Optimization (Out of Scope)
- Post-Engagement Close-Out



02. Offer Structure

The service is divided into Primary Services and Enhancements/Optimization, which require a separate Statement of Work (SOW):

Primary Services

- Covers Pre-Engagement
- Assessment
- Implementation
- Post-Engagement activities as part of this engagement.

Enhancements/Optimization

- Available as a separate SOW for services outside the defined lifecycle scope.

03. Project Scope

The scope of this engagement is organized into distinct stages, with clear activities outlined for each phase.

In-Scope Virtual Hosts

Supported software platforms include:

01. Platform

- ✓ Virtual hosts running on supported VMware vSphere (ESXi) with or without vCenter Server, Microsoft Hyper-V, or Nutanix AHV platforms.
- ✓ Hosts, management plane, and any requisite components must be licensed and currently under support agreements with the respective vendor (e.g., VMware, Microsoft) to include upgrade rights if moving between major versions.

02. System Accessibility

- ✓ Hosts must be fully accessible to The Redesign Group's team via secure remote access as agreed upon during the Pre-Engagement phase.
- ✓ Customer will provide new, upgraded licensing as part of an engagement upgrading major versions.

03. Environment State

- ✓ Hosts and management plane must be operational and integrated into the Customer's infrastructure with functional Baseboard Management Controller (BMC) (iDRAC, iLO, etc).
- ✓ Hosts and BMC must have a stable network connection and be reachable via the provided access methods.

04. Supported Components

- ✓ Virtual hosts, with management plane, up to the agreed quantity specified in the signed agreement.

05. Service Limitations

- ✓ Virtual hosts excluded from this engagement include those:
 - Running unsupported or outdated operating system versions.
 - Operating in environments without proper licensing or support agreements.
 - Requiring extensive remediation (e.g., rebuilds, configurations, or upgrades beyond the project scope).
- ✓ Associated Infrastructure: Networking, storage arrays, and hardware resources directly integrated with the in-scope storage systems are excluded unless explicitly included in a separate Statement of Work (SOW).

Stage	Key Activities
1. Pre-Engagement	- Remote Access Validation: Collaborate to confirm remote access to all in-scope systems. - System Access Validation: Validate access to VMware/Hyper-V/Nutanix systems to ensure readiness. - Discovery Preparation: Redesign sends a Discovery Questionnaire to the Customer to capture the existing environment configuration.
2. VMware/Hyper-V/Nutanix Host LCM Assessment	- Discovery Meetings: Conduct requisite structured meetings with engineers and stakeholders to understand the current environment. - Questionnaire Review: Review and validate Discovery Questionnaire responses with the Customer to ensure completeness. - Environment Evaluation: Assess the Customer's in-scope virtual host environment, focusing on resource constraints, system logs, and overall infrastructure health.
3. VMware/Hyper-V/Nutanix Host LCM Implementation	- OS Patching: Perform operating system host patches to the latest known good version, ensuring stability. - Firmware Updates: Execute firmware updates on hosts to the latest verified versions. - System Analysis: Review resource allocations and analyze event logs to identify and address potential issues.
4. Enhancement/Optimization	Out of Scope: Services such as system performance tuning and additional optimization efforts fall outside the scope of this agreement and require a separate Statement of Work (SOW).
5. Post-Engagement	- Engagement Finalization: Validate system performance post-LCM engagement and collaborate on timeline for next engagement - Documentation: No "as-built" documentation is included as part of this engagement.

04. Deliverables

The following deliverables will be provided as part of this engagement:

05. Services Scope Changes

Changes to the scope, schedule, or charges must be mutually agreed upon in writing. Depending on the impact, a revised SOW may be required.

06. Services Scope Exclusions

The following activities are outside the scope of this engagement and require a separate SOW:

- Performance tuning and optimization services.
- Implementation of additional features or configurations not explicitly defined in the scope.
- Any post-deployment changes requiring further assessments or updates.
- Custom documentation (e.g., "as-built" documents).

07. Customer Responsibilities

The Customer is responsible for the following:

- System Access: Ensuring remote and physical access (when necessary) to systems within scope.
- Preparation: Completing pre-engagement tasks, including submitting completed discovery questionnaires.
- Backup and Recovery: Completing a backup of all critical data and systems before updates and pausing backups during the LCM engagement to ensure there are no backup errors.
- Licensing: If upgrading between major versions, the customer will be responsible for providing upgraded, supported licenses for the system prior to the engagement.
- Stakeholder Availability: Providing key personnel for required discussions, approvals, and support during engagement.

08. Services Schedule

- ☑ **Start Date:** To be agreed upon with the Customer after signed quote is received and processed by Redesign
- ☑ **Completion:** Formal service sign-off is given by Customer via DocuSign upon full completion of each upgrade cycle.



09. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

www.redesign-group.com/legal





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