

# Army ELA - VMware

John Jordan – VMware

Steve Kachel – Carahsoft

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# Agenda

- New Contract details
- What's new with this ELA?
- How to request ELA delivered (Above-the-Line) licenses
- How to request training
- Software Maintenance and Technical Support
- License Management Portal ([my.vmware.com](https://my.vmware.com))
- VMware Army POCs

# ELA Contract Information

- Contractor: Dell Marketing LP
- Contract#: W52P1J-19-F-0199
- Awarded 30 January 2019
  - Contract Office: Army Contract Command – Rock Island
  - Requirement Activity: Army CIO/G-6 IT&SAM
  - Contract Management/COR: PEO EIS – PL CHESS
- Contract Period
  - Base Year: 31 January 2019 – 30 January 2020
  - Option Year 1: 31 January 2020 – 30 January 2021
  - Option Year 2: 31 January 2021 – 30 January 2022

# What's New?

## New ELA

- 10-month contract with 2 option years
- Covers maintenance/support for all Army VMware licenses that had support on or after 1 April 2013
- There are an allocated amount of ELA delivered licenses (Above-the-Line)
  - Customers can request licenses and if delivery is approved the licenses will be delivered with no upfront cost
  - Customer's MACOM responsible for next year's ELA maintenance/support cost
    - Price established and money collected by Army CIO/G6
- All other licenses (Below-the-Line) are ordered/paid for via normal contracting channels
  - Placed on ELA when ELA renewed
- 800 On-line, on-demand training vouchers available

# What Are “Above-The-Line” Licenses?

## Above-The-Line

- Allocated amount of Licenses available as part of ELA
  - Customer has no upfront acquisition cost for these specific licenses
  - Customer inherits future maintenance/support costs
  - Maintenance/Support will be included as part of install base with each out-year renewal
  - **Once allocated amount is reach licenses must be ordered/paid for via normal contracting channels**

## Above-The-Line Licenses include

DESCRIPTION OF SOFTWARE
VMware vCloud Suite Enterprise
VMware vSphere Enterprise Plus for 1 processor
VMware vSphere Enterprise Plus with Security for 1 Processor
VMware vCenter Server Standard for vSphere (Per Instance)
VMware Workstation Pro for Linux and Windows, ESD

**Note: Once the “Above-The-Line” allocated amounts are reached, organizations will have to procure additional licenses through standard Army contracting channels.**

# Process to Order Above-the-Line Licenses

- New License & Training requests are made through CHES License Tracker for Software (LTS)
- ALL MACOMs **MUST** complete CHES ELA Appointment Form to designate G6 & G8 Approvers and Trusted Agents
  - Requests will not be able to be processed until forms are completed
  - Trusted Agents (TA) will be granted access to download software
- **New License:**
  - Requests will be approved by MACOM G6, G8 and CHES
  - ITAS waivers are required for server and datacenter related products
  - Refer to ITAS waiver memos issued 6 Jun 2013 & 14 Aug 2013
  - New licenses **WILL** derive a **COST** for the requesting MACOM upon option year renewals

# Training

- 800 vouchers available via ELA
- 1 voucher – 1 individual training class
- Training requests also made via CHES License Tracker for Software (LTS)
- Requests will be approved by MACOM G6 and CHES
- Customer should only request **ONE** course at a time
  - Requests for multiple courses at once will be **DENIED**
- When request is approved customer will be contacted by VMware with voucher and next steps
- Training is open to Army military, civilian and contractor personnel
- Training POC for ELA
  - Melissa Spurrier-mspurrier@vmware.com

# Training Course Offerings

CLASS	Certification Available?
NEW: VMware vSphere: Install, Configure, Manage [V6.7]	VCP6.7-DCV
NEW: VMware vSphere: Optimize and Scale [V6.7]	VCP6.7-DCV
VMware Integrated Openstack: Install, Configure, Manage [V5]	
NEW: VMware vSphere: What's New [V5.5 to V6.7]	
NEW:VMware Cloud on AWS: Deploy and Manage	
VMware vSphere: Install, Configure, Manage [V6.5]	VCP6.5-DCV
VMware vSphere: Optimize and Scale [V6.5]	VCP6.5-DCV
NEW: VMware vCloud Director: Install, Configure, Manage [V9.x]	
NEW: VMware vRealize Network Insight: Install, Configure, Manage [V3.x]	
VMware vRealize Operations: Install, Configure, Manage [V6.6]	
NEW:VMware vRealize Automation: What's New [V7.3 to V7.5]	
VMware vRealize Automation: Install, Configure, Manage [V7.3]	VCP7-CMA
VMware vSAN Deploy and Manage [V6.6]	
VMware Horizon 7: Install, Configure, Manage [V7.3]	VCP7-DTM
NEW: VMware Workspace ONE: Deploy and Manage [V9.x]	VCP-DW 2018
NEW: VMware Workspace ONE: Extending your AirWatch Deployment to the Digital Workspace	
NEW: VMware Workspace ONE: Unified Endpoint Management for Windows 10	
VMware AirWatch: Configure and Manage	
VMware AirWatch: Configure and Deploy Integrated Solutions	
VMware AirWatch: Install and Deploy on Premise Solutions	
VMware Airwatch: Bootcamp	
NEW: VMware NSX SD-WAN by VeloCloud: Deploy and Manage	
NEW: VMware NSX: Install, Configure, Manage [V6.4]	VCP6-NV
NEW: VMware NSX: Troubleshooting and Operations [V6.4]	VCP6-NV
VMware Site Recovery Manager: Install, Configure, Manage [V6.1]	



