

# VMware Tanzu Mission Control via VMware Cloud Partner Navigator

## Overview questions

### Q. What has been announced?

A. VMware has announced the General Availability of VMware Tanzu Mission Control (TMC) for Managed Service Providers (MSPs) through VMware Cloud Partner Navigator. It enables cloud providers to offer TMC based Managed Services for their customers, who are using Kubernetes clusters and looking for a way to ensure secure access and policy consistency across their container environment, including multi-cloud. It will be available through Cloud Partner Navigator from 4<sup>th</sup> June 2021.

### Q. What is Tanzu Mission Control?

A. VMware Tanzu Mission Control is a centralized management platform for consistently operating and securing your Kubernetes infrastructure and modern applications across multiple teams and clouds. It offers cloud providers a single control point to give developers the independence they need to drive their business forward, while ensuring consistent management and operations across environments for increased security and governance. For more details, please refer to the [Solution Brief](#).

### Q. What are the capabilities of Tanzu Mission Control stand alone

A. Tanzu Mission Control includes the capabilities of Tanzu Mission Control advanced, as listed [here](#).

### Q. Which Kubernetes distributions are supported and tested?

A. VMware regularly tests Kubernetes distributions and services for compatibility with TMC. Our goal is to ensure that any CNCF conformant Kubernetes cluster can be attached to TMC for management. In addition to VMware Kubernetes offerings like Tanzu Kubernetes Grid and Tanzu Kubernetes Grid Integrated Edition (Formerly known as PKS), we have tested clusters built with services such as Google Kubernetes Engine (GKE), Microsoft's Azure Kubernetes Service (AKS), and Amazon's Elastic Kubernetes Service (EKS). We have also tested distributions from IBM Red Hat OpenShift, Rancher, and others. TMC can manage any conformant Kubernetes cluster that is within the n-2 support policy. If a supported Kubernetes

offering such as EKS is not within the N-2 window, TMC will support the latest version.

### Q. Does TMC integrate with VMware Cloud Director (VCD)?

A. Clusters created via VCD can be attached to TMC for management. A deeper integration including alignment in data models is planned for the future.

### Q. What happens to my clusters when TMC is down?

A. If TMC does become unavailable, your clusters and deployed applications will continue to run normally. No new policies or other TMC initiated configurations can be made until our API endpoint becomes available.

### Q. Does TMC integrate with and/or leverage open-source tools?

A. Yes, leveraging and contributing back to open source is a key design principle of TMC. Examples of open-source projects leveraged include Sonobuoy, Veleroy, Cluster API, and OPA/Gatekeeper.

### Q. Is VMware Tanzu Observability by Wavefront included in TMC? Does TMC integrate with Tanzu Observability by Wavefront?

A. VMware Tanzu Observability by Wavefront provides monitoring of cloud-native environments with high-velocity custom metrics and analytics. Tanzu Observability is not included in the Tanzu Mission Control entitlement but there is an integration between TMC and Tanzu Observability that enables you to use them together. Learn more [here](#).

### Q. Is Tanzu Service Mesh included in TMC? Does TMC integrate with Tanzu Service Mesh?

A. Built on the foundation of Istio service mesh open-source project, VMware Tanzu Service Mesh provides discovery, visibility, control, and security for cloud-native applications. Customers will be able to easily add Tanzu Service Mesh capabilities to the microservices running in their Kubernetes clusters. Tanzu Service Mesh is not included in the Tanzu Mission Control entitlement but there is an integration between

TMC and Tanzu Service Mesh that enables you to use them together easily.

user experience such as Tanzu Observability and Tanzu Service Mesh.

**Q. How can I leverage Tanzu Mission Control features as an MSP offering?**

A. The infrastructure and platform teams use Tanzu Mission Control to enable developers with self-service access to Kubernetes, and at the same time, centrally operate and manage the Kubernetes clusters and modern apps running on them with efficiency, consistency, and security. Application teams use TMC to better manage and maintain applications by easily deploying services and workloads across clusters, better understanding the health of applications and quickly troubleshooting issues. Read our MSP End-to-End Getting Started Guide to learn more about [joining the MSP Program](#).

