vRealize Operations

Ecosystem Services Program Guide v1.72

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Revision History

Version	Date	Change Summary
1.0	27 May 2014	Initial Release
1.1	9 Dec 2014	Updated release. vRealize name changes, pricing, certification additions and changes, Standard Partner and System Integrator definitions
1.11	3 Apr 2015	Clarified program fees and partner support in 3.1.2.x, name changes from EASE to Ecosystem Services, updated certification information in 3.2.3.x, revised section 4.4 and Appendix A for Compatibility/Equivalency and Re-Certification, other minor typographic corrections, format changes and other such items for clarity
1.2	1 July 2015	Added information regarding digital signing in sections 3.1.2.5, 3.2.3.1, 3.4.2.2 and Appendix A
1.3	12 Aug 2015	Lowered Access cost in section 3.1.2. Added information regarding program rollover in section 3.2
1.4	4 Sept 2015	Fixed typos for cost in 3.1.2.1 and 3.1.2.2. Added general and legal clarifications in 3.3.3.1. Added end user support requirements in 3.5.1. Clarified SR requirement and digital signatures in Appendix A. Replaced Figures 3 and 4 with updated charts in Appendix C and D. Other formatting and small typos were also fixed throughout.
1.5	14 Apr 2016	Removed reference to vC Op 5.x. Updated section 1.2 for General Participation.
1.6	31 July 2017	Updated developer support in sections 3.1.2.1, 3.1.2.2 and 3.1.2.4. Fixed typo in 3.4.1.5. Updated Appendices E and H. Various typographical errors fixed.
1.7	17 June 2018	Conversion of program from standalone to SDDC Integration with changes associated with SDDC Integration standardization. Added vROPS 7.x.
1.71	30 June 2018	Updated TAP links in Section 3.3.4 and Appendix B
1.72	8 Aug 2018	Revised Section 3.1.2.2 clarifying certification costs.

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1 Introduction

Welcome to the VMware vRealize Operations Program (referred to as the "Program" herein and as the "Program Category" within the Platform Extensibility Partner Agreement ("the Agreement"). This Program offers a comprehensive set of tools and resources to help VMware's Partners develop Partner Software (also known as "management packs") related to vRealize Operations 6.x and 7x. Partners enrolled in this Program have access to the vRealize Operations 6.x ("6.x") and 7x ("7.x") Software Development Kits (SDK) and may acquire development consultation support. Note: This Program applies to vRealize Operations Manager 6.x and 7.x, as well as associated SDK 6.x and above. The former vCenter Operations Manager 5.x and associated SDK 5.x are not applicable to this program (except for end-customer support purposes), as they are end-of-life (EOL).

1.1 Overview of This Guide

This document explains the Program requirements, as well as the engagement, support, maintenance models and lifecycle of the Program. For more detailed certification requirements, refer to the relevant certification guide available on the Program Category website. Capitalized terms used in this Program Guide have the same meaning as defined in the Agreement unless otherwise defined herein. To the extent there is any inconsistency between the Agreement, the Program Addendum, and this Program Guide, the documents will govern in the following order of precedence: the Program Addendum, the Agreement, and then this Program Guide.

1.2 General Participation Requirements

Partner must meet the following requirements to engage in the Program:

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Sign the VMware Platform Extensibility Program Agreement and the VMware Software-Defined Data Center Foundation and Integration Addendum.
- Provide proof of mutual customer revenue benefits, if requested. Participation may be delayed or denied based on this information.
- Provide information about desired use cases for Partner Software for VMware review. If the use cases cannot be met, the Partner may wish to rethink joining the Program.
- Meet and follow Partner Software support requirements (outlined in Section 3.4 "Post-Release Activities").
- Provide VMware with details about timeframes for submitting certification data for certification tests.
- Provide VMware details about development and support timeframes with respect to new Partner Software.
- Follow Program instructions for all pre-requisites to be met for the VMware Compatibility Guide (VCG) listing.

This Program may be amended periodically at the sole discretion of VMware, including but not limited to changes regarding the following:

- Requirements for TAP Program enrollment
- Business and engineering processes to certify providers
- Certification tools, documentation, or other related materials
- Policies to list Partner Software on the VCG website or VMware.com, where applicable

When there is a change to this Program Guide, VMware will notify Partner through appropriate communication channels. Partner is responsible for ensuring that the communication channel with VMware is open and effective for prompt compliance with VMware changes.

Membership in the Program is effective on the effective date of the Program Addendum.

2 Membership Signup, Renewal, and Termination

2.1 Joining or Renewing Program Membership

Program membership is effective and valid for the duration specified in the Program Addendum and will renew annually upon payment of the Program Fees specified in Section 3 of the Program Guide. This Program may be updated for each release of the corresponding VMware product that introduces significant new functionality, and during this process VMware may change the Program enrollment requirements. Existing Partners will be allowed to continue to participate in the updated Program only if they meet the updated Program participation requirements.

2.2 Termination of Program Membership

If Partner's Program membership is terminated, the Program collateral will no longer be accessible to the Partner, including but not limited to access to the Program website. Partner will no longer be eligible to certify their products or avail itself of Developer Support for Partner Software. For details on termination, please review the "Term and Termination" Section of the Program Agreement.

3 Program Components and Process Flow

The Program provides a full spectrum of resources to guide Partners in developing, releasing, and supporting their Partner Software.

There are four general Program components:

- Program Guidelines and Agreements
- Pre-Release Development and Certification Engagement
- Release Logistics
- Post-Release Activities

