



STRATEGY

CONSULTING



SUPPORT

# Microsoft Services Premier Support Catalogue

Australia and New Zealand

September 2012

# Build on the proven success of Microsoft Services Premier Support.

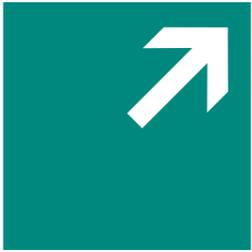
Maximise the availability and efficiency of your IT infrastructure, reduce your risks, and improve productivity.

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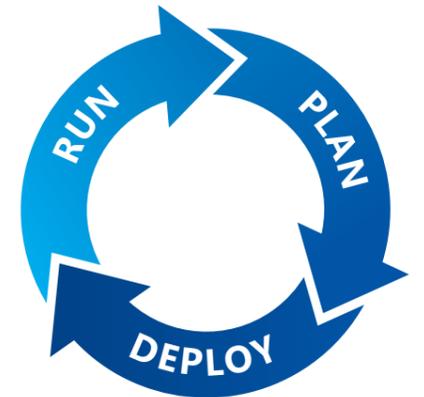
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# Prescription for Health



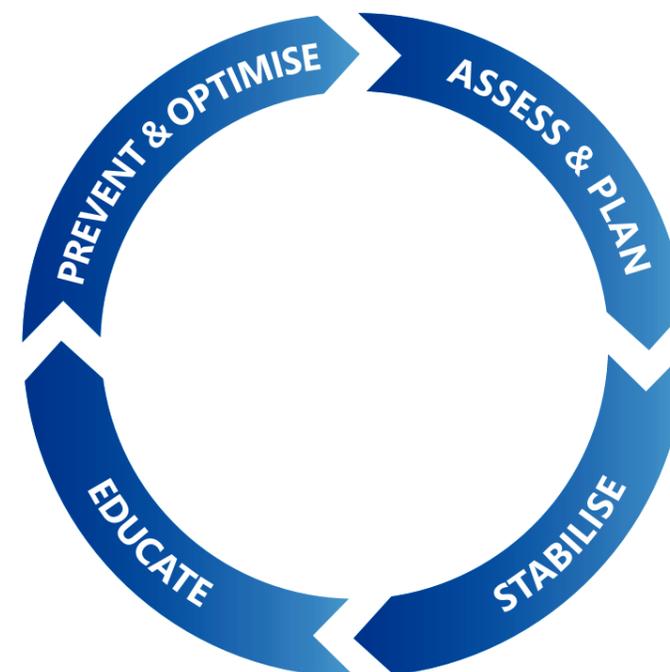
Across the IT lifecycle, Microsoft Services is here to **support you at every stage** of your Microsoft investment.



Whether you're a valued Microsoft customer or partner, Microsoft Services Premier Support can help your organisation build competencies and knowledge to confidently deploy, operate and support Microsoft technologies in your IT environment.

Our proactive services help support every phase of your operational lifecycle, from assessing the health of a current implementation through to planning a prescription for health to stabilise, educate, prevent and optimise your IT infrastructure.

To learn more about how to access any of the services offerings visit <http://www.microsoft.com/services> or talk to your Services Representative.



**ASSESS & PLAN**

Reviews, Health Checks and Risk Assessment Programs

**STABILISE**

Remediation Services  
Dedicated Support Engineering

**EDUCATE**

Premier Workshops and Chalk-Talks

**PREVENT & OPTIMISE**

IT Service Management

# Microsoft Services Premier Support

# Your Premier Team

# How to Use This Catalogue



Proactive services to improve and maintain the health of your IT environment.

As a Premier Support customer, you'll have access to a team of talented individuals to help drive IT health and alignment to business outcomes.

This catalogue represents a comprehensive range of proactive services available from Microsoft Services Premier Support to help guide your organisation on the path to improved and sustained IT health. For more information on a particular service or offering, download the PDF catalogue and select the associated link to download a detailed datasheet. To access the PDF go to [http://download.microsoft.com/documents/australia/services/MS\\_ANZ\\_Services\\_Premier\\_Support\\_Catalogue.pdf](http://download.microsoft.com/documents/australia/services/MS_ANZ_Services_Premier_Support_Catalogue.pdf) or scan the Microsoft TAG on this page.

**Microsoft Services Premier Support** UPDATED

Microsoft Services Premier Support offers a variety of Proactive Services to help:

1. Identify and strengthen the health of your IT implementation and operations.
2. Reduce preventable risks to your infrastructure.
3. Enrich your IT Staff with deep technology expertise.
4. Provide operational guidance and recommendations based on industry best practices.

Customers who have a Premier Support agreement are able to access different types of proactive services using their Support Assistance hours including those listed below.



