



## Solution Brief

### Key Benefits

- Accelerated Team Enablement
- Consistent Knowledge Across Roles
- Reduced Operational Risk
- Improved Day-2 Operations

## VMware Cloud Foundation 9 Knowledge Transfer Service

The VCF 9 Component Knowledge Transfer Service provides focused, expert-led knowledge transfer on VMware Cloud Foundation 9 components through structured, modular sessions. Each module delivers a deep technical understanding of a specific VCF 9 component, covering architecture, administration, operations, troubleshooting, and best practices.

The service is delivered in 1-day increments, allowing organizations to build a customized knowledge transfer program aligned with their deployment scope, operational responsibilities, and skill development needs. Sessions combine conceptual learning with practical demonstrations, real-world scenarios, and guided discussions to ensure operational readiness and confidence.

This modular approach enables IT teams to strengthen their expertise across the VCF 9 platform and accelerate their ability to operate, maintain, and troubleshoot the environment effectively.

### Overview

- Modular, expert-led knowledge transfer delivered in 1-day increments per component
- Deep-dive coverage of architecture, administration, operations, troubleshooting, and best practices
- Flexible module selection tailored to the customer's deployment scope and operational needs
- Combination of conceptual learning, demonstrations, and real-world operational scenarios
- Focus on operational readiness for VCF 9 core, management, and optional components
- Delivered by MBCOM VMware experts with extensive field experience in VCF 9 environments
- Supports consistent skill development across infrastructure, operations, and platform teams
- Enables organizations to build a customized, scalable enablement program aligned with their cloud strategy



## Solution Brief

### Key Benefits

- Higher Platform Reliability
- Faster Issue Resolution
- Better Planning and Governance
- Stronger Adoption of Modern Platform Capabilities

### Benefits

**Accelerated Skill Development** - Focused, expert-led sessions rapidly build operational competency across VCF 9 components.

**Modular and Customizable** - Organizations select only the modules relevant to their environment and operational scope.

**Operational Readiness** - Teams gain the knowledge required to operate, troubleshoot, and maintain VCF 9 infrastructure.

**Aligned With VCF 9 Best Practices** - All content reflects the latest Broadcom-validated architectures and operational guidance.

**Improved Platform Stability** - Better-trained teams reduce operational risk and improve service reliability.

**Consistent Knowledge Across Teams** - Standardized knowledge transfer ensures alignment between infrastructure, operations, and platform teams.

**Reduced Time to Competency** - Structured, focused modules accelerate onboarding and shorten the learning curve for new technologies.

**Enhanced Decision-Making** - Deeper component-level understanding enables teams to make informed architectural and operational decisions.



## Service Scope Overview

The following service scope defines the parameters under which this service will be delivered. They establish the scope, supported components, and design boundaries to ensure clarity, consistency, and alignment with agreed objectives. Each parameter represents a specific aspect of the service design or implementation. By outlining these parameters, the documentation provides a transparent framework for delivery, enabling predictable outcomes and minimizing risk. This structured approach ensures that all stakeholders share a common understanding of what is included, how it will be executed, and the boundaries within which the service operates.

## VMware Cloud Foundation 9 - Knowledge Transfer Service

The VCF 9 Component Knowledge Transfer Service provides structured, expert-led technical enablement focused on the architecture, configuration, operational workflows, and troubleshooting procedures of VMware Cloud Foundation 9 components. Each module delivers in-depth coverage of a specific VCF 9 capability, including core infrastructure services, management components, networking, storage, lifecycle operations, and Kubernetes platform elements. Sessions are delivered in 1-day increments and include architectural walkthroughs, configuration guidance, operational demonstrations, and real-world scenario discussions to ensure that customer teams gain the practical knowledge required to operate and maintain VCF 9 environments effectively. This service enables organizations to build a tailored, component-level enablement program aligned with their deployment scope and operational responsibilities.

## Available Component Knowledge Transfer Modules

### Core Infrastructure Components (1 day each)

- ESXi 9.0
- vCenter Server 9.0
- vSAN 9.0
- NSX 9.0
- VCF 9 Lifecycle Operations

### Mandatory Management Components (1 day each)

- VCF Operations 9.0
- VCF Operations Fleet Management
- VCF Automation 9.0
- VCF Identity Broker



### Optional Components (1 day each)

- VCF Operations for Logs
- VCF Operations for Networks
- VCF Operations HCX
- Live Recovery
- vSphere Supervisor and VKS

### Combined Component Modules (2 days each)

- VCF 9 Platform Overview and Architecture
- NSX and VPC Networking Deep-Dive
- VCF Operations Suite
- VKS Platform on VCF 9

### Milestones, deliverables, and Payment Schedule

Milestones #	Deliverables	Total Credits
Milestone #1	<ul style="list-style-type: none"> <li>• Knowledge transfer session (1 day)</li> </ul>	20
<b>Total</b>		<b>20</b>

- MBCOM PSO estimates that the Knowledge Transfer session will take 1 day to complete
- Knowledge Transfer is not a replacement for the official VMware training
- Each additional Knowledge Transfer Day is consumed at a rate of **16 credits** per day

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