Statement of Work

Hawaii PACAF HQ HPE Storage & Cisco UCS SIPR VDI 6 Sites 2025

HAWAII PACAF HICKAM

October 15, 2025

# Introduction

This Statement of Work (“SOW”) describes services to **plan and deliver** an Omnissa Horizon solution for **HAWAII PACAF HICKAM** in support of **Deploy solid windows 11 workstations via Horizon.** as part of **Hawaii PACAF HQ HPE Storage & Cisco UCS SIPR VDI 6 Sites 2025**. Work will follow the **EPDIO** framework (Engage, Plan, Design, Implement, Operate) and WWT delivery standards.

## Objectives

* Deliver a production‑ready Horizon platform on vSphere (ESXi) aligned to security, availability, and operability requirements.
* Integrate with enterprise services (AD, DNS/NTP, certificates, load balancer, logging/monitoring).
* Validate against success criteria and provide knowledge transfer.

# Scope of Work

**Population & Reach** - Target users: 500 - Regions/sites: 6 sites - Air Force Osan AB, Korea Eielson, Fairbanks Alaska JBER, Anchorage Alaska Misawa AB, Japan Kunsan AB, Korea Kadena AB, Okinawa Japan - Remote access required: yes

**Platform & Services** - Platform: vSphere (ESXi); Storage: Other; Load balancer: Other - Profile/App services: DEM=TBD, FSLogix=TBD, App Volumes=TBD - Identity: UNKNOWN. DoD; MFA required: yes

**GPU/Graphics (if applicable)** - GPUs required: No; GPU users: 0; VRAM/user (GB): TBD; Use case: N/A

# EPDIO Phases

## Engage

* Kickoff, stakeholder alignment, communication cadence, success criteria.
* Review presales intake; confirm measurable outcomes.

## Plan

* Confirm requirements and constraints; assess dependencies (network, identity, certificates).
* Develop High‑Level Design (HLD) outline and deployment approach.

## Design

* Produce Low‑Level Design (LLD) including build steps, configuration values, naming, and security rules.
* Finalize integration for AD, vCenter, App Volumes, DEM/FSLogix, and UAG (if remote access).

## Implement

* Install/configure Horizon Connection Servers, licensing, Events DB, profile/app services.
* Configure Unified Access Gateway (if in scope) and load balancing.
* Integrate with vCenter/ESXi, AD, and enterprise services; execute validation and remediation.

## Operate

* Execute Acceptance Test Plan (ATP) against success criteria.
* Deliver As‑Built documentation and Knowledge Transfer (KT).

# Deliverables

* High‑Level Design (HLD)
* Low‑Level Design (LLD)
* Configured Horizon platform per approved LLD
* Acceptance Test Plan (ATP) results and sign‑off
* As‑Built documentation
* Knowledge Transfer materials

# Assumptions / Exclusions

**Assumptions** - Customer provides access to vSphere (ESXi), vCenter, AD, DNS/NTP, certificate authority, and load balancer. - Firewall rules, IPs, and certificates are available on schedule; SMEs attend workshops and reviews.

**Exclusions** - Ongoing managed services/run operations beyond KT. - Endpoint remediation and third‑party app packaging beyond App Volumes enablement. - Out‑of‑scope integrations unless added via change order.

# Acceptance Criteria

The solution is accepted when ATP passes with no critical defects, the configuration matches the approved LLD, and stakeholders confirm objectives are met.

# Reference Data

* Company: HAWAII PACAF HICKAM
* Opportunity: Hawaii PACAF HQ HPE Storage & Cisco UCS SIPR VDI 6 Sites 2025
* Users (total/concurrent): 1500/500
* Remote access: yes
* Identity: UNKNOWN. DoD
* Regions/DCs: 6 sites - Air Force Osan AB, Korea Eielson, Fairbanks Alaska JBER, Anchorage Alaska Misawa AB, Japan Kunsan AB, Korea Kadena AB, Okinawa Japan