

# Resident Services – VMware Cloud Foundation

## — Execution Model Snapshot

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### Service Identification

- Service Name: Resident Services – VMware Cloud Foundation
- ISV Name: Broadcom
- Product Name: VMware Cloud Foundation
- Service Family: Cloud Operations Staffing
- Service Type: Resident
- Service Code: BC008



### How the Work Is Performed

Resident Services provide time-bound access to experienced Broadcom delivery resources embedded within the customer’s team to support VMware Cloud Foundation–related initiatives. Residents assist across planning, implementation, troubleshooting, optimization, and advisory activities as directed by customer priorities. This offering is capacity-based rather than outcome-based and does not define fixed scope, deliverables, or milestones. Work performed may span multiple platform domains over the engagement period.

### Purpose

Defines how BC008 is executed in practice, including delivery approach, customer responsibilities, dependencies, and completion criteria, to set clear expectations and reduce delivery risk.

### Dependencies and Prerequisites

- Customer provides clear prioritization and direction
- Resident work aligns to VMware Cloud Foundation–related activities
- Tasks may change over time without contract modification
- Success depends on effective collaboration with customer teams
- Active VMware Cloud Foundation environment or initiatives
- Access to relevant platform components and documentation
- Customer availability for direction, review, and decision-making
- Appropriate tooling and access permissions

### Customer Responsibilities

- Active VMware Cloud Foundation environment or initiatives
- Access to relevant platform components and documentation
- Customer availability for direction, review, and decision-making
- Appropriate tooling and access permissions

## What Happens if Dependencies Are Missing

If required inputs or prerequisites are not met, delivery may be paused until gaps are resolved. Delays caused by unmet dependencies may affect overall timelines.

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### Exit Criteria

- Hands-on and advisory support across VCF domains complete
- Assistance with planning, implementation, troubleshooting, and optimization complete
- Knowledge transfer through day-to-day collaboration achieved

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