VMware Ready vCenter
Orchestrator Plug-in Program
Program Guide
Program Version 1.3
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VMware, Inc.
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1 Introduction
Welcome to the VMware Ready vCenter Orchestrator Plug-in Program (referred to herein as the “Program”).

This Program offers participating VMware partners (“Partners”) a comprehensive set of tools and resources to develop and certify vCenter Orchestrator plug-ins. Partners enrolled in this Program have access to a host of benefits, including consultation with VMware Ecosystems Engineering. This document explains the Program requirements, as well as the engagement, support, and maintenance models of the Program. Refer to the additional documents such as “vCenter Orchestrator Plug-in Certification Guide” for more detailed certification requirements.

1.1 Program Overview
The Program provides unmatched value to the joint customers of VMware and Partners via rich integration and automation solutions served through vCenter Orchestrator plug-ins.

1.2 General Participation Requirements
Partners must meet the following requirements to engage in the Program:

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) program at the Elite or Global level;

- Execute the VMware Platform Extensibility Program Agreement (PEPA) and applicable Program Addendum or equivalent legal agreement (collectively, the “Program Agreement”);

- Adhere to Program requirements described in this Program Guide (including but not limited to paying all applicable fees related to Program participation and plug-in certification and following the product development, certification and support requirements).

2 Membership Signup, Renewal and Termination
Program membership is effective and valid for the duration specified in the Program Agreement. For details on termination, please review the Program Agreement.

3 Program Components & Process Flow
The Program provides a full spectrum of resources to guide partners in developing, releasing, certifying and supporting vCO Plug-ins. There are four Program components:

- Program Guidelines, Product Roadmaps and Program Fees


- Release Plan and Execution

- Post –Release Activities
3.1 Program Guidelines and Product Roadmaps
This component covers the non-technical elements of the Program.

3.1.1 Program Guidelines
This Program Guide and the Program Agreement set forth the terms and conditions of the Program. Partners are required to agree to the terms of these documents to participate in this Program. Terms are subject to change as required to ensure success of this Program. The latest version of the Program Guide is posted in the VMware Ready vCenter Orchestrator Plug-in Program page on Developer Center.

3.1.2 Product Roadmap Exchange
Periodic roadmap exchanges between VMware and its partners are extremely important. Sharing this information allows both companies to allocate resources and align releases. VMware and its partners will make available the relevant portions of product roadmaps. To coordinate roadmap sharing, contact your VMware Alliances manager.

3.1.3 Program Fees
Program fees covering the benefits set forth in this Program Guide are as set forth below (collectively the “Program Fees”). All Program Fees are only applicable to the specific version of the Program for which it was purchased and are non-transferrable and non-refundable. VMware may, in its sole discretion, discount and/or waive the Program Entrance Fee, Initial Development Consulting Fee, or any other fee associated with this Program, for any Partner.

3.1.3.1 Program Entrance Fee
Partner shall pay to VMware a one-time fee (the “Program Entrance Fee”), within thirty (30) days after the Effective Date of the Program Agreement. Partner must pay the Program Entrance Fee in full before VMware will list the Partner Software in any compatibility guide(s), even if Partner otherwise fulfills all other Qualification Requirements. The Program Entrance Fee covers the onboarding costs for entry into the Program.

3.1.3.2 Ecosystem Engineering Development Consulting Fee
VMware offers additional optional Development Consulting Services for a fee. These services will cover assistance with development of a vCO Plug-in for a Partner solution. Partners may choose to purchase these services, which will be subject to a separate VMware Master Ecosystems Engineering Services Agreement. Please contact your program manager for more details.
3.1.3.3 Certification Processing Fee

For certifications under this Program, Partner must pay the then-current certification fee.

Re-Certification Fee

Updates or Upgrades (as defined in the Program Agreement) of the VMware Product may not require a re-certification submission by Partner. However, Partner's modification to a certified Partner Software may require Partner to submit a new certification request, which is subject to the same fees set forth above.

Please refer to the following documents for details on the certification submission process.

Frequently Asked Questions (FAQ) about New Partner Service Offerings (available on VMware Partner Central)

Getting Started to Use New Partner Service Offerings

3.2 Development and Certification Tasks

This component covers the tools and resources available for the development and certification of vCO Plug-ins for Partner solutions.