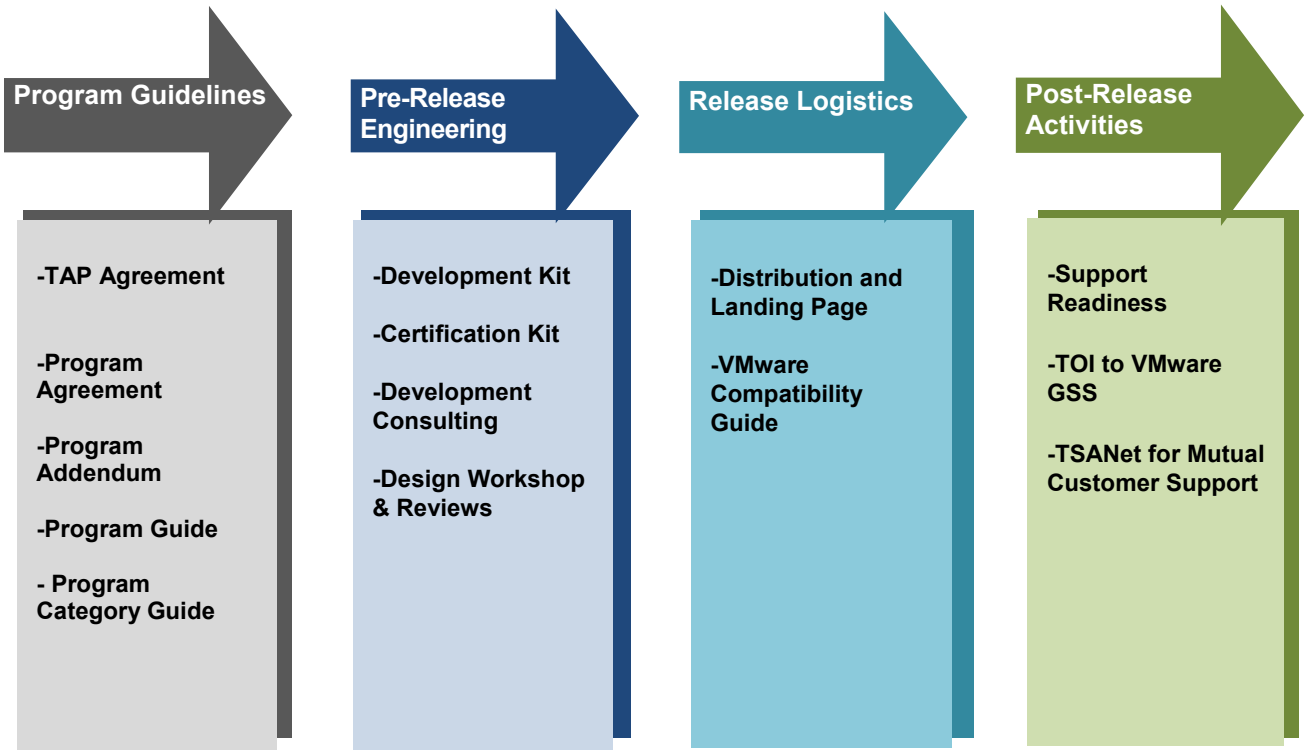

Figure 1: Program Components.

The remainder of this Section elaborates on the components of this Program.

3.1 Program Guidelines

This Program component includes the non-technical elements of the Program.

3.1.1 Program Guidelines and Agreements

This Program Guide and the Agreement provide the terms and conditions of this Program. Partners must agree to the terms of these documents to participate in this Program. This Program Guide is subject to change. Qualification Requirements are specified in the Certification Guide, which is posted on the Program website.

3.1.2 Program Fees

VMware may, in its sole discretion, waive any or all fees associated with this Program. For exact fee amounts, please contact your VMware representative directly. Below is a description of various fees that may be applicable to the Program.

3.1.2.1 Engineering Services (Optional)

Optional Partner Software developer support (Developer Support) is provided via the Program website. Developer Support enables Partners to post questions and gain access to VMware engineers. VMware Developer Support engineers can answer questions regarding Partner Software development pertaining to the VMware SDK and documentation published on the Program website.

For costs and more information, see the Services Page at the following link:

https://code.vmware.com/services/program-guide

Partners can also email partnerservices@vmware.com for more information.

3.1.2.2 Certification Log Submission, Support, and Equivalency Fee

Certification log submission is required for Partner Software as part of the Program. Certification log submissions may be purchased, as described below, for $500 each. Certification includes the digital signing of Partner Software (see section 3.2.6.1).

Service Request (SR) is used to submit logs for review or for certification questions. Prior to submitting a SR, each Partner shall purchase from the VMware Store a certification log submission for log review per SR. A service description can be found in the datasheet for your Program on the VMware Store website: http://www.vmware.com/go/enablement. Partners may also contact the Program Manager for this information.

Partner may submit an Equivalency request to obtain a certification waiver for updates of previously certified Partner Software. Equivalency requests submissions are free of charge; however, if applicable, Partners will be required to finalize the equivalency by paying $125 to cover for digital signing of Partner Software. Please see *Appendix A: Recertification Scenarios to Determine Recertification* for more information.

All partners are required to pay the certification log submission, support, and equivalency fees as applicable. This enables the certification review process and provides timely VCG listings. Details on how to purchase entitlements for the certification log submission are provided as part of the Program collateral on the Program website.

3.2 Pre-Release Development and Certification Engagement

This Program component includes the tools and resources available for the development and certification of Partner Software. All of the tools are available via the Program website.

Program Partner Software will extend capabilities to adjacent technology domains such as storage, network, compute, or application. Partner Software should include, as a minimum, the following components:

- Adapter – one or more Java files implementing 6.x and 7.x APIs and providing the data pipe for time series data in events
- Pre-built dashboards – set of user interface definition files built by configuring 6.x and 7.x widgets around the domain specific information
- Domain specific knowledge – set of use case data and events that are identified by VMware and the Partner as key information that can help customers optimize their operations environment
- EULA – Partner-provided end user license agreement.
- Self-installing package - used by customers to apply the Partner Software to their 6.x and 7.x installation
- Partner Software documentation – Partner Software description and user guide

3.2.1 Design Workshop

The Program provides Partners access to a single two (2) hour customized design workshop ("Design Workshop"). Prior to the Design Workshop, Partners must review the SDK materials thoroughly. The Partner should develop and write a product requirements document (PRD) or other design document that shows the Partner design plan for their Partner Software. A list of questions should also be provided. The PRD and list of questions must be provided to VMware at least 1 week in advance of the workshop. VMware will review the PRD and schedule the Design Workshop with the Partner.

To leverage optimum utility and use of the advanced analytics capabilities offered by the 6.x and 7.x product(s), the Partner should identify, on the PRD or during the Design Workshop, a prioritized list of use cases for the Partner's Software. Partners should have a representative from development, product management, and program management attend the Design Workshop. Ideally, the Design Workshop should be held within 30 days of joining the Program.

Any questions or issues addressed after the Design Workshop may, at VMware's discretion, require Engineering Services (see section 3.1.2.2).

3.2.2 Developer Support

Partners in the Program will have access to the Program website, which hosts the Developer Kit, which includes code samples and other resources for developing the Partner Software. For questions regarding the Developer Kit, Partners can purchase Engineering Services (see section 3.1.2.2). Availing of this support enables Partner teams to communicate with VMware about technical issues around development of the Partner Software. VMware provides development consultation through the Program website, using collaboration tools, or via telephone during pre-arranged conference calls.

The Program website, where Partners submit requests for development support hosts a private, web-based collaboration tool used by the VMware team. See Appendix B for link information.

3.2.3 Partner Contacts

This Program uses a development process that requires Partners to identify a primary point of contact (such as a program manager) and an Engineering Manager and/or Technical Lead. Please complete the form in *Appendix F: Sample Partner Contact Information Form* and post the information in the "Documents" folder of your private project on the Program website. Please note that VMware does not publish the contact information on any public site.

3.2.4 Partner Internal Triaging Process for Suspected VMware Software Issues

The Partner's Engineering Manager and/or Technical Lead shall review all suspected VMware software issues prior to the team engaging the VMware co-development engineers. Partner technical contacts shall include the internal assessment (including logs etc.) when filing a question for the VMware Engineering Team.

3.2.5 VMware Products and Development Kit

Partners will receive access to certain Pre-Release Materials and/or Development Kits, as determined by VMware. The current listing is set forth in *Appendix H: VMware Pre-Release Material(s) and Development Kit(s)*. The Pre-Release Materials and/or Development Kits may be used only in compliance with the Agreement.

Please note the materials listed for Appendix H may not pertain to future major releases.

VMware may provide access to the applicable Pre-Release Materials and/or Development via:

- Official milestones, such as an official beta program for beta and GA milestones.
- Unofficial milestones, which refers to any point in time other than beta and RTM. VMware in its sole discretion may or may not provide a particular unofficial milestone to partners.