Nadine Gardner  
Technical Account Manager

"As your advocate within Microsoft, I'll work with your IT team to devise and manage a service delivery plan to address risks, maximise your organisations IT health as well as drive savings and business value."

**Health Checks and Risk Assessment Programs (RAPs)** UPDATED

Health Checks and RAPs help to identify problems in current production implementations before they adversely impact on the IT environment and end-users. During the onsite delivery a Premier Field Engineer provides rich knowledge transfer to your team to empower them to help maintain the health of their environments moving forward. A report is provided with all of the findings detailed and a prioritised list of issues that need attention.



Pat Martin  
Premier Field Engineer

"As a Premier Field Engineer I deliver proactive services such as risk assessments, remediation services and hands-on workshops. These activities can help drive your IT function to a more mature state."

**Remediation Services** UPDATED

Remediation Services aim to address additional technology and operational issues identified by a Health Check, RAP or Operations Review. These issues typically need to be dealt with by allowing for proper change control and scheduling of appropriate resources. Using prescriptive "Side By Side Workshops" Microsoft Premier Field Engineers work directly with key IT staff to address a problematic implementation and skills gaps.



Cindy Ge  
Customer Technical Support (CTS) Engineer

"As your CTS Engineer, I diagnose technical issues, generate solutions and provide recommendations to ensure your success with Microsoft software."

**Workshops and Chalk-Talks** UPDATED

Premier Workshops and Chalk-Talks are delivered by highly skilled Microsoft field engineers who are experts in various Microsoft technologies. They are hands-on, instructor-lead workshops, designed to ensure you receive knowledge transfer directly from subject matter experts. The focus is on administration, operation and helping make your Microsoft enterprise environment more supportable.



Matthew Batchelor  
Services Representative

"As your Services Representative I can show you how Microsoft Services offer expertise for Microsoft solutions including enterprise planning, deployment and support. This can help drive innovation for strategic advantage in your industry."

**IT Service Management** UPDATED

IT Service Management Consultants leverage industry best practice frameworks and standards to help customers provide IT Services that deliver business value. Using people, process and management capabilities around Microsoft technologies we take a holistic service-based approach to your IT Services and can help to develop a roadmap and strategy; assess and baseline your current environment; map your IT and business services end-to-end; provide knowledge transfer to staff and develop proactive process activities. We work with you to provide Service Management solutions tailored to the outcomes you want to achieve.



Jon Phillips  
IT Service Management Specialist

"As your Service Management Consultant I can help you to manage and control the quality of IT Services you deliver to the business."

**Legend**

**1D Level 300**

**PRESCRIPTION FOR HEALTH**

ASSESS & PLAN	STABILISE	EDUCATE	PREVENT & OPTIMISE
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**DURATION**

**D** Days Eg. 1D = 1 Day  
**W** Weeks Eg. 1W = 1 Week  
**Variable** Depends on Scope

**LEVEL**

**200** **Intermediate:** Assumes a basic knowledge and a fairly complete understanding of the features. The 200-level Premier Workshops may discuss case studies that cover a breadth of common scenarios or explain how to use more advanced features.

**300** **Advanced:** Assumes 200-level knowledge and an in-depth understanding of product features in a real-world environment. The 300-level Premier Workshops may go into unusual case studies that illustrate specific aspects of the product that are key to improving performance or interoperability.

**400** **Expert:** Assumes the deepest level of technical expertise. The 400-level Premier Workshops are essentially expert-to-expert sessions. The content provides the means for customers to push products to maximum performance, achieve the broadest possible interoperability and create applications using even the most advanced features.

**HANDS-ON**

Hands-on instructor lead workshop.

**CLOUD**

Online/Cloud related service exclusively available within the "Cloud Vantage" offering enhancement.

**STATUS**

New proactive service available in 2012

Significantly updated proactive service in 2012

Proactive service under development with expected availability in FY13



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# Reviews, Health Checks and Risk Assessment Programs



## Active Directory Risk and Health Assessment Program (ADRAP)

1W+

Microsoft Active Directory (AD) forms a critical backbone of an enterprise environment and so a poorly functioning AD environment impacts upon security boundaries, replication and delegated administration, causing significant impact. This assessment is designed to diagnose and troubleshoot issues before they arise and provides an in-depth analysis of an organisation's AD. Highly experienced premier field engineers will collect and analyse a series of data points to identify areas for remediation.

UPDATED

## Active Directory RAP as a Service

This is a new delivery experience to enable you to assess your Active Directory environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud provides a secure transmission of data, allowing you to view your results immediately on our secure online portal.