# How to Access CHESSTLS

- Customers must have a CHESSTLS account to use LTS
- Go to <https://chess.army.mil> and login to your CHESSTLS account
  - If you do not have an account click the “Register” button on the top right and complete registration
- Next steps:
  - Go to “Software Agreements” via the “Software” tab
  - Click “License Tracker for Software”
  - Click “Access License Tracker”
  - Click “Create” for new requests
    - Fill out form and submit

# Software Maintenance and Technical Support

- Software upgrades
  - Contact VMware at [jjordan@vmware.com](mailto:jjordan@vmware.com) to upgrade software you will need to include the following in your request
    - Product to be upgraded
    - License key number to be upgraded
- Patches/Updates/Security vulnerability fixes
  - You must have download software access to the my.vmware.com portal
  - Log into <https://my.vmware.com>
  - Put your cursor over the Products tab and select product patches
  - Select the product and version you would like patches for and download the patch
- Telephone Support
  - Contact VMware Federal Support Line at 877-VMWARE0 (877-869-2730)
  - You must have file support request rights from the <https://my.vmware.com> portal to file a support request
- On-line support via my.vmware.com portal

# Software Maintenance and Technical Support (Continued)

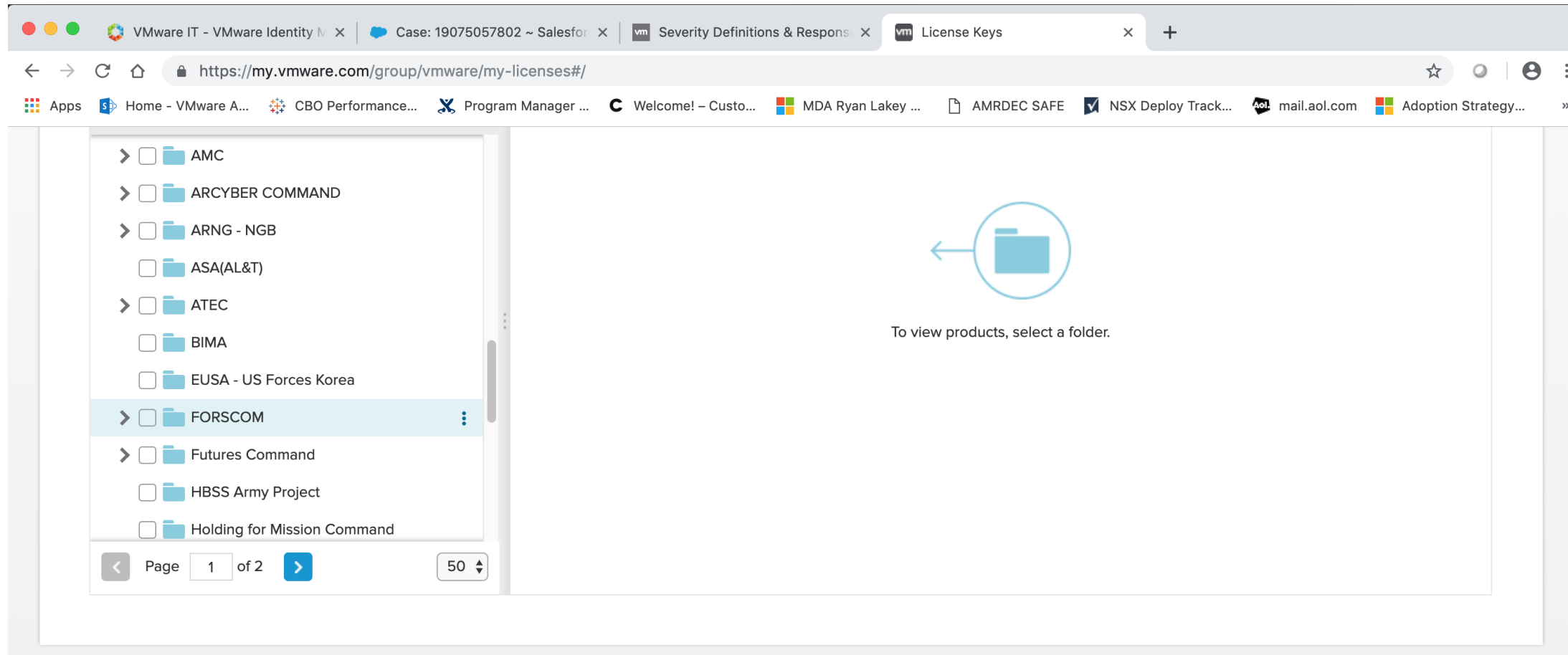
- Available Tier Support
  - ELA comes with Production Support
    - 24x7x365 break fix support
    - U.S. Citizens – several with clearances
    - VMware uses a severities definitions to label the issue. See definitions and response times at <http://www.vmware.com/support/policies/severity.html>