3.2.6 Required Certification for vRealize Operations 6.x/7.x Partner Software

Partner Software certification is generally considered to be one of the most important parts of the development process. The Program Certification Guide sets forth the Qualification Requirements and is available on the respective Program websites. The Certification Guide is designed to guide Partners in qualifying Partner Software to VMware standards. Within VMware, the Ecosystem Services team is responsible for the certification process.

The following link details the support structure:

- https://www.vmware.com/support/policies/thirdparty

This Program falls under the "VMware Certified" level of certification for Partner Software testing. This level carries the guidelines and benefits shown in Table 1:

Table 1: General VMware Acceptance Levels.

Acceptance Level	Customer Support Provider	Testing Program	Process Flow
VMware Certified	VMware	Certification (Functional Verification)	Appendix C
VMware Accepted	Partner	Acceptance (Provider does not operate as expected)	Appendix D
Partner Supported	Partner	Partner-defined	Appendix D
Community Supported	None	None	No Support Flow

The certification process begins after a Partner develops Partner Software, has completed internal QA tests and is confident the Partner Software can pass the Qualification Requirements. Partners should make sure to obtain the appropriate SR as described in section *3.1.2.2 Certification Log Submission, Support, and Equivalency Fee*. Certification is planned on a first-come, first-serve basis. Once testing is complete, the

Partner uploads the test results to VMware using the Workbench plugin. VMware verifies the results and either certifies the Partner Software or denies certification with due justification.

For Partners developing Partner Software, revisiting the following to provide a superior customer experience is recommended:

- Partner landing page recommendations
- Recommended Partner Software documentation
- Requested troubleshooting error codes documentation
- Partner support statement and support policy
- Partner Software hosting information as applicable
- Bundling of the Partner Software with documentation

Upon successful certification, VMware updates the VMware Compatibility Guide (VCG) website to include the applicable version of the Partner Software. Partners are highly encouraged to post a listing on the VMware Solution Exchange (VSX). A listing can be performed with links to the partner landing page and/or actual Partner Software bits hosted by VSX. The listing will contain the VMware Ready Logo.

The Agreement requires that Partners (if they choose to distribute their Partner Software) distribute only Partner Software that has successfully passed the certification tests and Qualification Requirements under this Program Category. Customer or field complaints that reveal non-compliance will result in delisting the Partner Software from the VMware Compatibility Guide (VCG) and VSX.

In addition to general availability for customers, the Partner should also provide the complete Partner Software on the Program website once certification is complete. This includes the Partner Software, documentation, any licenses, etc. While the certified Partner Software must be provided links to documentation are acceptable. Not providing this may result in delays regarding support issues.

3.2.6.1 *Digital Signatures for Partner Software*

Starting with vRealize Operations Manager 6.1, upon Partner's completion of certification testing, Partner Software that meets certification requirements meets the requirements for "VMware Signed Software." Software deemed "VMware Signed Software" must be digitally signed by VMware for general distribution. This is the type of signing that is required and is the only signature process for Partner Software certified under this Program. VMware will implement its digital signature onto properly certified modules and will deliver digitally-signed Partner Software back to the Partner for general distribution. The VCG will be updated to reflect any Partner Software that is signed by VMware. Partners should also update their VSX listing.

VMware recommends that the VMware Signed Software should be made available publicly by the Partner by doing the following activities, as applicable:

- Perform any Partner-required testing on the digitally-signed Partner Software
- Submit the proper information to VMware. VMware will return the digitally-signed Partner Software to the Partner.
- Update their Partner Software repository with the digitally-signed Partner Software
- Remove any listings of older versions of this Partner Software from VSX and repost a listing of the newer version
- Update the Solution Section within VSX and other areas where revision information is provided to include compatibility with vRealize Operations Manager. For VSX, the recommended notation should be "Compatible with vRealize Operations version 6.x and/or 7.x (including VMware-signed digital signature)".

3.3 Release Logistics

This Program component covers activities related to the release and availability of Partner Software developed and certified, as applicable, under this Program.

3.3.1 Packaging and Installation

This Section discusses some of the best practices and logistics of Partner Software packaging and installation.

3.3.1.1 Packaging

VMware recommends that Partner Software be packaged as an executable, containing a self-extracting, self-installing file where applicable. Zip all Partner Software documentation as part of the Partner Software download bundle, but keep docs separate from the installer/executable. Keeping the documentation zipped separately makes doc updates possible without going through the re-test waiver process.

Ship Partner Software with the following documentation in a single compressed archive (.zip) file:

a. Release Notes with version-specific information for the following:
   - What was fixed
   - What was added
   - Known bugs
   - Release Note organization to stay consistent over time and versions, with history included

b. Installation Guide and Configuration Guide, to include the following where applicable
   - Prerequisites. For example: Java run-time environment, .NET, etc.
   - Supported configurations with at least one simple, hardened test configuration, which should allow the Partner Software to perform all functions (the “proof case”).

     VMware can use this example to confirm that there are no configuration issues in the customer environment and triage the issues appropriately.
   - Any licensing assumptions spelled out explicitly; details of any encryption being used.
   - Troubleshooting guide spelling out common error messages and typical configuration misunderstandings.

c. Process explaining how to engage your support for the Partner Software, as follows:
   - Which logs to have handy and how to collect them
   - What Partner Software information to gather for each type of problem (screenshots, array managers, replicated volumes, and so forth)
   - Contact protocol with URLs and toll-free telephone numbers
   - Any entitlement identity that might be required for support

Each and every version, release, patch, and hot fix of the Partner Software should clearly identify itself with a fully qualified and dated release signature, at least once for every request that it handles. Make the release signatures clearly visible in the logs whenever the Partner Software is working and include a unique release signature, insomuch as the date and at least one node of the version should be different from all other released Partner Software.

Partner Software must have version number designations. This helps users quickly discern the version without having to examine logs or open other windows or facilities.

Note: *Be sure to remove all references to VMware trademarks or product names as part of product name during installation and post-installation for product listings.*

3.3.1.2 Delivery to Customers

Once Partner Software has been packaged accordingly, Partners must then distribute their Partner Software to end customers either via VSX or on their own website. If Partner chooses to distribute via their own website, then Partner must submit a link to their Partner Software to be posted on VSX. Partners may also submit their actual Partner Software to be hosted on VSX. This will allow the Partner Software to be directly installable into customer vRealize Operations Manager installations via the vRealize Suite Lifecycle Manager. The download bundle should contain all documentation that is listed as required under the Supporting Documentation Requirements Section.

3.3.1.3 Installation

During extraction or installation, Partner must present their End User License Agreement (EULA) to customers in a way that requires the customer to accept the Partner EULA prior to use of the Partner Software. If a user does not accept the EULA, the Partner Software must not install.

Customers must be presented with the option of opening documentation files after installation completes. The documentation should include a link to a webpage and customer help system that is maintained by the Partner. The customer must not be required to copy files to specific places, nor required to edit any files to configure the Partner Software.

3.3.1.4 Open Source and Encryption

Partners are expected to comply with all applicable third-party and free / open-source licenses and meet all applicable import, export, and re-export control obligations.

3.3.1.5 VMware Hosting

VMware can host a link to certified Partner Software on VSX. Partners are expected to have a presence on VSX with at least a link to the Partner Software on the Partner website. VMware can also host Partner Software on VSX, which provides customer convenience.