NEW

## Active Directory Security Assessment (ADSA)

3-5D

As implementations of Active Directory evolve, configuration settings may not be properly maintained, security enhancements may not be implemented and weaknesses may begin to appear. An ADSA helps an organisation identify, quantify and remediate the risks affecting the security and provides a holistic assessment of the security of an Active Directory installation not just at a technical level, but also at process and governance levels.

FUTURE

## Active Directory Upgrade Assessment (ADUA)

3-5D

The Active Directory Upgrade Assessment (ADUA) is the first step to an efficient, safe and responsible upgrade. It includes a formal assessment of risks to the upgrade process, with a written report and a knowledge transfer session with the customer. The ADUA can then be followed-up by concrete steps towards deploying Domain Controllers based in the latest version of Windows Server.

NEW

## App-V Health Check

1W+

The Microsoft App-V Health Check is designed to provide a detailed analysis of your App-V architecture, configuration and procedures and comparing them to the current "best practices". The report produced will detail recommendations to help ensure App-V will continue to provide applications to users quickly and reliably.

## ASP.NET Application Health Check

1W+

This Health Check is designed to evaluate and remediate production ASP.NET Applications to ensure productive use. This review includes analysis of an ASP.NET application for problems relating to configuration, performance, and other common issues. During the review, your application support staff will gain hands on knowledge transfer of the tools and techniques required to troubleshoot your production environment. You also receive a report that details findings and recommendations.

UPDATED

## BizTalk Server Health Check (BTSHC)

1W+

This Health Check is designed to help identify key areas of risk by assessing your BizTalk Server infrastructure and operational processes. This assessment collects data and statistics that identify security risks and configuration concerns and then issues a report summarising its findings and recommendations for remediation.

## Cluster Server Risk and Health Assessment Program (CSRAP)

1W+

This assessment has been developed to proactively perform an in-depth analysis of a cluster server configuration and operational procedures. This analysis can identify potentially disruptive risks that can be mitigated through recommended best practices. This, in turn, can help ensure that your environment complies with the best possible configuration.

UPDATED

## Direct Access Health Check (DAHC)

3-5D

The DirectAccess Health Check (DAHC) helps your organisation identify and remediate risks and health of your DirectAccess deployment against Microsoft best-practices. The DAHC evaluates the platform performances and lets you understand what potential bottlenecks may exist. We will also review operations and processes for DirectAccess platform management in your organisation and report on findings with recommendations.

FUTURE

## Dynamics Health Check

1W+

This is a proactive service that aims to deliver prescriptive problem identification and suggested resolution guidance for selected components of your Microsoft Dynamics implementation. The Health Check is designed to uncover potential performance and application configuration risks and provide recommendations for any identified issues.

## Exchange Server 2010 Migration Readiness Assessment (EMRA)

1W+

This assessment provides an analysis of Active Directory and a current Exchange Server 2003 or 2007 environment for focus on readiness for a transition to an Exchange Server 2010 deployment. A final report will be provided summarising the key findings as well as key metrics collected from the environment, capturing the state of the current environment and its overall readiness.

## Exchange Server Risk Assessment Program (EXRAP)

1W+

This engagement has been developed to provide in-depth analysis of your Exchange Server infrastructure and operational processes. The program also uncovers areas that are potential risks to server stability or do not align with Microsoft best practices. This can help ensure that your environment is configured and managed properly to meet your business needs.

UPDATED

## Group Policy Objects Health Check (GPOHC)

1W+

Group Policy Management and strategy is core to a healthy Active Directory. This engagement is designed to provide a full and complete Health Check, optimisation and remediation review of your Group Policies Environment. Encompassed is a wide range of tests and analysis that will help to identify and address related pain points.

## Hyper-V Health Check

1W+

This Health Check provides insights into your virtualisation infrastructure, planning and configuration of your virtual server environment. The goal of this review is to proactively evaluate your virtualisation infrastructure to help you optimise the configuration for performance, manageability and cost savings.

UPDATED

## Internet Information Services Health Check (IISHC)

1W+

This Health Check uses a number of tools to collect data and statistics about the most important and critical aspects of your Internet Information Server (IIS) environment. The goal of this health check is to proactively diagnose and analyse the data collected to make recommendations based on best practices for your IIS environment and avoid potential problems in the future.

## Internet Security and Acceleration Server Health Check (ISAHC)

1W+

This Health Check provides an opportunity to review the configuration of your Internet Security and Acceleration Server environment and identify any potential threats that could impact your organisation. The engagement uses a number of tools to collect data and statistics that help to identify performance enhancements, security risks and client configuration concerns.

## IT Operations Risk and Health Assessment Program (OPSRAP)

3-5D

The OPSRAP provides critical insight into the health of your service management processes and functions. The Operations Consultant helps assess and remediate root causes of your most critical pain points, to help you achieve a stable and highly available Microsoft infrastructure and reduce your support cost.



