# VMware Tanzu Labs™ Scoping

## Let's build a plan to tackle what matters most

### OWN YOUR MODERNIZATION JOURNEY

VMware Tanzu Labs helps you accelerate the delivery of software and modernize your app portfolio while reducing operating costs and risk.

Our consulting services enable your teams as we collaboratively jumpstart and scale transformative initiatives for your apps and platform.

[tanzu.vmware.com/labs](tanzu.vmware.com/labs)

The primary purpose of a VMware Tanzu Labs scoping session is to create a plan of action based on a shared understanding of your goals. We will gather all the information needed to deliver a service engagement proposal and recommend a successful path forward. This document provides more information about scoping and what to expect during our time together.

## Who should attend a Scoping session?

We will work with you to identify the right people in advance of our session. We'll aim for a small collection of key stakeholders with strong, diverse perspectives on topics relevant to your project. This includes practitioners and experts who will define, build, secure, own and operate the application work or platform solution. This may include architects, platform engineers, networking and security experts, developer operations, app developers, designers, and application owners.

Valuable people to involve in this process may include:

• Representatives from business operations who can provide context on their goals and why the initiative is important.

• A mix of technical representatives to help provide an overview of the current state and complexity of systems or processes.

• Representatives who can provide insight into the roles of individual contributors we may be working with.

We will involve a mix of VMware Tanzu Labs delivery leads, developers, product managers, designers, and solution architects to provide comprehensive perspectives and expertise relevant to your project.

## What to expect at your scoping session

We will tailor the agenda to your needs. Here are the types of things we typically cover during a Scoping session:

### Goals

Identifying goals often surfaces different objectives from team members. We start by capturing everything identified and grouping them into themes, such as company directives, value propositions and feature enablement. We want to understand: What is your organization trying to accomplish with this engagement? What does success look like?

### Team

We want to understand what your team looks like today and how we will work together. Do you wish to enable your team in more modern, cloud native practices with

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collaborative, hands-on work? Or are you interested in giving your team a front-row seat to a demonstration of Tanzu Labs' platform development and application delivery methodologies? Who will be working on the project from your team? Who is responsible for the team's success? Knowing who will be responsible for this product after our engagement helps ensure continued success after we are gone.

### User Needs

Understanding your users' goals and pains is vital to achieving your own goals. We will identify who your users are and get a high-level profile of them. In the case of technical products like APIs and platforms, your users may be developers. We need to understand the user behavior we are trying to influence and how that will drive business outcomes. Some common questions we ask are: Who will use the software or platform, and how? What are the different user personas? What problems are we solving for users? How do users solve these problems today?

### Pain Points

Identifying pain points helps illuminate what problem we will be solving together. We will uncover pain points from the user's perspective, in your technical systems and your organizational constraints.

### Technical Discovery

We're looking to understand the opportunities and constraints of your technical landscape and what you'd like to improve. Plan to include a lead engineer and/or architect in our session so we can go into depth on questions such as: What classes of applications constitute your portfolio? What are the core technical stacks and key architectural patterns? What does your applications' path to production look like? How do you run, operate and manage these workloads today? What architectural/network/security requirements does your platform have? What is most critical to improve?

### Risks

Every project has risks and we encourage honest conversations about them. We need to understand anything that may reasonably get in the way of us being successful together. We won't uncover all of them in our scoping session, but we'll have a good start.

And we'll establish a clear and consistent way of identifying and mitigating new risks.

## After the scoping session

The scoping session will provide a helpful framing of your goals, challenges and opportunities. Based on this, we will craft a proposal that informs a statement of work and contract for a potential engagement—including staffing recommendations, estimated costs and projected timelines.

It is important to know that we may need to follow up with additional sessions to better understand your desired outcomes and constraints and craft a tailored plan of action to tackle the goals of your VMware Tanzu Labs services engagement. We will work with you to ensure that we uncover all of the necessary information prior to crafting a proposal.

We look forward to working with you!