3.3.1.6 Partner Hosting

Partners who choose to host Partner Software on their website are encouraged to consider the following recommendations for the Partner Software landing page.

Landing Page Recommendations:

- Publicly available landing page (The link must be a live link and not result in a 404 unknown error or send users to a generic, “we can’t find the page you are looking for” site.) It is OK for the landing page to require credentials to log in.
- Viewable with standard browsers
- Public statement of the Partner’s support policy for their Partner Software. (Include a link to the support policy or information on how to get support.)
- Stated support is not beyond VMware stated support (features, versions, array models, etc.).
- Link to VMware Compatibility Guide listings for certified Partner Software.

Static Information:

- About VMware product text from VMware.com or VMware approved collateral.
- A public statement of the Partner’s support policy for their Partner Software. (Include a link to the support policy or information on how to get support for a released Partner Software). This information should be provided to VMware support for review prior to GA of the Partner Software.
- Link to VCG website for Partner Software.

Partner Software Information:

- Text that describes features/bug fixes included in that Partner Software version
- Partner Software documentation and installation information (include any software and/or hardware prerequisite; best practices/user guide, among others)
- Partner Software download details (download bundle should include all relevant documentation listed on the landing page)
- Partner Software version
- Date certified and/or released
- MD5 SUM and SHA1 SUM
- File size

3.3.2 VMware Compatibility Guide (VCG) Posting

Partners must officially state the combinations of versions of the VMware product. VMware reserves the right to conduct its own compatibility testing to validate Partner's compatibility claims.

The compatibility for Partner Software that is "certified" is posted on the VMware Compatibility Guide (VCG) website. VMware technical support is obligated to support Partner Software only with the equipment and management interfaces agreed between the Partner and VMware, contained in the VCG.

Other clarifications for VCG posting:

- VMware uses footnotes and Knowledge Base (KB) articles to document known Partner Software incompatibilities. If an incompatibility is severe enough such that the Partner Software is not supportable, the Partner Software is not posted on the VCG website until a technical fix is provided.
- VMware determines whether an incompatibility is sufficient to footnote or to deny a certain posting, or to remove any listing at any time.
- VMware removes Partner Software from the VCG listing upon Partner request or at its own discretion.
- In the spirit of joint support, VMware does not claim support for Partner Software beyond those that are certified.
- VMware will generally not list vRealize Operations Manager versions that have reached end of support.

3.3.3 Supporting Documentation Requirements

VMware Support requests that Partners provide links to all relevant TOI material described in *Appendix E: Transfer of Information (TOI).*

3.3.4 VMware Ready Logos

For eligible programs, once Partner has certified the Partner Software under the terms of the Program, the Partner may use the VMware Ready™ logo in their Partner Software collateral, as set forth in the Agreement. For details please refer to the VMware Ready program link.

3.4 Post-Release Activities

This Program component includes support and sustaining policies for Partner Software.

3.4.1 Partner Software Support Policy

For details on partner's obligation to provide end user support to its end users, please review the "Support" Section of the Agreement.

Unless otherwise approved in writing by VMware, Partners must provide a public statement of their support policy for Partner Software that can be linked from the Partner-landing page. This public-facing statement should be ready and released prior to GA of the Partner Software, or, if not applicable, prior to posting of the certified Partner Software on the VCG.

Support and troubleshooting of all Partner Software is the responsibility of Partner as per Partner's documented support policy.

For entitled support issues reported to VMware, VMware Global Support Services (GSS) assists customers in problem analysis and resolution. In the event the issue is diagnosed to be directly related to Partner hardware or software, GSS works with the customer to open a collaborative support request (SR) with the Partner. The support flow for the SR follows the VMware support process, as outlined in *Appendix C: VMware Customer Contacts Support Flow*.

3.4.1.1 Support Readiness

The goal for the Partner Software support policy is to ensure an excellent post-sale support experience for the mutual customer and to drive best of breed customer satisfaction for Partner and VMware. In order for Partner and VMware to be successful with this goal and Program, VMware expects the Partner to provide the following:

- A clearly defined process and escalation contacts between VMware Technical Support and Partner's technical support organizations, to engage each other for smooth handoffs and collaboration for all SRs related to Partner Software. This process should establish a Senior Support Engineer-to-Senior Support Engineer relationship. For critical escalation, this process should also provide an Escalation Manager-to-Escalation Manager relationship.
- Partner shall provide ability for VMware GSS to be able to open tickets directly with Partner for the sole purpose of troubleshooting mutual customer SRs.
- Partners shall ensure adequate support readiness and training of their support organization to support the Partner Software. Partners must have a support infrastructure in place to appropriately route and track all SRs related to their Partner Software. Additionally, Partner technical support engineers must be trained to have a reasonable understanding of the applicable VMware products, in order to assist during troubleshooting during any collaborative support effort between VMware and the Partner's support team for a mutual customer situation. To provide the best possible customer support, Partners must have one VMware Certified Professional (VCP) support staff onboard. Partner support teams must be ready to support the Partner Software at or before the general availability date of the Partner Software.
- Partners should appoint a designated technical support contact who is primarily responsible for the support relationship with VMware support organization. This person shall be responsible and shall act as a single point of contact for all support-related activities, including escalations and management of the cooperative support process relationship. This person shall ensure the overall support readiness and training of their support organization to support Partner Software.
- Communications of any changes, updates, patches, etc.to the Partner Software, are to be communicated back to VMware at least 14 days before release to the general public.

3.4.1.2 Hosting of Collaborative Technical Support Process for Mutual Customers

Partner agrees to post current valid support and escalation processes related to Partner Software as part of the VMware dedicated or custom Technical Support Alliance Network ("TSAnet").

For the duration of a Partner's participation in this Program, and to retain certification status, the Partner must maintain membership in the Technical Support Alliance Network ("TSAnet", www.tsanet.org), and as such join the VMware Private TSAnet Community. Any issues found with Partner Software are handled by the corresponding Partner, as described in the Third-Party Hardware and Software Support Policy documentation at http://www.vmware.com/support/policies/ThirdParty.html.

Partner shall comply with specific terms and recommendations regarding validation, support, and associated customer communication, as outlined in TSAnet guidelines and in this Program Guide.

3.4.1.3 Partner Support Experience

Partner shall open a Support Request with VMware on behalf of an end user via the TSAnet channel, when the customer support issue is specifically isolated to a VMware product, or only reproducible on a VMware platform. Partner must resolve the support ticket in accordance with the applicable support agreement between the customer and the Partner.

VMware GSS **Product Support** Teams do not support SDK APIs. During customer situations, if the issue requires troubleshooting of SDK API calls, then Partner should take the lead and work with VMware **Developer Support** in the background.