# Reviews, Health Checks and Risk Assessment Programs - continued



## Lync Health Check

1W+

The Lync Server 2010 Health Check has been developed to provide in-depth analysis of your Lync Server infrastructure and operational processes. The Health Check also uncovers areas that are potential issues to server stability or that do not align with recommended practices. This can help you configure and manage your environment properly to meet your business needs.

NEW

## Security Health Check (SEHC)

3-5D

Sometimes maintaining optimal levels in the security, functionality and performance tradeoffs can present operational challenges. Microsoft has brought together a collection of resources from our product groups, field services, Product Support Services and our very own Microsoft IT group to help with Microsoft software security guidance which includes processes and configuration steps. This Health Check helps to implement this guidance by evaluating your current processes and the configurations of selected host computers against published Microsoft security guidance.

UPDATED

## System Center Configuration Manager Risk and Health Assessment Program (CMRAP)

1W+

This Assessment performs over 1,000 in-depth tests to analyse and report on the architecture, configuration and installation issues that can impact server, client and network health. The service also identifies situations that deviate from recommended best practices and remediation steps are generated. This helps ensure that the Configuration Manager hierarchy is optimally configured and maintained in order to provide a dependable and well-performing platform for managing the clients.

UPDATED

## Windows Azure .NET Application Migration Assessment

1W+

This assessment is designed to evaluate an existing ASP.NET application to determine what will be necessary to migrate it to Windows Azure. This review includes analysis of an application for problems relating to configuration, performance, and proper coding practices when running on Windows Azure. A report that details findings and recommendations will be provided to complete the engagement.

FUTURE

## Office 365 Migration Readiness Assessment for Infrastructure + Exchange, SharePoint, Lync

3-5D

This service aims to deliver a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. The engagement includes a mandatory assessment for infrastructure and optional Office 365 components for Exchange, SharePoint and Lync as appropriate. This will help to reduce your exposure to costly mistakes and delays that can impact end-user experience with Microsoft Online Services.

UPDATED

## SharePoint Server FAST Search Health Check

3-5D

This Health Check service provides you with a detailed analysis of the overall system health, including sizing, fault-tolerance, disaster recovery, indexing, feeding and query performance. The Health Check offers formal recommendations in a scorecard deliverable that covers each reviewed component or topic in the FAST Search for SharePoint implementation.

FUTURE

## System Center Configuration Manager RAP as a Service

FUTURE

This is a new delivery experience to enable you to assess your System Center Configuration Manager environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud provides a secure transmission of data, allowing you to view your results immediately on our secure online portal.

## Windows Azure Migration RAP as a Service

FUTURE

This is a new delivery experience to enable you to assess your ASP.NET applications and WCF services for migration to Windows Azure at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud provides a truly secure transmission of data, allowing you to view your results immediately on our secure online portal.

## Proactive Services Maturity Review (PSMR)

1D

The PSMR helps optimise the use of your Premier contract by identifying improvement points and mapping services to your targeted needs. The review is a part of the Service Delivery Planning process, and will help build an actionable plan to reach the desired state of your IT Operations to increase the value of your investment in Microsoft technology.

UPDATED

## SharePoint Server Risk and Health Assessment Program (SPRAP)

1W+

This Risk and Health Assessment has been developed to provide in-depth analysis of your Office SharePoint Server and Windows SharePoint Services configurations, custom code and operational procedures. The analysis aims to uncover areas that are of potential risks to server stability or that do not align with Microsoft best practices. This can help ensure that your environment is configured and managed properly to meet your business needs.

UPDATED

## System Center Data Protection Manager Health Check (DPMHC)

3-5D

This Health Check provides an insight into the health of your organisation's production System Center Data Protection Manager (DPM) 2007 environment. The service analyses and reports on various aspects of a DPM infrastructure including design, security, performance, hardware, protection groups, anti-virus considerations and operational processes.

NEW

## Windows Desktop Risk and Health Assessment Program (WDRAP)

1W+

This review is a proactive onsite engagement which provides insight into the customers Windows client configuration. It is based on the Microsoft Best Practices for Windows and the experience of the Microsoft Premier Field Engineering division. The primary goal of this review is to assess the current configuration of the customers Windows clients.

UPDATED

## Public Key Infrastructure Server Health Check (PKIHC)

2-5D

This Health Check provides insight into the configuration of an organisations Windows PKI environment using a variety of tools and surveys to gather key data. The collected information is then analysed against published Microsoft PKI best practices using a checklist of essential elements to ensure the environment is securely and properly configured. Areas of focus will include not only server configurations and design, but also health status, physical and logical security controls, group policy design and preparation for future PKI needs.