# Overview of License Management Portal

- ELA licenses are maintained in one of two accounts in the <https://my.vmware.com> portal
  - 480387931
  - 921045726
  - Other pre-ELA accounts exist but they are user maintained and are referred to as Legacy Accounts
- Licenses maintain in a folder structure
  - Major Command/Org
    - Sub Command/Org
    - Etc.

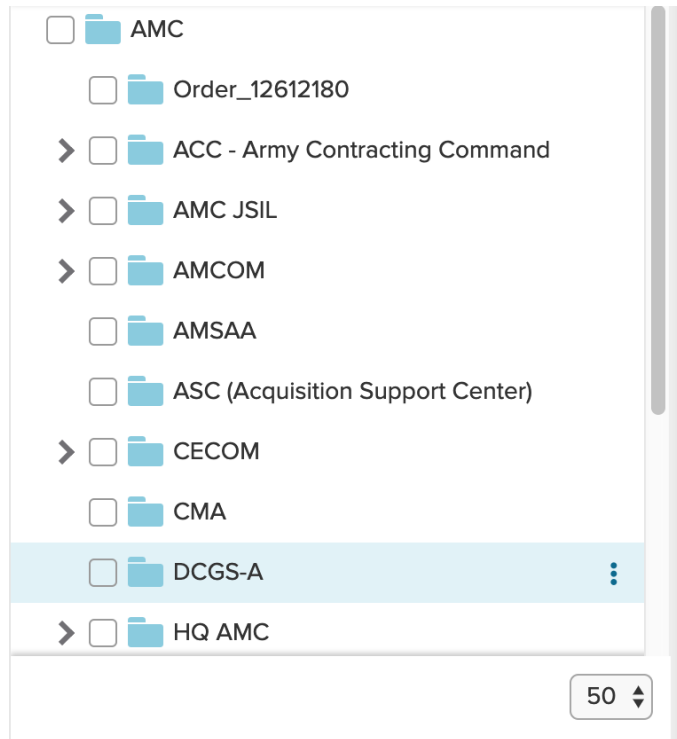
# Overview of License Management Portal

## Major Command Folder Structure



# Overview of License Management Portal

## Sub-Command Folder Structure



To view products, select a folder.

## VMware POCs

- Director of Sales Army – Mike Krafft, [mkrafft@vmware.com](mailto:mkrafft@vmware.com), (443) 794-8037
- Account Executive West – David Nelson, [davidnelson@vmware.com](mailto:davidnelson@vmware.com), (520) 991-9223
- Account Executive South East – Steve Liviccori, [sliviccori@vmware.com](mailto:sliviccori@vmware.com), (305) 942-9483
- Account Executive Central – Mike Robinson, [rmichael@vmware.com](mailto:rmichael@vmware.com), (512) 645-6985
- Account Executive East – Tom Conte, [tconte@vmware.com](mailto:tconte@vmware.com), (703) 595-9816
- Solution Engineer Army, Raman Veeramraju, [rveeramraju@vmware.com](mailto:rveeramraju@vmware.com), (972) 400-0448
- Solution Engineer Army, Nate Bryant, [nbryant@vmware.com](mailto:nbryant@vmware.com), (970) 980-4166
- Program Manager Army/ELA, John Jordan, [jjordan@vmware.com](mailto:jjordan@vmware.com), (703) 587-4845
- Associate Manager Army/ELA, Melissa Spurrier, [mspurrier@vmware.com](mailto:mspurrier@vmware.com)
- AE Network Security Business Unit- Chris Miller, [chrismiller@vmware.com](mailto:chrismiller@vmware.com), (719) 287-5392
- Solution Engineer Network Security BU, Jason Scanga, [jscanga@vmware.com](mailto:jscanga@vmware.com), (720) 480-6988
- AE End User Computing, Jeff Jancewicz, [jjancewicz@vmware.com](mailto:jjancewicz@vmware.com), (843)-901 7611

## Carahsoft POCs

- Account Executive VMware Army, Steve Kachel, [steve@carahsoft.com](mailto:steve@carahsoft.com), (703) 230-7407
- Account Executive VMware Army, Brandon Toye, [brandon.toye@carahsoft.com](mailto:brandon.toye@carahsoft.com), (703) 581-6619



**Questions?**