The Support Call flow for SDK API related issues is shown in Figure 2:

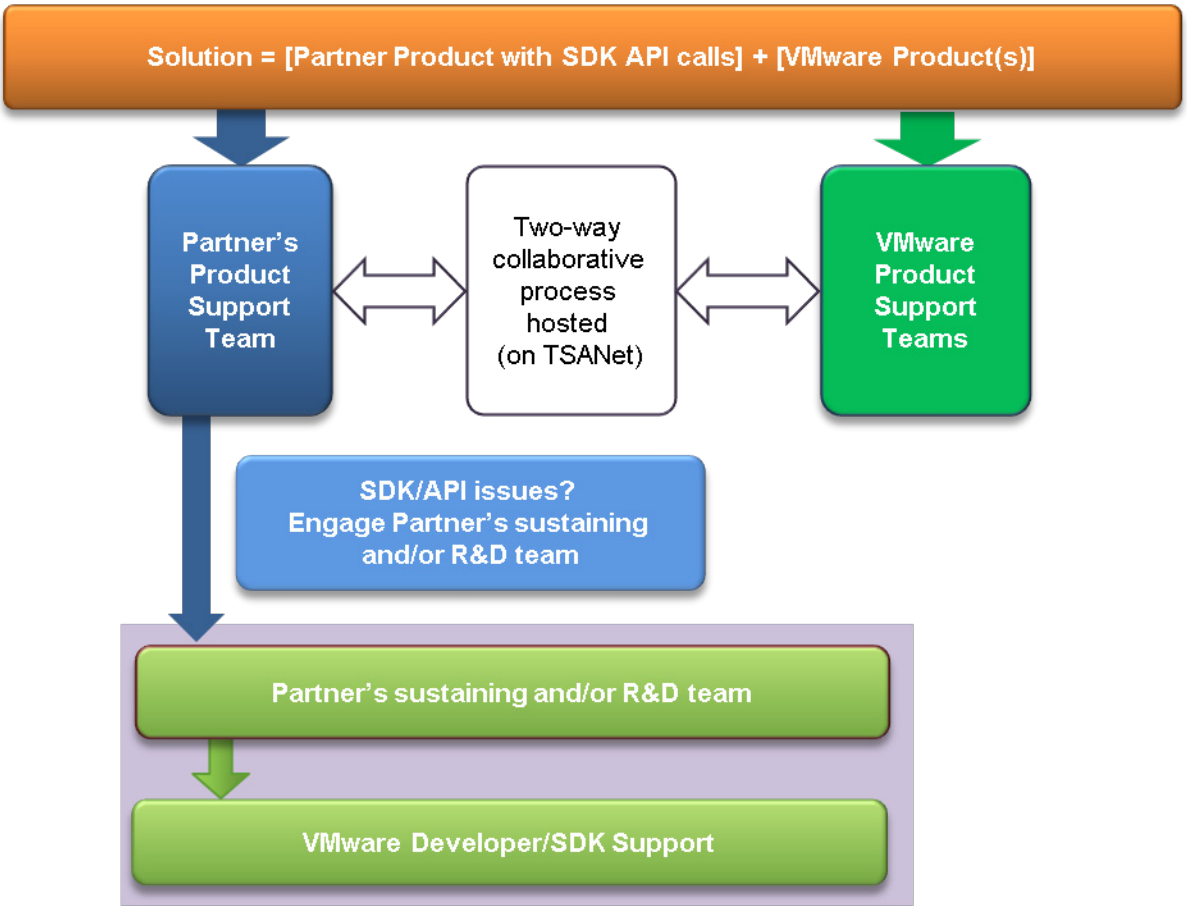

Figure 2: SDK API Support Call Flow.

3.4.1.4 Support Requirements and Process

General Support Terms:

- Partners are requested to provide the "volume" information of customer support issues reported against their Partner Software (open/resolved.)
- Failure to fulfill and/or keep current with support requirements will result in non-compliance from certification perspective.

Support Request Process:

- End users can report software stability and performance issues to VMware. If they have reason to believe this is a VMware issue and, provided that the Partner Software is listed on the VCG website.
- For any issues related to the Partner Software, VMware shall initiate a request for technical assistance from the Partner by following the Partner's support process and procedures posted on TSAnet.
- KBs (Knowledge Base articles) are recommended for all Partner Software issues or knowledge that will help end users. VMware provides a link to KBs from the Partner Software VCG.
- VMware and Partners shall work cooperatively to troubleshoot issues to resolution (see also the flowcharts in *Appendix C: VMware Customer Contacts Support Flow* and *Appendix D: Partner Customer Contacts Support Flow*).

3.4.1.5 Transfer of Information (TOI)

Partners are required to provide training information with select VMware groups on the specifics of the Partner Software. For details regarding the content of the training, refer to *Appendix E: Transfer of Information (TOI)*. Please note that the TOI and support readiness requirements must be met prior to VMware authorizing posting Partner Software on the VSX and/or VCG website.

3.4.1.6 Recommended Partner Training

To provide the best possible customer support, VMware recommends that Partners have one VMware Certified Professional (VCP) support staff on board. To become a VMware Certified Professional, please visit www.vmware.com/services/certification.html to learn about the required instructor-led courses.

3.4.2 Sustaining Policy

Partners are responsible for maintaining their Partner Software by fixing any bugs or security issues and by updating and/or upgrading the software to support new or existing applicable VMware product(s) in a timely manner, as long as the VMware support policy is applicable for that release.

Note that any major change to the Partner Software might affect the certification status. It is highly recommended that the Partner Engineering team work closely with the VMware Ecosystem Services Program Manager during the Partner Software sustaining process. See Section 3.4.2.1 "Hot Fix Process" for details on how to provide customers with a Hot Fix, as well as on how to re-certify modified Partner Software.

Should the need arise to provide a customer an immediate fix to address an urgent issue (a "Hot Fix"), Partners must follow the process defined below. To make the Hot Fix available to all customers, Partners must either submit a full re-certification of the modified Partner Software or follow the process outlined in Section 3.4.2.1, if applicable.

3.4.2.1 Hot Fix Process

VMware considers a Hot Fix to be a fix addressing a specific critical issue found by one or more customers. A Hot Fix is not a mechanism to add features or functionality to existing Partner Software. When a Hot Fix is necessary, the Partner generates the Hot Fix and notifies VMware that the fix was created, tested, and

distributed to those experiencing the problem addressed by the Hot Fix. Partners are strongly urged to run at least a subset of the certification tests against a Hot Fix before releasing it.

Partners must provide a detailed description of the bug and its symptoms to VMware, so that VMware support can direct customers who file new reports of the bug to Partner. Partner's support organization shall distribute the Hot Fix on a customer-by-customer basis, via a non-public distribution mechanism. Partner shall also provide an estimate as to when the fix can be rolled into an update to the Partner Software and shall request a review slot with VMware.

In cases where a Hot Fix is not widely distributed (posted version of Partner Software), Partners are advised to track these customer distributions for support calls. Partner shall also provide the Hot Fix itself to VMware, with instructions on how to install the Hot Fix. Any changes to the Partner Software must be re-certified, as described in Section 3.4.2.2 "Re-Certification of Modified Partner Software."

3.4.2.2 Re-Certification of Modified Partner Software

If a Partner modifies certified Partner Software, internal QA tests should run successfully before requesting the revised Partner Software to be considered by VMware for re-certification. Running all certification tests is recommended, but running a subset of the certification tests might be sufficient, if the following conditions are met:

- Partner helps VMware understand the nature, scope, and impact of the changes;
- Partner provides pointers to the user and reference documentation for relevant versions used to build the Partner Software
- Partner provides a list of changes and detailed explanations thereof

Partners must provide all applicable information (e.g., test results, source code, diffs, etc.) in a new approval request, submitted via the Program website. Please see the Program Manager for more information.

