

Robert Thompson

From: Robert Thompson
Sent: Monday, October 22, 2018 11:08 AM
To: 'Brian Perry'
Subject: FW: Intelligent Hub Preparedness - Rollout and Support

External info: <https://blogs.vmware.com/euc/2018/08/workspaceone-intelligent-hub.html>

Internal info below.....

Greetings,

The Workspace ONE Intelligent Hub for iOS and Android will begin rollout very shortly (see below). Soon customers will begin seeing updates on enrolled devices in production.

Here are some basics you should know to help you be ready in case customers have questions or need help.

Help with Escalations

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If a customer encounters a critical bug or other issue during or after the rollout, the BU will be 24/7 on-call via **Slack: #hub-ga-war-room**. This group will be open until November 9th and is to augment the normal GSS ticketing process and is to help ensure questions are getting answered as quickly as possible.

When contacting this channel we ask that you provide:

- The GSS SR #
- Customer Information
- Description
- Severity

Help with General Questions

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Continue to use the **Slack**: [#hub-field-questions](#) channel.

Also, please remember if you want to speak with a human, the product team is available EVERY TUESDAY for **Hub Office Hours**.

- Tuesdays 2 - 3pm EST
- <https://VMware.zoom.us/j/481344790>

Phased Rollout Dates

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Android

- 10/23: 20%
- 10/25: 50%
- 10/29: 100%

iOS

- 10/23: 01%
- 10/24: 02%
- 10/25: 05%
- 10/26: 10%
- 10/27: 20%
- 10/28: 50%
- 10/29: 100%

Please note we cannot guarantee when a customer will see these updates. We cannot control who or where they are received. Because of this your customer may have some end users upgraded while others may not yet be.

Lastly remember that dates may change! If an issue arises during rollout we may pause it in order to assess the situation. Expect to see communication from us if something of significance changes.

Guides and KBs about Hub

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- [Hub Homepage](#) on my.workspaceone.com
- Hub for [iOS Day One Prep](#) and screen shots
- Hub for [Android Day One Prep](#) and screen shots
- [Configuring Hub Services](#) for Intelligent Hub
- Hub Services in [1810 Console](#) (Internal)
- Hub internal [FAQ](#)
- [Product Overview](#) presentation
- [Product Detail](#) presentation