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**[customer logo]**

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**About TeraSky Group**

**TeraSky Group** is a world leader in digital innovation solutions that drive the cloud and digital transformations that are essential for all today’s businesses – from the smallest companies to the largest global enterprises. TeraSky Group comprises multiple companies, each providing high-level professional services and architectural solutions focused on their unique areas of expertise and experience. By leveraging our highly experienced engineering teams, we help our customers by assessing, designing, providing a Proof of Concept (POC), implementing, selling and supporting a wide range of large-scale new information technology solutions. These solutions overcome critical business and technology challenges, as well as enable our customers to innovate in preparation for the future.

**TeraSky Modern IT** specializes in designing, integrating, implementing, and supporting modern IT infrastructure solutions. Its technology solution offerings are based on vast experience and an unparalleled professional reputation in the following areas –

|  |  |
| --- | --- |
| * Software Defined Data Center (SDDC) * On-Premise / Hybrid / Multi-Cloud * Virtualization and IT Automation & Modernization * End User Computing (EUC) | * Storage and Data Protection * Hyperconverged Solutions * Cybersecurity * Professional & Managed Services and Technical Support |

**TeraSky Cloud & DevOps** specializes in designing, implementing, and supporting a wide range of cloud platforms and CI/CD automated pipelines. Its reputation is based on having successfully delivered cloud services that require comprehensive knowledge of the inner workings and interactions between applications, infrastructure, automation, processes, and people. TeraSky Cloud & DevOps technology offerings cover the following areas –

|  |  |
| --- | --- |
| * Public and Multi-Cloud Platforms * Cloud-Native Applications * Kubernetes * Immutable Infrastructure | * Infrastructure Observability * DevOps and DevSecOps * Professional Services |

**TeraSky Artificial Intelligence (AI)** helps organizations build optimized AI infrastructures by combining best-of-breed computing, storage, networking, and other types of required hardware. We ensure compatibility between this high-performance hardware and the software solutions in order to best take advantage of these unique devices. Our experts help our customers achieve an optimal AI infrastructure for their needs by training and inference. Our technology offering is based on extensive experience and on an outstanding professional reputation in the following areas –

* Artificial Intelligence (AI) Infrastructure
* Machine Learning (ML)
* Deep Learning (DL)
* Graphics Processing Units (GPUs)
* Professional Services

Our team has proven experience in advanced AI infrastructures that may contain multiple training machines connected via sophisticated networking that feed off state-of the-art storage systems – both on-premises and in the cloud. Our successes have positioned TeraSky as the leading AI solutions integrator that it is today.

**TeraSky End User Computing (EUC)** specializes in achieving the ultimate user experience, in synergy with our customer’s IT and security requirements. TeraSky experts deliver a wide range of professional services using the leading IT workspace management solutions on the market and our company’s proprietary methodology. The high impact that End User Computing solutions have on an organization drives our commitment to providing the highest quality professional services. TeraSky improves the user experience during the transformation journey to the digital workspace, thus closing the ever-expanding gap between modern users’ digital workspace requirements and legacy IT workspaces.

**Sky-TQ** is a joint venture of **TeraSky** and **ITQ** and an important member of TeraSky Group. Both are global award winners for outstanding technology and professional service capabilities. ITQis a Dutch company that has an internationally recognized professional services reputation for VMware technology-based solutions. Sky-TQ provides worldwide 24x7 technical support services from our European facilities that help our global customers meet all the critical criteria required by their business’s SLAs.

**TeraSky Group** management invests significant resources to ensure that our team of experts has the most advanced training in the latest technologies. Our professional service teams are recognized as one of the best in the industry. Among other reasons, this is because they have acquired all the necessarily highest-level certifications and expert-level competencies from our global industry partners.

# Introduction

Chubb is in the process of establishing a new service, which will allow their business units to consume Kubernetes as a service from IT in a self service manner.

In order to achieve this goal, Chubb has chosen VMware vCloud Foundation which will take advantage of the VMware SDDC building blocks to form this service into an operational, production ready cloud infrastructure for all agile teams within Chubb.

The purpose of this document is to elaborate, based on high level design, the scope of work required to complete the implementation of VCF which will address Chubb business requirements.

# High Level Solution Diagram

[Diagram]

1. Describe your solution in words
2. Bla bla
3. Bla bla

# Solution Components

Describe the solution components in words / diagrams. Whether those are cloud services or hardware.

In case of hardware, provide detailed tables of the specs

# Project Scope

This section defines the expected project activities, and deliverables.