More information is available in *Appendix A: Re-certification Scenarios to Determine Recertification*

3.4.3 VMware Workbench, Dev Kits, and Cert Kits Support Lifecycle Policy

Details of this policy are available online at: https://developercenter.vmware.com/kits-lifecycle-policy.

Development Kits and Certification Kits support is dependent on the underlying vSphere product support. The VMware product support policy can be found at: https://www.vmware.com/support/policies/lifecycle.html.

4 Re-Validation

This component covers the re-validation of Partner Software when they are updated or otherwise modified. This involves doing a re-test waiver submission to check that the Partner Software is modified (check MD5 SUM match). See also *Appendix A: Re-Certification Scenarios to Determine Re-certification.*

4.1 VMware Platform Triggers

A new major release of a VMware product requires a full re-certification of any platform-dependent Partner Software. VMware will attempt to notify Partners no later than the VMware product beta timeframe of the upcoming release dates for the major release.

4.2 VMware Product Backward Compatibility

VMware makes efforts to maintain backward compatibility between product update releases and Partner Software. Even with these efforts, VMware cannot guarantee that compatibility will not be broken. In the event

that backward compatibility is not maintained and re-certification is required, VMware notifies the Partner and works to re-certify the Partner Software in a timely fashion.

4.3 Partner Software Qualification Triggers

Any bug fix or minor change to Partner Software might require a re-validation of all or a subset of these requirements. Refer to Section 3.4.2.2 “Re-Certification of Modified Partner Software” for further details regarding modified Partner Software.

4.4 Compatibility/Equivalency Claim Process

When Partner releases new versions of the Partner Software re-certification might be required, based on the impact of the changes in the new release(s) from the Partner. Partners are encouraged to run the Certification Tests in addition to their own QA tests, when making any changes, to expose potential issues related to the changes, even when full certification is not required, based upon the descriptions below: All Partner Software certification should follow the guidelines in the Certification guide. Many programs will have dependencies and pre-requisites listed. Some examples that may help determine the re-certification criteria are listed in *Appendix A: Re-Certification Scenarios to Determine Re-Certification*.

In order to request Compatibility/Equivalency, Partners should make their claim by filling out a Compatibility/Equivalency form. This form is available on the Program web site or by contacting the Program Manager.

Generally, examples of where VMware does or does not take an interest in re-certification of the Partner Software include:

- New H/W versions
- New S/W version
- New Firmware or Updates to existing Firmware
- New Version Numbers
- Partner Software Documentation-Only Updates

New Version Numbers:

Although there is no science to version numbers, major version numbers draw more scrutiny than minor or maintenance versions. Equivalency and Compatibility status might be granted to a new Partner hardware platform that interoperates with the Partner Software. In this case, VMware might require a re-validation of all or a subset of the Partner Software certification tests. Please refer to the certification policy listed for your specific program.

5 Contact Information

Partners are required to provide contact information for the person who is the primary manager of the Partner relationship with VMware, as well as contact information for the technical manager of the associated engineering projects and for the customer support manager. All contact information is kept strictly confidential. For a sample contact information form that includes all required information elements, see *Appendix F: Sample Partner Contact Information Form*.

6 VMware Release Milestones

Membership in this Program is ongoing, and Partners are entitled to development and certification kit refreshes for the duration of their participation in the Program. Partners shall follow the VMware Ecosystem Engineering Maintenance Release Process.

Table 2 details the generic VMware release life cycle naming conventions. The Program does not distribute GA bits, as Partners should access GA bits via their MyVMware account. The Program may provide other bits at its discretion for the purposes of certification. When a release becomes available, communications are sent to all Partners via email with information on how to download the release.

Table 2: General VMware Release Milestones.

VMware Release Name	Definition	Partner Activities	Notes
Early Access	Early access code for early deployment.	NA	Generally not available with this Program
Beta	Beta release (for major and minor releases).	Perform development and compatibility testing with potential to recertify Partner Software, if applicable	Generally only available in cases of a mandatory recertification
RC	Release Candidate (for major, minor, update releases).	NA	Generally not available with this Program
RTM	Release to Manufacturing (Restricted availability to OEM media kits and product release files provided per prior approval).	NA	Generally not available with this Program
GA	General Availability (for major, minor, update patch releases).	Perform official certification and make submissions.	General Availability of production-level product to all Partners and customers.

Appendix A: Re-Certification Scenarios to Determine Re-Certification

Re-Certification Scenarios

Any Partner Software (also known as management packs) integrating with vRealize Operations 6.x and/or 7.x will require certification. This Appendix lays out general certification scenarios, with an emphasis on re-certification requirements based on new versions of the 6.x and/or 7.x product, Partner Software, or Partner products integrating with 6.x and/or 7.x. This information should be used for planning purposes. VMware will look at each scenario individually and determine the ultimate re-certification decision. For more information, please contact the Program Manager.

Definitions

The following definitions should help in the understanding of the scenarios to follow.

x.0 – a major release. An example is vRealize Operations 6.0.
x.1 – a minor release with new features. An example is vRealize Operations 6.2
x.01 – a minor release with no new features. An example is vRealize Operations 6.0.1.

When Certification Will Be Required

- An initial Partner Software built against any release of vRealize Operations 6.0 or higher.
- An existing Partner Software that integrates with an x.0 release of vRealize Operations (i.e., vRealize Operations 7.0).
- A new x.0 release of Partner Software.

When Certification May Be Required

Certification may be required for the following scenarios.

- An existing Partner Software built against a new x.1 release of vRealize Operations (e.g., from 6.1 to 6.2). VMware will evaluate each release situation on a case-by-case basis and will provide certification requirements on the Program website by the x.1 general availability release date.
- An x.0 or x.1 update release to an existing Partner Software built against a new x.0 release of the Partner product and that integrates with any release of vRealize Operations 6.x and/or 7.x. Certification or re-certification would be against the most recent release. Upon Partner's request, the Program Manager will promptly evaluate each release situation against the "Questions to Determine Re-certification" listed below.

When Certification Will Likely Not Be Required

Generally, certification will not be required for the scenarios below. Upon Partner's request, the Program Manager will promptly evaluate the release situation against the "Questions to Determine Re-certification" and provide certification requirements.

- Any update to an existing Partner Software build as a minor/bug fix ("x.01" – example would be 6.0.1) against the same partner product version and same version of vRealize Operations 6.x and/or 7.x.
- Testing against the version of 6.x and/or 7.x should still take place. Any possible vRealize Operations bugs can be logged and investigated.

- An update to an existing Partner Software tested by Partner against a new x.01 release of 6.x or 7.x.
- Testing against the version of 6.x and/or 7.x should take place. Any possible 6.x or 7.x bugs can be logged and investigated. [.]

- An update to an existing Partner Software tested by Partner against a new x.01 or x.1 release of Partner product
- Testing against the version of 6.x and/or 7.x should still take place. Any possible 6.x or 7.x bugs can be logged and investigated.

Notes

- All Partner Software integrating against vRealize Operations 6.x and/or 7.x must be certified.

- VMware typically releases no more than two (2) major releases per year.

- When a recert is required, VMware will investigate if a reduced recert can be compiled. This would have a reduced set of tests for previously certified Partner Software.

