**vRealize Operations Program Onboarding Questionnaire**

**Management Pack 3rd Party Developed**

**v1.0**

Prospective partners for the vROPS program should provide answers to the following questions. Inserting answers after each question and then returning this document to VMware is acceptable.

1. Briefly describe the core infrastructure, application, and/or virtualization products that your management pack will integrate with. Common categories include (but not limited to) vSphere, vCenter, VSAN, NSX, SDN, server, networking, storage, 3rd party hypervisors, security, operating systems and applications.

Monitor the equipments such as load balancing devices (Huawei, H3C, F5, etc.) used by most of China customers' data centers. So, we are going to extend vROPS with functionality of monitoring these 3rd equipments.

1. Briefly describe the operation challenges that you are targeting including job titles and/or areas of responsibilities. Examples would include a) improved network capacity analytics as more video-based e-learning applications are on boarded within the cloud operation team, b) faster time to resolution when there is a datastore condition within the VSAN admin team, c) correlated impact analysis when a server rack is overheating and server nodes are beginning to shut down within the data center infrastructure management team.

Although VMware SDDC provides comprehensive solutions in cloud computing areas, but in china, a large number of users only use the virtualization technology, without having capability to monitor these virtualization infrastructure. So, It is getting quite urgent for granting our China customers with the ability of monitoring the hardware infrastructure of data center. Commonly, In addition to understanding what's happening in operations of virtualization resources, they also need to know about the health of the physical infrastructure. They are aiming to operation efficiency and excellence, so as to reduce the impact of hardware failures on business continuity.

1. Briefly describe the data center size, and the type of data center you are targeting. Examples would include a) enterprise mid size data center with 5000 virtual machines, 300-500 servers, multi-terabyte datastores, privately hosted, b) multi-site, branch offices with VDI, and both central and remotely hosted virtual machines, c) large IaaS cloud based, with 20K+ virtual machines, both public and private hosting.

Our customers are mainly in telecommunications, financial and energy industries. And all the telecommunication operators have a large number of data centers (public cloud and private cloud), most of which have reached a big scale with 10K+ VMs, 1000+ physical servers, and 1000+ PB storage. And financial and energy industry are facing the similar situation, and the difference is they only focus on private cloud.

1. Briefly describe the timeliness of the data collection, and analytics, and user interface representation requirements. Examples include real time, within 5-10 minute intervals, 1 hour, 1 day, 1 week, 1 month, semi annually etc.

The timeliness of data collection would vary in different equipments’ monitoring, commonly including: real-time, 5-10 minutes, 1 hour, 1 day, 1 week, 1 week and so on.

As for analytics and representation, currently we think vROPS built-in feature is enough, without special requirements now.

1. Briefly describe the top 3-5 product features within vRealize Operations Manager in which you wish to leverage specific to the integration with the core product (s) described above. Examples would include a) self learning time series analytics, b) scalable object based platform for millions of metrics, c) unified interface across software defined server, networking and storage, d) advanced correlation for root cause analytics, integration with vCenter data center.

We will leverage the following vROPS features:

* Self-learning time series analytics, to predict potential failures in servers and load-balancing equipments.
* Performance optimization, to help customers optimize performance issues.
* Troubleshooting, to provide suggestions or solutions to the equipment failures.
1. Provide 3 to 5 use cases in which you are targeting specific to the integration with vRealize Operations Manager.
* Jiangsu Branch of China Telecom: They hope that vROPS can integrate the functions of monitoring physical servers and load balancing to help them understand the health of data centers comprehensively.
* Zhejiang Branch of China Telecom: They hope that vROPS can integrate the monitoring of physical servers and help them optimize the performance of equipment.
* Jiangsu Branch of China Mobile: He hopes that vROPS can integrate the management functions of physical servers and load balancing devices, analyze the equipment failures and give solutions.
1. Briefly describe your go to market plans on how you to plan to offer the management pack once it is completed and certified by VMware. Examples include the a) post to VMware Solution Exchange and offer as a no charge download, b) have URL link from VMware Solution Exchange to your download site, for having a gated engagement with your customers yet offer at no charge, c) have URL link from VMware Solution Exchange to your download site, for having a gated engagement with your customers in which you charge for the management pack, d) have URL link from VMware Solution Exchange to a 3rd party location, based on outsourcing development and support to a 3rd party contractor.

We tend to：have URL link from VMware Solution Exchange to your download site, for having a gated engagement with your customers in which you charge for the management pack.

1. Briefly add any other descriptive or requirement information not covered above including a) interested in mutual customer accounts (you are willing to share), b) joint competitive opportunities, c) joint professional services opportunities, d) and/or channel engagements including OEM’s, and resellers.

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