## SQL Server Risk and Health Assessment Program (SQLRAP)

1W+

This program can help ensure that your Microsoft SQL Server environment is correctly configured and managed to meet your needs. The assessment process compares the existing environment and operational plans with Microsoft best practices for SQL Server. At the end of the process, you should have a clearer understanding of the potential risks that affect an implementation and ongoing support of your SQL Server solution.

UPDATED

## System Center Operations Manager Server Health Check (SCOMHC)

1W+

As the number of applications and processes integrated into the IT infrastructure grows, it becomes increasingly important to monitor and maintain these systems. The System Center Operations Manager Health Check provides an analysis of the configuration and performance of your organisation's Operations Manager 2007 or 2012 environment. A report of findings is produced along with recommendations for improving availability and reducing support issues.

UPDATED

## Windows Server Distributed File System (DFS) Health Check

3-5D

The main objectives of the DFS Health Check include an analysis of the DFS replication and namespace configuration; improve availability by eliminating single points of failure; improve performance; reduce services outages; and to impart administration, management and troubleshooting knowledge and skills.

NEW

## Remote Desktop Services Health Check (RDSHC)

3-5D

This Health Check provides critical insight into the health, consistency and performance of your Remote Desktop Services environment. By capturing a wide range of data about the current and ongoing performance and health of the servers and subsequent joint analysis, enables exposure of key areas for improvement and formulation of a practical remediation roadmap. The RDSHC evaluates all the possible roles in an RDS deployment.

FUTURE

## SQL Server RAP as a Service

FUTURE

This service for Microsoft SQL Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Microsoft SQL Server environment. This service is available for Microsoft SQL Server with up to four servers, five instances, and two clusters running SQL Server 2005, SQL Server 2008, SQL Server 2008 R2 and SQL Server 2012.

## Team Foundation Server Health Check (TFSHC)

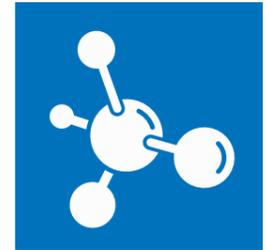
3-5D

This health check inspects and reviews a number of aspects including deployment topology, configuration, hotfix/service pack installation, performance, backup and recovery strategy to ensure that your implementation is aligned with Microsoft recommended best practices.

NEW



# Remediation Services



## Active Directory Operational Monitoring Service

3-5D

This service provides Active Directory administrators with Microsoft's best practices in monitoring the health of their Active Directory environments. The guide outlines the daily, weekly, and monthly checks that should be performed for all Active Directory related technologies, including replication, Domain Naming Services, domain controller health, File Replication Services, and directory object health.

NEW

## Active Directory Recovery Execution Services (ADRES)

1W+

The Active Directory Recovery Execution Service has been developed to help your organisation to review common disaster recovery scenarios, determine the risk for your business and execute the recovery steps to resolve a disaster. Together with the team responsible for recovery services, we will create a business & IT risk map and improve awareness on how to act in case of a problem scenario where Active Directory Services are affected.

## Cluster Service Recovery Execution Services (CSRES)

1W+

The Cluster Service Recovery Execution Service has been developed to help your organisation review common disaster recovery scenarios, determine the risk for your business and execute the recovery steps to resolve a disaster. Together with the team responsible for recovery services, we will create a business and IT risk map and improve awareness on how to act in case of a problem scenario where Microsoft Failover Clusters are affected.

## Remediation Checkup Service

2D

This service is an infrastructure reassessment on the same technology and infrastructure in which the original RAP was delivered on and is intended to provide a comparison with the original RAP. It includes recommended remediation services to address people, processes, and technology issues by checking the implementation progress of the RAP results and helping to remove the technical roadblocks preventing the remediation plan implementations.

NEW

## SharePoint Disaster Recovery Execution Services (SPRES)

1W+

This service aims to review common disaster recovery scenarios to determine the risk for your business and execute the recovery steps to resolve a disaster. Together with the team responsible for recovery services, we will create a business & IT risk map and improve awareness on how to act in case of a problem scenario where SharePoint Services are affected.

NEW

## System Center Configuration Manager Client Health and Remediation Service

3-5D

This service offering provides years of client health knowledge monitoring and automation to ensure that your clients are fully functional, thus reducing risks and increasing reliability. The framework provided in the console is fully customisable with dynamic reports so you can create the client health framework that fits your company's needs.

NEW

## System Center Configuration Manager Recovery Execution Services (CMRES)

1W+

The Configuration Manager Recovery Execution Service has been developed to help your organisation review common disaster recovery scenarios, determine the risk for your business and execute the recovery steps to resolve a disaster.