- VMware always recommends testing of any Partner Software against any new version of vRealize Operations for quality purposes. Any bugs found should be logged.

- Partners should fill out the vRealize Operations Equivalency/Compatibility Form if any waiver or reduced recertification effort is desired. This form is available on the Program web site or from the Program Manager. The form should be submitted in conjunction with an Equivalency/Compatibility SR of $125 (see section 3.1.2.2).

- For any Partner Software certified against vRealize Operations 6.1 or above, VMware will add a digital signature to the Partner Software (see section 3.2.6.1). This includes Partner Software submitted via an Equivalency/Compatibility Form, as any changes to Partner Software will invalidate any previous digital signature.

Appendix B: Key Web Links

Product-Specific Information

Program website – Login required

VMware Code:

https://code.vmware.com/

Partner read-only website that includes Program materials.

VMware Developer Center Partner Network (DCPN):

Log in access for Developer Center Partner Network is available via VMware Code. Click “DC Partner Network” in the top banner.

Partner Program private communication portal and document repository.

MyVMware.com

https://my.vmware.com

GA bits and licenses available

VMware Solution Exchange (VSX): http://marketplace.vmware.com/vsx/

Customer-accessible website to access GA Partner Software.

VMware Compatibility Guide:

https://www.vmware.com/resources/compatibility/search.php?deviceCategory=vrops

List of VMware Certified Solutions

General Support Resources

TAP Alliances - https://www.vmware.com/partners/tech-alliance.html

Technology-related information — such as knowledge base articles, documentation, and user groups — can be found at http://communities.vmware.com/

VMware Branding Guidelines - http://www.vmware.com/help/usage.html

Partner Central - http://www.vmware.com/Partners/Partners.html

VMware Flings - http://labs.vmware.com/flings

VCP training and resources – http://mylearn.vmware.com/portals/certification/?ui=www