**Q. What are the key capabilities of Tanzu Mission Control add value to partners?**

A. Top capabilities of Tanzu Mission Control:

- **Centralized Cluster Lifecycle Management:** TMC enables automated provisioning and lifecycle management of Tanzu Kubernetes Grid clusters across different environments.
- **Attaching Clusters:** TMC allows you to attach any CNCF-conformant clusters to the platform for management, no matter where they are running—on-prem; in public clouds; through various Kubernetes vendors such as Tanzu Kubernetes Grid (TKG), Amazon Elastic Kubernetes Service (EKS), Azure Kubernetes Service (AKS), Google Kubernetes Engine (GKE) and OpenShift, or DIY Kubernetes clusters.
- **Centralized Policy Management:** After you have your entire Kubernetes footprint under the management of TMC through either direct provisioning and/or attaching clusters, you can use TMC's powerful policy engine to apply consistent policies, such as security, access, network, container registry, or custom policy to manage them efficiently at scale.
- **Observability and Diagnostics:** Gain global observability of all your clusters that are residing in disparate environments, as well as the workloads running on them.
- **Data Protection:** Leveraging the built-in open source [Velero project](#), TMC enables you to easily backup and restore your clusters, namespaces, and even groups of resources.
- **Identity and Access management:** TMC allows centralized authentication and authorization and federated identity from multiple sources.
- **Cluster Inspection:** TMC enables you to run inspections on your clusters for potential configuration and security risks against industry standards.
- **Integration with other Tanzu products:** Tanzu Mission Control integrates with other Tanzu products to provide a seamless

**Q. How often does TMC release?**

A. TMC is released twice a week. Not all updates are end user facing. Check out the [What's New](#) doc to read coverage of new end user facing features.

**Q. What makes Tanzu Mission Control different from other similar managed service solutions?**

A. TMC's strengths include

- **Cloud Neutrality:** TMC is cloud neutral. It enables you to deploy and manage your Kubernetes workloads across any environment – on prem, in any public clouds, or through any vendors of Kubernetes distributions.
- **Enterprise Readiness:** TMC is specially designed to handle the most demanding needs of enterprise management and provides a hardened solution for running Kubernetes in production at the enterprise scale, making sure your critical production workloads are always running with high availability, optimal performance, security and are compliant.
- **Community-Aligned Approach:** Building on open-source technologies enables you to have access to a global community of innovation and support. Tanzu Mission Control is built leveraging the open-source technologies that are leaders in the Kubernetes ecosystem to deliver our customers the best Kubernetes experiences offered by the community.

**Q. Why should partners consider offering Tanzu Mission Control?**

A. TMC helps enterprises:

- **Enhance operational efficiency** by enabling Kubernetes infrastructure and application operators to gain global visibility into the entire footprint of Kubernetes across the enterprise and automate manual operational and management tasks across multiple clusters that reside in disparate environments
- **Strengthen security and compliance** by allowing platform and application operators to easily and efficiently govern Kubernetes infrastructure as well as the application running on it.
- **Increase developer agility and productivity** by enabling them with self-service access to Kubernetes clusters and namespaces.

**Q. What are the subscription terms for Tanzu Mission Control?**

A. Tanzu Mission Control subscription is available through a 1, 2, 3, 4, 5 year term commitment.

**Q. How do partners subscribe?**

A. Partners can access the service through VMware Cloud Partner Navigator. They can sign a commit contract through a VMware aggregator. Find an aggregator [here](#).

**Q. How can I demo Tanzu Mission Control?**

A. You can see what's new with the Tanzu Mission Control via the [Hands on Labs](#) (HOL) environment.

**Q. Are trials available for Tanzu Mission Control?**

A. Partners can contact their Cloud Provider Solution Architect or Partner Business Manager to request trial capacity.

**Q. Who supports the service?**

A. All service incidents and supporting tickets can be routed via the Cloud Partner Navigator where the service is managed.

For product, technical and non-technical support related to Tanzu Mission Control, partners can (1) Open a support ticket via the Support Center of the Cloud Partner Navigator platform or (2) Use the chat functionality in the console or (3) Call us. Support ticket is the most preferable method to contact us.

For contract, usage, billing, additional license order related support, partners can raise a ticket within the commerce portal.

## Commercial questions

**Q. How much does Tanzu Mission Control service cost?**

A. Tanzu Mission Control service is provided under a commit contract, which the cloud provider must sign with a VMware Aggregator. The commit contract covers a currency cash commit which is discounted the more you commit to, and longer the term. Or a cloud provider can use their existing rental points level to discount the MSRP and then apply a term for further discount. Specific pricing is available for Tanzu

Mission Control in the [pricing handbook](#) available on Partner Connect or from your Aggregator.