To facilitate the development of the vCO plug-in, Partners have access to the vCenter Orchestrator Plug-in SDK Version 5.5 that is publicly available in the Developer Center http://communities.vmware.com/community/vmtn/developer/forums/orchestrator.

Partners can then download the certification suite from Developer Center, run the tests and upload and submit the certification results in the form of the Acceptance Criteria Questionnaire for approval by VMware.

3.2.1 VMware Products and Development Kit

In order to successfully perform development of the vCO Plug-in for their solutions, Partners may use the following VMware Products and Development Kits (as provided by VMware under various applicable license terms):

- VMware vCenter Orchestrator 4.x, 5.x and 6.x
- VMware vSphere 5.x and 6.x
- Development Kit – Publicly available vCenter Orchestrator Plug-in SDK Version 5.5 (see link above in Section 3.2)

3.2.2 Acceptance Criteria

Partner vCO Plug-ins must pass the vCO Plug-in Acceptance Criteria in order to be certified. The checklist is part of the vCO Plug-in Certification Suite that is downloaded through Developer Center. Partners must upload the completed Acceptance Criteria Questionnaire through the Certification Suite for review and approval by VMware.
3.2.3 Engineering Support
Partners have access to the Developer Center, which host the vCO Plug-in Certification Suite. In addition, Partners can purchase Development Consulting Services to facilitate the development of the vCO Plug-in for their solution as set forth in Section 3.1.3.2 above.

For vCO Plug-in SDK support, VMware offers additional services through Global Support Services (GSS) organization. TAP Program entitlement may provide some access to the GSS SDK developer support team. Partners should check with their Alliance Manager for more details on their entitlement. For more information on GSS SDK support, please visit https://www.vmware.com/support/services/sdk.html.

3.3 Release Plan and Execution
This component covers release and availability of a Partner’s vCO plug-in for its solution developed and certified under this Program.

3.3.1 Packaging and Installation
This section discusses the logistics of Partner vCO plug-in packaging and installation for its solution.

3.3.1.1 Packaging
Packaging – Partners are expected to package the vCO plug-ins for their solutions in the form of a dar file, to upload them on their site and to provide a link to VMware.

Installation – Both the Partner solution, and the VMware vCenter Orchestrator modules need to be installed for an operational solution.

3.3.2 Distribution
Partners are responsible for distribution logistics of their product. No Partner vCO plug-ins will be shipped by VMware. Once a Partner solution successfully passes the required certification process, as confirmed in writing from VMware, the Partner can publicly release its solution.

3.3.3 VMware Compatibility Guides
VMware will post the link to Partners’ certified vCO Plug-in solutions on VMware Compatibility Guide.

3.3.4 VMware Logos
The VMware Ready logo is provided for Partner Solutions for which a Partner has developed and certified a vCO Plug-In under this Program.

3.3.5 VMware Solutions Exchange
Partners can post on the VMware Solutions Exchange and use the VMware Ready logo for certified vCO Plug-ins.

3.4 Post-Release Activities
This component includes support and sustaining policies for vCO Plug-ins for Partner solutions.

3.4.1 Partner Product Support Policy
Unless otherwise approved in writing by VMware, Partners must provide a public statement of their support policy that can be linked to from the landing page on vmware.com. This public-facing statement should be ready and released prior to GA of the Partner product, or, if not
applicable, prior to posting of the Partner product on the VMware Compatibility Guide. In addition, the requirements stated below apply.

Support and troubleshooting of all Partner products are the responsibility of Partner as per a Partner’s documented support policy. The Partner Products must have separate End User License Agreements (EULAs) that are included within the partner product downloads.

For entitled support issues reported to VMware, VMware Global Support Services (GSS) will assist customers in problem analysis and resolution. In the event the issue is diagnosed to be directly related to Partner hardware or Partner software, GSS will work with the customer to open a collaborative support request (SR) with the Partner. The support flow for the SR will follow VMware’s support process as outlined in Appendix C.