General VMware Documentation: https://www.vmware.com/support/pubs

Appendix C: VMware Customer Contacts Support Flow

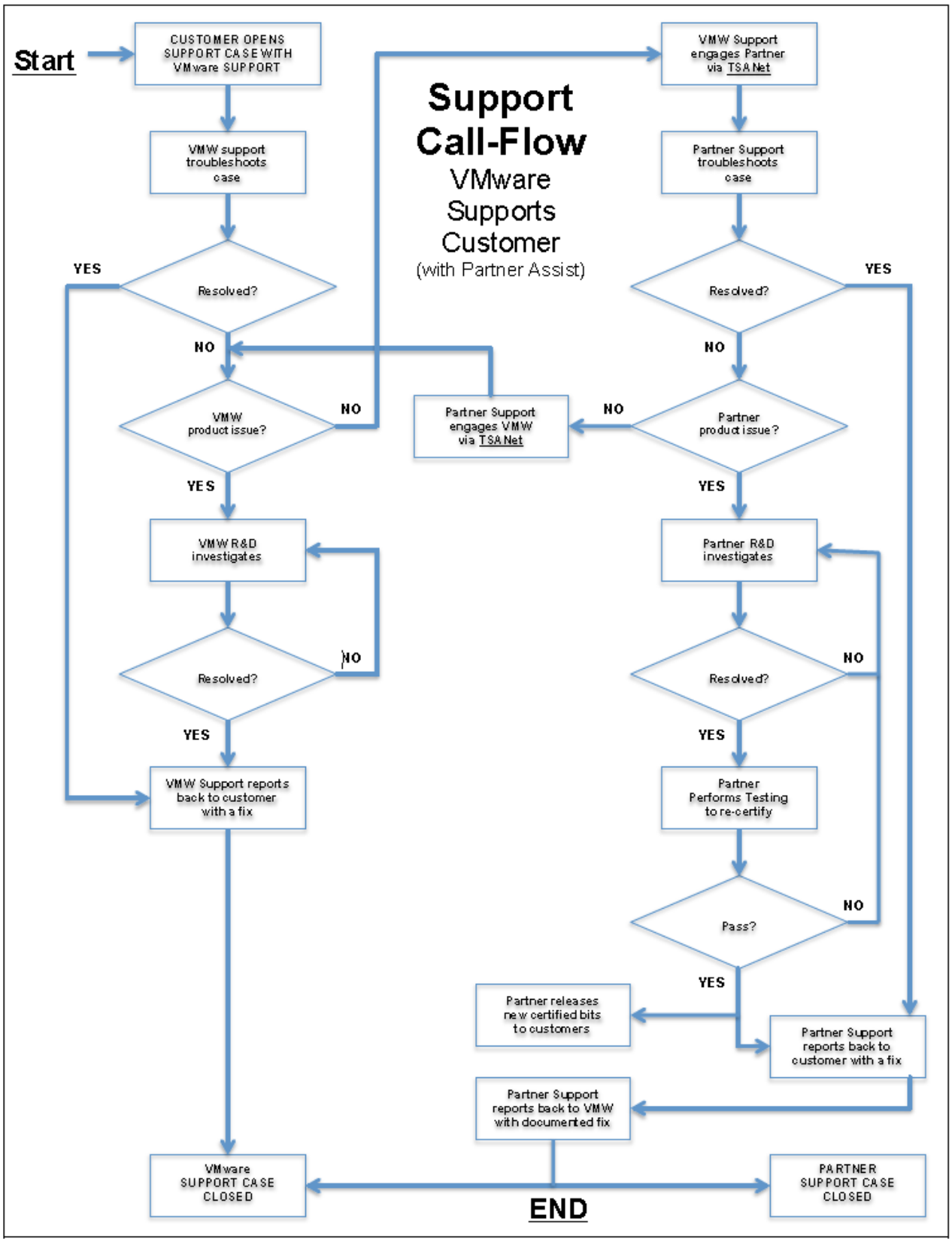

Figure 3: VMware Customer Contacts Support Flow

Appendix D: Partner Customer Contacts Support Flow

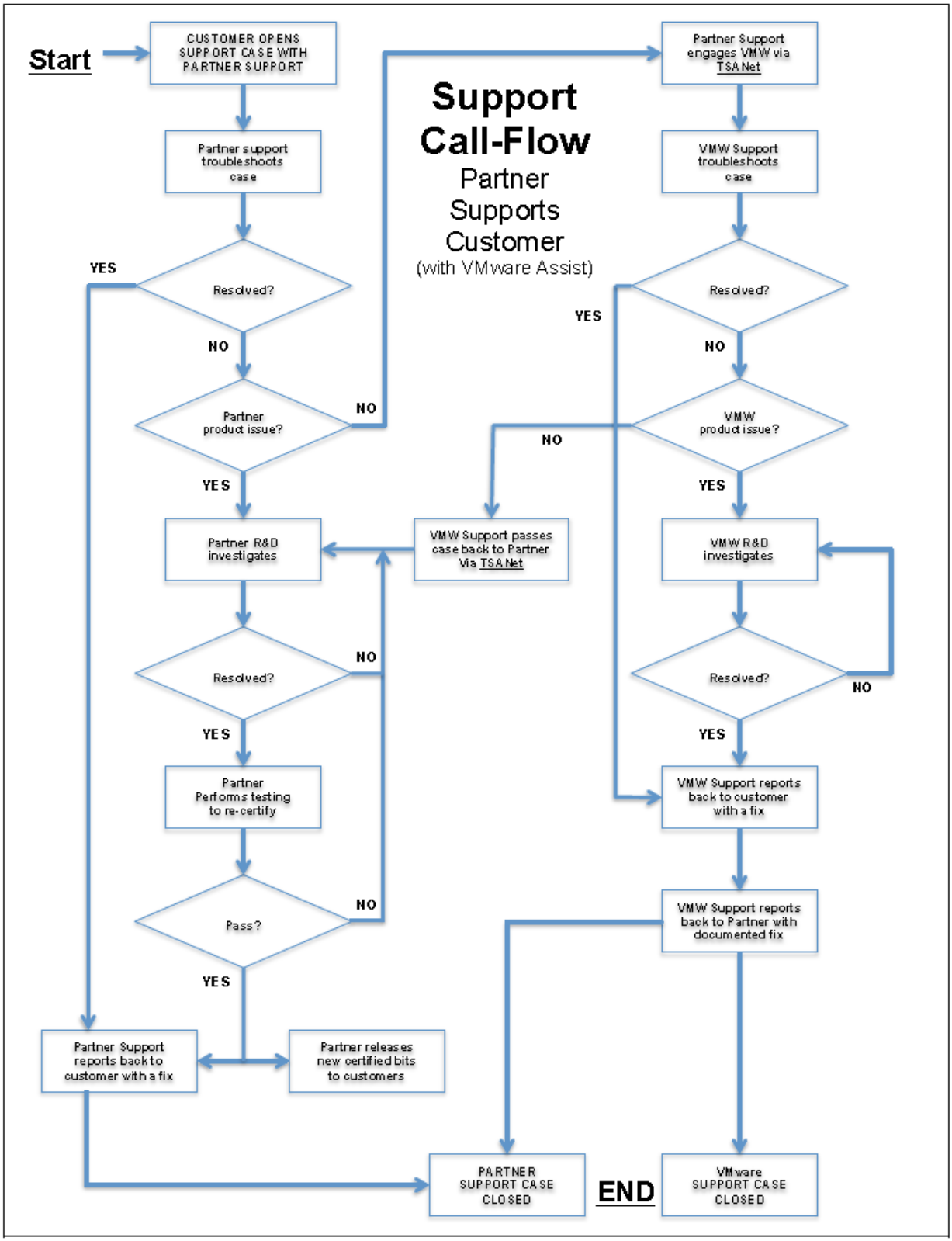

Figure 4: Partner Customer Contacts Support Flow

Appendix E: Transfer of Information (TOI)

Partner shall provide TOI training for VMware (e.g., support, sales, sustaining engineering, QA, Alliances). Partner shall provide a short training to VMware personnel on the specifics of troubleshooting the Partner Software to help isolate the issue.

Note: Partner shall be responsible for supporting the Partner Software. This TOI is intended to ensure that VMware support engineers can easily isolate issues and smoothly engage Partner's support team for further troubleshooting.

Partner shall provide access to additional TOI materials at no charge upon the availability of any updates, upgrades or new versions of Partner Software. Partner's TOI material should cover troubleshooting, internally developed tools, and access to Partner's knowledge database, as necessary to get knowledge of their Partner Software to an extent when isolating reported issues.

A significant amount of content can be handled through documentation, which can keep an interactive information transfer to a very short duration. During the interactive session, Partner should, at a minimum, show VMware personnel the error logs from both good states and failed states, and explain the errors codes (or refer to documentation), so that VMware personnel have a basic understanding of what can be expected when fielding customer calls.

Minimal requirement for the vROPS Program TOI is to provide a PowerPoint slide deck (typically between 8-12 slides) at the time of certification submission. The deck should not be a marketing deck; rather, it should be focused on support. The items that should be covered are as follows:

- High level overview of the management pack, including:
- Official partner product names, management packs names, etc. with associated versions, languages, etc.
- Software requirements, hardware requirements (if applicable)
- Licensing details as applicable
- GA and availability target dates.
- Location of documentation (user, installation and troubleshooting)
- MP download location(s)
- Support contacts/Confirmation of updated TSANet.org
- Any other pertinent information for customer support

If the Partner feels more information is necessary, a recording may be provided with more information. The session should be done via WebEx or some other method that enables recording of the training session.

Information to be documented for mutual customers that could be presented at the TOI includes:

1. Prerequisites for Partner Software.
    a. SW pre-requisites (perl, java, array management software, etc.)
    b. HW prerequisites (array HW and firmware versions, visibility, credentials, etc.)
    c. Licensing requirements (yes/no). If yes, please provide details.
2. Partner Software installation (if applicable): step-by-step installation guide.
3. Partner Software initial configuration (config files, UI parameters, special options, etc.), documented list of pre and post installation configuration and optional parameters.
4. Release notes and version information (to include information on known and fixed issues).
5. Partner Software behavior, information on failback process.
6. Array capabilities and basic administration.
7. Troubleshooting:

a. List of all error messages, what they mean, appropriate remedies.

b. Log files with known results (to include what the Partner Software injects into the Partner Software logs). This should be further broken down to clearly identify:

   i. Expected good output and what it means (i.e. what is expected when everything is running correctly).

   ii. Expected bad output and what it means, (i.e. what was incorrect vs. what was expected)

c. Log files with error messages with a “verbose mode” option. (Verbose option should be available, but turned off by default; it could be invoked when it is not possible to make a good determination from the default logs.)

8. URL location where customers download the Partner Software.
9. URL location where customers can see their support policy for Partner Software.

Appendix F: Sample Partner Contact Information Form

Partner Alliance/Business Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Role and Responsibility of Contact: Help with strategic Partner alignment and getting legal agreements signed.

Partner Engineering Manager Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Partner Technical Support Manager Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Role and Responsibility of Contact: Manage the support relationship with VMware. He/she will be responsible and will act as a single point of contact for all support related activities including escalations and the management of the TSAnet infrastructure. He/she should ensure the overall support readiness and training of their support organization to support their Partner Software.

Appendix G: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

API	Application Programming Interface
CLI	Command Line Interface
EULA	End User License Agreement
GA	General Availability
GSS	Global Support Services
HCL	Hardware Compatibility List
KB	Knowledge Base
PRD	Product Requirements Document
QA	Quality Assurance
RC	Release Candidate
SAN	Storage Array Network
SDK	Software Development Kit
SR	Support Request
TAP	Technology Alliance Partner
TOI	Transfer of Information
TSANet	Technical Support Alliance Network
VCG	VMware Compatibility Guide
VCP	VMware Certified Professional
VSX	VMware Solution Exchange

Appendix H: VMware Pre-Release Material(s) and Development Kit(s)

Under this Program, VMware may provide to Partner the VMware Pre-Release Material(s) or VMware Development Kit(s) listed below. Partner's use of the VMware Pre-Release Material(s) or VMware Development Kit(s) is subject to the terms and conditions of the Agreement.

VMware Pre-Release Material(s):

VMware WorkBench 3.x

- VMware vRealize Operations 6.x
- VMware vRealize Operations 7.x

VMware may provide Partner with access to the following Pre-Release Materials:

- VMware vRealize Operations 6.x SDK
- VMware vRealize Operations 7.x SDK

Not for resale (NFR) development licenses of VMware products for the purposes of Program-sponsored development of new releases are available through VMware TAP.