**Q. Who can buy Tanzu Mission Control service?**

A. Only VMware cloud providers who have signed the MSP commit contract can purchase Tanzu Mission Control service.

**Q. Does VMware provide leads or sales incentives to cloud providers?**

A. No, VMware does not provide leads or sales incentives to cloud providers. Cloud providers are expected to generate their own pipeline and market their own services on the platform.

**Q. How will partners get billed for consumption of the service?**

A. Partners who have MSP commit contracts must validate usage in the corresponding Monthly Billing Order in the Commerce Portal by the 10th day of every month and submit the report to the Aggregator by the 15<sup>th</sup>, who will invoice the cloud provider.

## MSP and Cloud Partner Navigator Platform

**Q. Will Tanzu Mission Control be available as a service on the VMware Cloud Partner Navigator?**

A. Yes, with Tanzu Mission Control available on Cloud Partner Navigator, partners can deploy, transact and provision Tanzu Mission Control instances to their end customers.

**Q: How can cloud providers transact with Tanzu Mission Control?**

A: VMware cloud providers follow the Managed Service Provider (MSP) lifecycle to transact with the service. Access the End-to-End Getting Started Guide [here](#) for details:

- Sign a commit contract
- Build a pipeline
- Deliver managed services and own the terms of service
- On-board and provide support to their customers
- Complete monthly end customer reports and pay invoices

**Q. How will the partner onboard the service tile for Tanzu Mission Control on VMware Cloud Partner Navigator?**

A. Before onboarding, MSPs must have at least one active commit contract in the Commerce Portal for an available service, a valid VMware ID associated with an active commit

contract and the provider org invitation email. They can work with an Aggregator to sign a commit contract for Tanzu Mission Control, which will be set up in the VMware Commerce Portal. Once the commit contract becomes active in the commerce portal, the partner will receive an on-boarding invitation email and a corresponding tile is made available under 'Services Available for provisioning' on Cloud Partner Navigator. Selecting open on the tile will activate the service and it will be available under 'Services provisioned for you'. For details, refer to the [Cloud Partner Navigator](#) documentation.

**Q. Is the provider org creation process same as that of other services on Cloud Partner Navigator?**

A. Yes, partners can follow the same process for creating a provider org for Tanzu Mission Control. If they have already onboarded to the provider organization using another MSP commit contract, when the MSP Tanzu Mission Control service commit contract becomes active in the commerce portal, it will be available under 'Services available for provisioning'. Please read the online documentation [here](#).

**Q. How does the customer creation and management process work for Tanzu Mission Control?**

A. Before MSPs can start provisioning and managing services for their customers, they must first create a customer organization for them. They must have a valid VMware ID account for the email used to create the commit contract, an on-boarded provider org, and a valid VMware ID for the customer admin. For step by step instructions on creating a customer organization, partners can refer to the online documentation [here](#).

**Q. Can the MSP control the level of access that the customers receive?**

A. Yes, all customer users in Cloud Partner Navigator hold a role within their organization, which defines the range of activities they can perform within it. A customer in a customer organization can have one of the following roles: customer administrator, customer user, and customer billing user.

**Q. How can MSPs manage the usage consumption and billing for their end customers?**

A. Bills are spooled in the VMware Cloud Provider Commerce Portal in monthly arrears and Tanzu Mission Control commit contract usage information can be viewed in the Commerce Portal > Monthly Reporting > Select filters from displayed

Monthly Billing Orders (MBOs) > View Details > Provide PO number > Submit/ Download.

Partner can also opt-in for automatic reporting through vCloud Usage Insight, in which case, the usage data from production Usage Meter instances is pre-populated in the report. If the usage reported by the Usage Meter instances is inaccurate, partners can open a support request from the support menu. Partner can also view the consumed service usage of their customer organization from the usage menu of the Cloud Partner Navigator customer portal. For further details on this functionality, read [this](#) documentation or this [blog](#).

## Business Operations

**Q. How do MSPs get started with Tanzu Mission Control?**

A. Refer to the Tanzu Mission Control [Operations Handbook](#), the [solution brief](#), the [Getting started](#) with Cloud Partner Navigator or [Using](#) Cloud Partner Navigator documentation. MSPs can also refer to the resources on our [website](#), access the Partner Connect [page](#), or the resources on the [product page](#).

**Q. What are the reporting requirements for Tanzu Mission Control?**

A. Once a month, partners need to complete reporting inside the VMware Commerce Portal. All the service information will be pre-populated with the information that MSPs entered while ordering. This report is used to initiate the monthly billing cycle. You can refer to [this](#) blog or [this](#) documentation to learn more about the Commerce Portal.