The goal for the Partner product support policy is to ensure an excellent post sale support experience for the mutual customer’s product solution and 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:

- Clearly defined process and escalation contacts between VMware Technical Support and Partner’s Technical Support organizations to engage each other for smooth handoff and collaboration for all Support Request’s related to Partner’s product. This process should establish Senior Support Engineer to Senior Support Engineer relationship. For critical escalation, this process should also provide an Escalation Manager to Escalation Manager Relationship.
- Partner will provide ability for VMware GSS to be able to open tickets directly with Partner for the sole purpose of trouble shooting mutual customer SR’s.
- Partners shall ensure adequate support readiness and training of their support organization to support their products. Partners must have a support infrastructure in place to appropriately route and track all support requests related to their products. Additionally, Partner’s technical support engineers should be trained to have a reasonable understanding of VMware products in order to assist during troubleshooting for any collaborative support requests between VMware and the Partner’s support team for a mutual customer situation. Partner support teams should be ready to support the product at or before the GA of the Partner product.
- Partners should appoint a designated Technical Support Management contact who is primarily responsible for the support relationship with the VMware support organization. This person will be the single point of contact for all support related processes including escalations and management of the cooperative support process relationship outlined in this Program Guide. This person should ensure the overall support readiness and training of the Partner support organization to support the vCO Plug-in solution.
- Communications of any changes, updates, patches etc. are to be communicated back to VMware at least 14 days before release to the general public.

3.4.1.1 Hardware and Software access for Technical Support

Partners are required to provide access to a certification-like setup as and when requested by the VMware global support and sustaining teams for technical support on VMware premises.
Alternately, Partners can provide VMware with remote access to a certification-like setup on the Partner premises. As part of this requirement, Partners will provide all the hardware, firmware, and software that are needed for problem replication. If applicable, Partners are required to provide at least one (1) NFR software license as and when requested by the team for technical support on VMware premises. The Partner also will assist in setting up the hardware and any other relevant software at no cost to VMware. Partners should complete the setup within 60 days from the time of request.

3.4.1.2 Hosting of Collaborative Technical Support Process

- For the duration of Partner’s participation in this Program and to retain acceptance status, Partner must maintain membership in the Technical Support Alliance Network (“TSAnet”, www.tsanet.org), and as such join VMware’s custom TSAnet Community. Any issues found with the Partner’s product are handled by Partner as described in the Third-Party Hardware and Software Support Policy documentation at http://www.vmware.com/support/policies/ThirdParty.html.
- Partner agrees to post current valid support and escalation processes related to Partner product as part of VMware’s dedicated/custom TSAnet community.
- Partner will comply with specific terms and recommendations regarding validation, support, and associated customer communication as outlined in TSAnet guidelines and this Program Guide.
- Partners should work with VMware Support to test TSAnet support before any Partner product/solution will pass Acceptance Criteria.

3.4.1.3 Transfer of Information (TOI)

- Partners are required to provide support training to VMware related to the Partner product for the purpose of ensuring VMware GSS can isolate Partner related support issues. (Refer to Appendix D for details regarding the content of the training). Please note that the TOI and support readiness requirements must be met prior to obtaining certification. Training is to be provided by the Partner at no cost to VMware. Partner shall provide updated training materials at no charge upon the availability of any updates, upgrades or new versions of Partner products. This training must be done at least 30 days prior to posting the new product for a major release. For updates, a write-up of what was addressed in the update is sufficient.
- Partner training should cover troubleshooting, internally developed tools, and access to Partner’s knowledge database necessary to get in-depth knowledge of Partner product.

3.4.1.4 Partner Support Experience

- Partners will open a support request with VMware on behalf of the end user via the TSAnet collaborative process when the customer support issues are specifically isolated to a VMware product or only reproducible on a VMware platform.

Note: Please note that VMware Global Support Services Product Support Teams do not support SDK APIs. During customer situations, if the issue requires troubleshooting of SDK API calls, then Partners should take the lead and work with VMware’s Developer Support in the background. Support call flow for SDK API related issues will be:
Please note:

- SDK APIs are supported by VMware’s developer support team and Partners should verify that they have appropriate entitlement to receive SDK/developer support through the TAP program or other engagement with VMware.
- SDK/API Support is NOT included as part of vSphere and/or any other VMware Product Support contract for end-customer.

3.4.1.5 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](http://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 vCO Plug-in solutions by fixing any bugs, security issues and updating and/or upgrading them to support new versions of vSphere in a timely manner.

Any major change to partner vCO Plug-in solution will affect the certification status. Refer to the next section for details regarding providing customers a Hot Fix (defined below) as well as how to re-certify a modified vCO Plug-in solution.
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. In order to make the Hot Fix available to all customers, Partners must either submit a new Acceptance Criteria Questionnaire for the modified vCO Plug-in solution or follow the process outlined in Section 3.4.2.1.