FUTURE

## Dedicated Support Engineering (DSE)

Variable

Through Dedicated Support Engineering, your IT team will gain a senior technical expert from Microsoft with deep knowledge around a specific Microsoft technology or solution. With expert resources working side-by-side with your IT team, you can discover how to truly deliver the most value to your business; drive successful deployments, upgrades, and migrations; find the root cause of recurring issues; and continue to mature your IT organisation through expert knowledge transfer, training, and ongoing, proactive service initiatives. Combining this expertise with an understanding of your unique IT environment, staff capabilities, and long-term goals, your dedicated support engineer will carefully communicate with your design, support, and other teams to deliver the most value. As your key resource for supportability advice and guidance, your engineer will also empower and inform your team through side-by-side knowledge transfer and customised workshops and training programs. Depending on the level of support you need, a dedicated support engineer can be available on site or remotely, and on site full- or part- time.

## Proactive Operations Program (POP)

1W+

The Microsoft Services Proactive Operations Program supports and helps targeting critical service management challenges as well as simplifying the development of processes and implementing best practices. The Proactive Operations Program is based on the IT infrastructure library and the Microsoft Operations Framework, which provides a method for remediating issues found in the Risk Assessment Program (RAP).

Services include:

- Capacity Management
- Change and Configuration Management
- Desired Configuration Management Technical
- Incident Management
- Knowledge Management
- Problem Management
- Release Management
- Service Catalogue Design
- Service Mapping Online
- Software Update Management
- Software Update Management for Exchange
- Software Update Management for SQL Server
- Team Management

## Side-By-Side Remediation Services

Variable

This engagement is an opportunity to have Microsoft Premier Field Engineers to work directly with your staff to help target the remediation activities identified during a Risk Assessment Program (RAP). The scope can be customised for your requirements during the Remediation Planning Services which is completed at the end of each RAP. Side by Side deliveries should be part of a complete remediation program of work and will often build on the knowledge learned from attending our Workshop and Chalk-Talk training. Remediation areas that can be addressed include:

### Active Directory Risk and Health Assessment Program (ADRAP)

- ADRAP - Account Information
- ADRAP - Active Directory Database
- ADRAP - Active Directory Integrated Services
- ADRAP - Active Directory Replication
- ADRAP - Domain Controller Health
- ADRAP - SYSVOL/Group Policy
- ADRAP - Name Resolution
- ADRAP - Operational Excellence
- ADRAP - Prerequisites

### Cluster Server Risk and Health Assessment Program (CSRAP)

- CSRAP - Cluster Services
- CSRAP - Exchange Pre-installation
- CSRAP - Monitoring
- CSRAP - Network
- CSRAP - Operation System
- CSRAP - Operational Excellence
- CSRAP - Performance
- CSRAP - Security
- CSRAP - SQL Pre-installation
- CSRAP - Storage

### Exchange Server Risk Assessment Program (EXRAP)

- EXRAP - Client Access
- EXRAP - Dependencies
- EXRAP - Mailbox
- EXRAP - Operations
- EXRAP - Performance
- EXRAP - Prerequisites
- EXRAP - Supporting Technical Data and Findings
- EXRAP - Transport
- EXRAP - Unified Messaging

### SharePoint Server Risk Assessment Program (SPRAP)

- SPRAP - Configuration
- SPRAP - Operational Excellence
- SPRAP - Server Configuration
- SPRAP - Server Health
- SPRAP - SharePoint Configuration
- SPRAP - SQL Configuration

### SQL Server Risk Assessment Program (SQLRAP)

- SQLRAP - Environmental Dependencies
- SQLRAP - High Availability
- SQLRAP - Monitoring
- SQLRAP - Operational Excellence
- SQLRAP - Performance
- SQLRAP - Security
- SQLRAP - SQL Architecture
- SQLRAP - SQL Configuration
- SQLRAP - SQL Operations

### System Center Configuration Manager Risk and Health Assessment Program (CMRAP)

- CMRAP - Client Assessment
- CMRAP - Configuration
- CMRAP - Operational Excellence
- CMRAP - Server Assessment

### Windows Desktop Risk and Health Assessment Program (WDRAP)

- WDRAP - Applications
- WDRAP - Device Driver
- WDRAP - Group Policy Management
- WDRAP - Hardware
- WDRAP - Networking
- WDRAP - Operational Excellence
- WDRAP - Power Management
- WDRAP - Prerequisites
- WDRAP - Security
- WDRAP - Windows Reliability
- WDRAP - Windows System Performance
- WDRAP - Windows System Shutdown Process
- WDRAP - Windows System Startup Process

UPDATED



# Premier Workshops



## Active Directory Federated Services 2.0 Deployment and Troubleshooting Workshop

4D LEVEL 300 🖱

This workshop aims to give attendees the knowledge to understand the requirements and approaches involved in implementing federated authentication, and will enable them to better deploy and troubleshoot ADFS. Key modules include Authentication and Authorisation for the web; Claims-Based Authentication; ADFS Planning, Deployment, Troubleshooting, Management Backup and Disaster Recovery; ADFS and SharePoint.