The following components are included in this SOW and referring to the maximum components per product.

|  |  |
| --- | --- |
| **Product** | **# of Components** |
| Cloud service A | 1 x instance in two AZs |
| Product X | 1 x instance |

### Work assumptions:

1. Elaborate all your working assumption which you expect the customer to be aware of.

## 

## Phase 1: Project Kickoff

The Terasky engagement team will lead Chubb project sponsors and stakeholders in an engagement kickoff meeting to review expectations about the purpose of the engagement, the delivery approach, and timelines, the amount of time and effort required from the participants, expected schedule, activities and work products. Meeting objectives include the following:

1. Introduce the Terasky team, roles, and responsibilities.
2. Describe the project phases and agreement of key dates.
3. Agree on communication and reporting processes.
4. Validate the project expectations and clarify roles and responsibilities.
5. Explain the expected project results.
6. Provide key stakeholders with the required terminology and knowledge to discuss and make decisions throughout the design process.
7. Attendance by key representatives from the various teams is considered mandatory.
8. Use the session to facilitate discussions and provoke thought.
9. Remind Chubb participants that the session is intended to give them a quick understanding of the solution so that they can participate in the next phase (which covers design).
10. Keep a running list of questions and issues for consideration in the next phase.
11. End the session by discussing, defining, and scheduling the subsequent detailed requirements gathering and design sessions

## Phase 2: Design Workshop

TeraSky conducts design workshops to adopt customer environment requirement into a proper LLD and project plan. The workshop will include the following aspects:

1. 1
2. 2
3. 3

**Following the design workshop, Terasky professional services will create the LLD for the project along with a project workbook to gather all relevant system configurations.**

## Phase 3: Environment setup / group of activities

The following table describe all the activities for this phase:

|  |  |  |  |
| --- | --- | --- | --- |
| Activity | Parameter | **Description** | **Responsibility** |
| Activity name | Up to One (1) |  |  |

## Phase 4: Usability Test

The deliverables of phase 3 and 5 comprise the Beta version of the system. In order to finalize and promote to the GA version, it is a requirement to conduct a usability test on a designated group of users to test and validate the applicability of the features and user’s experience/satisfaction.   
This phase will include the following:

1. Usability test preparation – Chubb it to nominate a group of users. Those are “Usability Test Group Members”.
2. During/post the usability test, Terasky professional services will modify/rectify the features according to the feedback of the usability test group members.
3. The changes are bound to the services and features stated in this document.

Any other enhancement requests will be considered as “change management” and will be out of scope for this project.

**The deliverables of this phase would be validation of user experience and measure satisfaction from the new services which were established during the project.**

## Phase 5: Validation (Success Criteria’s)

During this phase, the Terasky professional services works with the designated Chubb stakeholders to validate the cloud platform readiness for production from the infrastructure level:

1. On the infrastructure level – redundancy test.
2. On the services level - all services are applicable and functioning according to the design
3. On the operational level – all components are being monitored.

An Acceptance Test Procedure (ATP) will be defined for this stage. The ATP will be accepted by both Terasky and Chubb stakeholders prior to project implementation. The ATP will not exceed Five (5) days of Terasky consultant.

## Phase 6: Knowledge Transfer

During this phase, Terasky professional services provides Chubb operators, administrators and users with a knowledge transfer session on the deployment and operating procedures.

The knowledge transfer sessions will include the following KT Packages:

1. Subject 1
2. Subject 2

Knowledge transfer will be done in Israel (or remotely via Zoom or any other remote session tool) and will not exceed x (x) days of Terasky consultant.

# Deliverables

The following are the expected deliverables from the project phases:

1. Project Low Level Design.
2. Cloud infrastructure installed and configured. This includes the following:
   1. 1 x management WLD and 2 x VI WLD
   2. NSX-T installed and configured on all WLDs
   3. vSAN is configured on the management WLD while VI WLD are using central storage
3. Cloud management platform
   1. vRLI and vROPS collects data from all the new WLDs.
   2. K8s management packed is implemented within vROPS
4. Tanzu K8s monitoring and logging
   1. vROPS dashboards for K8s are implemented
   2. Logs from Tanzu K8s clusters are forwarded to vRLI
   3. Prometheus deployed and configured on all the new Tanzu clusters
   4. Grafana present dashboards on all the new Tanzu clusters
5. Harbor is deployed and configured allowing Chubb to store images and HelmCharts.
6. Active Directory is the identity source for Tanzu K8s clusters using vCenter SSO.
7. Chubb infrastructure administrators are equipt with all relevant knoledge to support the day to day operations of the entire VMware SDDC.
8. Chubb existing vRA is able to deploy cloud templates on the new WLD.
9. Chubb agile teams (DevOps, Developers, so on and so forth) are able to deploy K8s clusters as code.
10. Knowledge Transfer session.

# Out Of Scope

The following items are not included in this SOW:

* Capabilities are limited to the current license level of VCF and Tanzu at Chubb.
* Any 3rd party upgrades and compatibility which are not mentioned in the document.
* Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines / K8s clusters.
* Operating system administration including the operating system itself or any operating system features or components.
* Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within Customer control.
* Installation or configuration of other VMware or third party products not included in the scope of this document.
* Installation and configuration of Customer-signed certificates.
* Solution capabilities will be limited to those provided by VMware products. Third-party product capabilities, which were not mentioned in this document, are not included.
* Any additional automations, workflows and blueprints which were not mentioned in this document.
* Templates creation.
* Custom template for K8s nodes – we will use the default Photon OS.
* Firmware, BIOS and any other hardware related activities of equipment which are not mentioned in this document.
* Databases installation and configuration.
* Disaster Recovery architecture for all components in the solution.
* Load balancer installation and configurations other than those mentioned in the document

# Commercial Offering

**Notes:**

* The price does not include VAT
* All with 3YRS vendor support
* The offer is valid for 90 days
* Terms of payment- current+90 days
* The payment is in ILS according to USD rate of exchange at the date of issuing the invoice