

VCF Upgrade (5.2 to 9.0) — Execution Model Snapshot

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Service Identification

- Service Name: VCF Upgrade (5.2 to 9.0)
- ISV Name: Broadcom
- Product Name: VMware Cloud Foundation
- Service Family: Platform Lifecycle Management
- Service Type: Outcome
- Service Code: BC004



How the Work Is Performed

This service plans and executes a cross-generation VMware Cloud Foundation upgrade from version 5.2 to a supported 9.0 release. It addresses architectural, compatibility, and lifecycle differences between major VCF generations to transition the environment to a current, supportable platform. The service focuses on platform continuity and risk management and does not include platform redesign, application modernization, or Day-2 operational tooling.

Purpose

Defines how BC004 is executed in practice, including delivery approach, customer responsibilities, dependencies, and completion criteria, to set clear expectations and reduce delivery risk.

Customer Responsibilities

- Operational VMware Cloud Foundation 5.2 environment
- Documented and supported upgrade path from VCF 5.2 to target 9.0 release
- Compatible hardware, firmware, and drivers for VCF 9.0
- Valid VMware Cloud Foundation license entitlements for the target release
- Administrative access to VCF management components
- DNS, NTP, and certificate services available and correctly configured

Dependencies and Prerequisites

- Customer accepts increased planning and validation effort due to cross-generation complexity
- Upgrade sequencing may require interim steps or staging activities
- Maintenance windows may be longer than in-family upgrades
- Stakeholders are aligned on risk tolerance and upgrade objectives
- Operational VMware Cloud Foundation 5.2 environment
- Documented and supported upgrade path from VCF 5.2 to target 9.0 release
- Compatible hardware, firmware, and drivers for VCF 9.0
- Valid VMware Cloud Foundation license entitlements for the target release
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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.



Exit Criteria

- Assessment of current VCF 5.2 environment and upgrade readiness
- Planning and sequencing of a supported cross-generation upgrade path
- Execution of major version transition to a supported VCF 9.0 release
- Validation of core platform services following upgrade completion
- Structured coordination to manage increased complexity and risk VCF environment transitioned from an end-of-life platform to a current supported release
- Restored vendor support and security compliance
- Re-established platform viability for future lifecycle upgrades
- Reduced long-term operational and upgrade risk

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