FUTURE

## App-V 4.6 Introduction to Application Virtualisation Workshop

3D LEVEL 200 🖱

This workshop aims to provide IT Professionals and Application Packagers with the key skills required to use and manage App-V 4.5. Primary focus areas for this course include planning and requirements; managing the global enterprise; health monitoring; sequencing techniques; App-V client; best practices and troubleshooting.

UPDATED

## Active Directory Backup and Disaster Recovery Workshop

3D LEVEL 300 🖱

This course helps provide participants with the knowledge and skills required to prepare for, recover from, or avoid specific Microsoft Active Directory disasters. Following a primer module, "Preparing for and Avoiding Disasters", students will explore several specific disaster scenarios using an impact, cause and prevention methodology. In addition to core disaster recovery scenarios, SYSVOL and security related scenarios are also covered.

UPDATED

## BizTalk Server 2010 Architecture and Administration Workshop

3D LEVEL 300 🖱

This workshop for architects and administrators will include an overview of Microsoft BizTalk 2010 Server along with presentations and hands-on labs covering how to design, build, and operate a robust, scalable and BizTalk 2010 Server environment. Key modules include planning and installation; architecture; management; and maintenance.



## Exchange Server 2010 Upgrade Workshop

2D LEVEL 300 🖱

This workshop aims to provide participants with the knowledge and skills necessary to effectively setup and configure Exchange Server 2010 in an existing Exchange Server 2003 or 2007 organisation. Key areas covered include pre-requisites; deployment guidelines and upgrade of Exchange roles.

## IT Infrastructure Library (ITIL) Overview and Simulation Workshop

1D LEVEL 200

This ITIL Overview and Simulation course is designed for organisations that want their teams to quickly understand, and experience, the requirements of effective IT Service Management and how that can be achieved through the application of the ITIL Service Lifecycle framework. The workshop includes a multi-round instructor-led operational simulation that brings key ITIL concepts to life, so that students understand how their proper application can bring stability and predictability to IT Service delivery.

## Active Directory Troubleshooting Workshop

4D LEVEL 300 🖱

This course aims to provide participants with the skills required to understand and successfully troubleshoot Active Directory problems, including group policies application and file replication service issues, logon failures and Active Directory replication failures. In addition to troubleshooting, other key modules include DNS; client logon and authentication; replication; DC performance; FRS and DFSR.

UPDATED

## Dynamics CRM Administration and Troubleshooting Workshop

3D LEVEL 300 🖱

This workshop focuses on key components of the application and supporting technology as well as the tools and knowledge to troubleshoot and resolve common issues with the application. Topics covered include installation, configuration, workflow, reporting, customisations, data management, troubleshooting and hot-fixing.

## Forefront Identity Manager 2010 Administration Workshop

3D LEVEL 300 🖱

This workshop focuses on the new features introduced in Forefront Identity Manager (FIM) 2010 and how to support these. Key modules include synchronisation service manager; FIM service and portal; managing credentials and group management.

NEW

## Lync Server 2010 Advanced Core Workshop

4D LEVEL 300 🖱

This workshop provides attendees with the deep knowledge and understanding of the core capabilities of Lync Server 2010, including the different protocols used, Instant Messaging, Archiving, Presence, Conferencing, RBAC or the EDGE role. The course also covers troubleshooting and operational aspects and is designed to provide in-depth expertise, tools and hands-on experience to help ensure business productivity needs are met with high performance, efficiency and availability.

FUTURE

## Advanced .NET Production Level Debugging Workshop

3D LEVEL 400 🖱

This workshop covers tools and techniques commonly used by Microsoft engineers to troubleshoot production issues. Attendees will learn how to isolate and debug problems using Windbg rather than using Visual Studio. The course develops the skills required to troubleshoot and resolve common production scenarios such as hangs, crashes, and memory leaks in any managed (both desktop and web) applications.

NEW

## Exchange Server 2010 Administration and Troubleshooting Workshop

4D LEVEL 300 🖱

This course provides participants with the knowledge and skills to effectively administer, troubleshoot, and maintain and Exchange Server 2010 infrastructure. Key modules include role-based access control; management tools; client access server; hub transport server; and mailbox server.

## Internet Information Server 7.5 Administration and Troubleshooting Workshop

4D LEVEL 300 🖱

This workshop seeks to cover off the skills necessary to deploy, administer, and troubleshoot Internet Information Services 7.5. The course aims to provide students with an understanding of the IIS architecture and how to manage security. Key modules include deployment; architecture; configuration mechanism; security; and supportability.