3.4.2.1 Hot Fix Policy
The Hot Fix process may only be used to address a specific critical issue found by a customer. The Hot Fix process is not a mechanism to add features or functionality to an existing vCO Plug-in solution. When a Hot Fix is necessary, the Partner will generate the Hot Fix, notify VMware that it was created, tested and distributed to those experiencing the problem addressed by the Hot Fix. VMware strongly suggests that the Partner run at least a subset of the certification tests against a Hot Fix before it is released.

Partners should detail the symptoms and description of the bug to VMware so that VMware support can direct customers with new reports of the bug to the Partner. The Partner’s support organization will distribute the Hot Fix on a customer-by-customer basis via a non-public distribution mechanism. The Partner will also provide VMware with an estimate as to when the Hot Fix will be rolled into an update to the vCO Plug-in solution and request a review slot.

In the case that the Hot Fix is not widely distributed (posted version of vCO Plug-in solution), VMware recommends that Partners track its distribution to customer to help facilitate support calls with such customers. The partner will also provide the Hot Fix itself to VMware with instructions on how to install the Hot Fix. Any changes to the vCO Plug-in solution will need to be re-certified as described in Section 3.4.2.2.

3.4.2.2 Re-Certification of Modified vCO Plug-in solution
If a Partner modifies its vCO Plug-in solution, it should run internal QA tests successfully to be considered for re-certification.

Partners must complete a new Acceptance Criteria questionnaire and submit this to VMware in the same folder where the Hot Fix notification form was submitted. Partners must also contact the VMware Ecosystem Engineering Program Manager to coordinate review slots and any necessary technical meetings. The Partner must pay an additional fee as set forth in Section 3.1.3.4 for any re-certification.

3.4.2.3 Binary Access
Upon successful certification, Partners must provide VMware with a binary copy of the certified vCO Plug-In to be used internally by VMware for end-user and field support purposes.

4 Re-Certification
This component covers the re-certification requirements for a Partner vCO Plug-in solution as triggered by changes to the VMware vCenter Orchestrator product or the Partner vCO Plug-in solution.
4.1 VMware Platform Triggers
A new major release of the VMware vCenter Orchestrator product will require a full rerun and pass of Acceptance Criteria. Partners will be notified no later than the vCenter Orchestrator beta timeframe of the upcoming release dates for the major release.

4.2 Partner Product Triggers
- Any bug fix or minor change to a Partner vCO Plug-in solution will require passing of Acceptance Criteria.
- Any major release of the Partner solution for which the vCO Plug-in has been built will require passing the Acceptance Criteria.

5 VMware Product Backward Compatibility
VMware will make efforts to maintain backward compatibility between vCenter Orchestrator update releases and Partner vCO Plug-in solutions. Even with these efforts, VMware cannot guarantee that compatibility will not be broken. In the event that backward compatibility is not maintained and recertification is required, VMware will notify and support the Partner to re-certify their vCO Plug-in solution in a timely fashion.

6 Contact information
Partners are required to provide contact information for the individuals that will primarily be managing the partner relationship with VMware, including a Partner alliance/business manager contact as well as a Partner technical support manager. All contact information will be kept strictly confidential and will not be published by VMware. See Appendix E for sample contact information form that includes all the required information elements.

7 VMware Release Milestones
The following table details VMware release life cycle naming conventions. It also lists activities you can perform with intermediate releases. When a release becomes available, communications are sent to all Partners via email with information on how to download the release.

<table>
<thead>
<tr>
<th>VMware Release Name</th>
<th>Definition</th>
<th>Partner Activities</th>
<th>Release Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early access</td>
<td>Early access code for early deployment</td>
<td>Early development and compatibility testing but not certification</td>
<td>Get feedback and fix problems found by partners</td>
</tr>
<tr>
<td>Beta</td>
<td>Beta release (for major and minor release)</td>
<td>Perform development and compatibility testing but not certification, early certification kit available.</td>
<td>Get feedback and fix problems found by partners and customers</td>
</tr>
<tr>
<td>VMWARE RELEASE NAME</td>
<td>DEFINITION</td>
<td>PARTNER ACTIVITIES</td>
<td>RELEASE GOALS</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------</td>
<td>-------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>RC</td>
<td>Release Candidate (for major, minor, update releases)</td>
<td>Perform official certification and make submissions</td>
<td>Enable certification testing</td>
</tr>
<tr>
<td>GA</td>
<td>General Availability (for major, minor, update patch releases)</td>
<td>Perform official certification and make submissions</td>
<td>General Availability of vSphere to all partners and customers</td>
</tr>
</tbody>
</table>

