**Meeting Information**

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| --- | --- | --- | --- | --- | --- |
| **Date** | March 9, 2022 | **Called by** | Diego Guisande | **Location** | 674 West Field Road, SF CA 94128 |
| **Time** | 11:00 AM PST | **Facilitator** | Diego Guisande | **Call Number** | ? |
| **Duration** | 25 minutes | **Coordinator** | Diego Guisande | **Type** | Weekly Status Meeting |

**Invitees**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dai Pritchard | Robert Amos | Sarah Turner | Amy Tam |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Agenda**

* TAM Kickoff Re-cap
* Skyline Intro + Setup
* Support Review | Product Updates & Releases
* Open Discussion – Projects

**Goals/Projects/Deadlines – Updated 1/27/2022**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Priority | Project/Workstream | Owner | Target Date | Current Status | Risks/Constraints |
| High |  |  |  |  |  |
| Med |  |  |  |  |  |
| Low |  |  |  |  |  |

**Summary**

* + **Support Cases:** 
    - 1
    - 2
    - 3

**Product Releases/Announcements:**

* + - ESXi X.Y.Z
    - vSphere
    - Product - vRA
* **Upcoming Events | Items of Interest**

|  |
| --- |
| * **VMware vSphere 6.5. Support Extension** |

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| Customers are now able to avail of full support for all versions of the vSphere 6.5 release until **October 15, 2022**. The original end of support date was November 15 2021. There is no change to the end of technical guidance date, which remains at November 15, 2023. |

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| Full details can be found on the VMware vSphere Blog titled, "[Announcing Limited Extension of VMware vSphere 6.5 General Support Period](https://blogs.vmware.com/vsphere/2021/03/announcing-limited-extension-of-vmware-vsphere-6-5-general-support-period.html)." Please refer to [VMware KB 83223](https://kb.vmware.com/s/article/83223) and the [VMware Product Lifecycle Matrix](https://lifecycle.vmware.com/) for further information. |

**Upcoming Events | Items of Interest**

* **VMware**

**Your VMware Reference Card**

**Account Team**

|  |  |  |
| --- | --- | --- |
| **QUESTION/OPPORTUNITY/CHALLENGE** | **GO-TO RESOURCE** | **CONTACT** |
| Purchasing/Sales Questions  Licensing Questions  Renewal Questions | Account Executive | Randy Paugh  [rpaugh@vmware.com](mailto:rpaugh@vmware.com)  650-427-5695 |
| Pre-Sales Technical Questions  Proof of Concepts/Demos  Product Roadmap Presentations | Systems Engineer | Amy Tam  [amyt@vmware.com](mailto:amyt@vmware.com)  510-828-1244 |
| Best Practices  Virtualization Strategy Questions & Project Guidance  Feature Enhancements  Architecture Questions  Product Updates & Product Roadmap Presentations  Product Release Notification  Assistance with Beta Testing Requests  Coordinate Sessions with Product Management or other VMware Teams | Technical Account Manager | Diego Guisande  [dguisande@vmware.com](mailto:dguisande@vmware.com)  510-648-7352  Dai Pritchard, Practice Manager  [dpritchard@vmware.com](mailto:dpritchard@vmware.com)  415.599.5287 |

**Support**

|  |  |  |  |
| --- | --- | --- | --- |
| **ACCOUNT DETAILS** | | **INITIAL RESPONSE TIME EXPECTATIONS** | |
| **EA #/Contract #:** |  | SEV1 | 30 minutes, 24/7 |
| **Entitlement** | Production | SEV2 | 4 business hours |
| **Root Cause Analysis Included:** | No | SEV3 | 8 business hours |
|  |  | SEV4 | 12 business hours |

***Support Avenues***

* Knowledge Base:  [http://kb.vmware.com](http://kb.vmware.com/)
* Open an SR Online:  [www.vmware.com/support/contacts/file-sr.html](http://www.vmware.com/support/contacts/file-sr.html)
* Open an SR via phone
* US:  877-4VMWare (877-486-9273)
* [International](https://www.vmware.com/support/contacts/us_support)

***Escalation Avenues***

[www.vmware.com/support/file-sr/escalation](http://www.vmware.com/support/file-sr/escalation)

* You can escalate a support request at any time either by speaking directly with the technician assigned or by requesting to speak with a Duty Manager/Regional Escalation Manager.
* We recommend that you contact VMware Support by telephone for escalations. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful resolution.

The severity level of a support request can be increased without an escalation if the business impact of a support request has changed or was not correctly recorded initially