Partners are encouraged to engage in compatibility testing during beta or early access milestones to identify bugs that may block certification after RC.
Appendix A: Key Web Links

- vCO Plug-in Certification Program page on Developer center:
  https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0
- vCO Product Page: [vCO product page](https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0)
- vCO Product Documentation: [vCO product documentation](https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0)
- vCO Plug-in Download page: [vCO plug-in download page](https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0)
- vCO Official blog: [Official vCO blog](https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0)
- vCO Community: [General vCO community](https://developercenter.vmware.com/group/management/vcoplugin/certs/5.0)

General Support Resources

Technology-related information—such as knowledge base articles, documentation, and user groups:

Appendix B: Support Flow Chart: Customer Contacts Partner

Customer reports issue to partner’s support. Partner Support Request opened.

Partner Support performs troubleshooting

Resolved?

No

Partner’s product issue?

Yes

Partner’s R&D investigation.

Resolved?

Yes

Partner performs testing to re-cert

Pass?

Yes

Partner support reports back to customer with a fix.

Partner’s support request is closed.

No

No

Yes

VMW product issue?

No

Yes

VMW support reports back to customer with a fix.

VMW support reports back to Partner with Documented fix.

SR closed.

Partner’s Support engages VMW via TSA.net channel.

VMW support performs troubleshooting

Resolved?

No

Yes

Partner Support engages VMW via TSA.net channel

VMW R&D investigation.

Resolved?

Yes

Yes

No

No
Appendix C: Support Flow Chart: Customer Contacts VMware

Customer reports issue to VMW support. SR (Support Request) opened.

VMW support performs troubleshooting

Resolved?

Yes

VMW R&D investigation.

Yes

VMW support reports back to customer with a fix.

VMW SR closed.

No

VMW product issue?

Yes

Partner Support engages VMW via TSAnet channel

Resolved?

No

Yes

Partner’s R&D investigation.

Resolved?

No

Yes

Partner performs testing to re-cert

Pass?

Yes

Release new certified bits to customers.

Partner Support reports back to customer with a fix.

Partner’s support report back to VMW with a Documented fix.

Partner’s support request is closed.

No

Partner Support engages partner via TSAnet channel.

Partner's product issue?

No

Yes

Partner Support performs troubleshooting

Resolved?

No

Yes
Appendix D: Transfer of Information (TOI)

Partner TOI training for VMware (e.g., support, sales, sustaining engineering, QA, Alliances). Partner will provide training to VMware on the specifics of supporting one or more host-based extensions. A significant amount of content can be handled through documentation which will keep an interactive information transfer to a minimum. During the interactive session, the 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 has a basic understanding of what can be expected when it fields customer calls.

The training session can be done via WebEx or some other method that enables recording of the training session.

Information that should be documented for VMware with selected parts being presented at the TOI includes the following (to the extent such information is available to Partner):

1. Hardware and software requirements
2. Licensing details and procedures
3. ESXi implementation overview and any differences with the earlier ESX solution
4. Installation and verification procedure
5. Procedures for verifying functionality
6. Troubleshooting logs, procedures, and best practices
7. Sample problematic scenarios and how to address them
8. Product documentation, error codes, and best practices
Appendix E: VMware Pre-Release Material(s) and VMware 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 Program Agreement.

1. VMware Pre-Release Material(s):
   None

2. VMware Development Kit(s):
   None
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 Technical Support 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 vCO Plug-in solutions.
### Appendix G: Glossary of Terms/Acronyms

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EASE</td>
<td>VMware EcoSystems And Solutions Engineering</td>
</tr>
<tr>
<td>TSANet</td>
<td>Technical Support Alliance Network</td>
</tr>
<tr>
<td>Developer Center</td>
<td>The one-stop shop for all the developer resources partners need to design solutions for the Software Defined Data Center</td>
</tr>
<tr>
<td>DCPN (Developer Center Partner Network)</td>
<td>The place for private collaboration between Partner and VMware</td>
</tr>
<tr>
<td>GSS</td>
<td>Global Support Services</td>
</tr>
<tr>
<td>SR</td>
<td>Support Request</td>
</tr>
</tbody>
</table>