## App-V 4.6 Advanced Sequencing and Troubleshooting Workshop

2D LEVEL 300 🖱

This workshop aims to provide attendees with the key skills required to sequence, diagnose and maintain basic and complex virtual applications. By using existing diagnostic tools and sequencing techniques in a virtual environment, the curriculum will aid the student in identifying problems and determining the best course of action.

NEW

## Exchange Server 2010 Database Recovery Workshop

3D LEVEL 300 🖱

This course provides participants with the skills required to successfully back up, restore, repair, and recover Exchange Server 2010 databases. Technical reviews of Exchange architecture, transaction log mechanics, and the Online Backup API are combined with hands-on labs and exercises.

## ISA to ForeFront TMG Upgrade Workshop

3D LEVEL 300 🖱

This workshop enables you to use your current ISA Server skills to ramp-up on ForeFront TMG 2010 while learning how to deploy, administer, maintain and troubleshoot as well. Key modules include migration planning; secure web gateway; threat protection; availability and redundancy; NAP integration; and email protection.

## Microsoft Operations Framework v 4.0 Foundation Workshop + EXAM

3D LEVEL 200

This workshop is designed for the IT organisation that wants to achieve greater availability, reliability and security in their mission-critical IT services. The workshop demonstrates how the Microsoft Operations Framework presents practical guidance for establishing, maintaining and supporting business-aligned IT services. It encompasses the entire IT lifecycle and supports other popular IT service management methodologies and frameworks. The 3rd day of this course includes a review and exam to gain accreditation.

UPDATED



# Premier Workshops - continued



## Microsoft Operations Framework v 4.0 Managing Change, Configuration and Risk Workshop

**3D LEVEL 200**

This workshop is designed for the IT organisation that wants to focus their efforts on managing changes, configuration baselines and a risk-balanced approach to IT Service Management. The course reviews the entire Microsoft Operations Framework (MOF) and then focuses on the MOF Change and Configuration Service Management Function (SMF), as well as risk aspects of the MOF Governance, Risk and Compliance SMF.

## PowerShell 2.0 Scripting for the IT Administrator (Part 1) Workshop

**3D LEVEL 200**

This workshop covers the basics of scripting and programming. The syllabus takes students from simple use of PowerShell commands interactively in the console through to being able to write or modify basic scripts and apply these to everyday systems administration tasks.



## Microsoft Operations Framework v 4.0 Overview and Simulation Workshop

**1D LEVEL 200**

This workshop is designed for organisations that want their teams to quickly understand, and experience, that IT service availability requires best-practice process and people components – and is not just about technology. The course demonstrates how the Microsoft Operations Framework presents practical guidance for how to operate technology following IT Service Management best-practice guidance.

## PowerShell 2.0 Scripting for the IT Administrator (Part 2) Workshop

**3D LEVEL 300**

This workshop is designed to take I.T. Staff to the next level of skill and practical knowledge and move beyond the basic cmdlets that ship with Windows PowerShell. Attendees will be exposed to some of the most advanced PowerShell Scripting techniques and methods to manage a range of system and network resources, objects and services. The workshop will also coverage special topics on IIS, Certificates, DNS services and new features in Powershell v 2.0.



## Sharepoint Server 2010 Backup, Recovery and Availability Workshop

**4D LEVEL 300**

This workshop provides students with the knowledge and skills to recover from disasters, and to implement availability and business continuity solutions in a Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010 environment. The modules in this workshop focus on the available options for implementing disaster recovery and high availability of content and service applications in SharePoint 2010.

## SharePoint Server 2010 Power User Workshop

**3D LEVEL 200**

The SharePoint Server 2010 Power User workshop addresses the depths of SharePoint Server 2010 site management, permissions, web parts, workflows, collaboration features, Business Intelligence, and much more, geared toward Site Administrators. Key modules include site templates; site security and navigation; lists and libraries; web parts, work flows; business intelligence; managed metadata; and office web apps.

## SQL Server 2008 Failover Clustering Workshop

**3D LEVEL 300**

This course aims to provide database administrators with the knowledge and skills required to install, administer, and troubleshoot Microsoft SQL Server 2008 Failover Clustering on Windows Server 2008 R2. Key modules include high availability options; planning and implementation; and rolling upgrade.

## SQL Server 2008 Reporting Services Workshop

**4D LEVEL 300**

This workshop will help to show you how to install and configure local or scale out scenarios, design complex enterprise reports, integrate reports into existing business applications and learn how to take advantage of the power of the report server with report caching, snapshots, linked reports, shared data sources and parameter prompts. In addition, you will learn key concepts to help build report models which can be used by end users to build ad hoc reports, allowing self serve style of important business data.



## Office 365 Exchange Online Administration and Configuration Workshop

**3D LEVEL 300**

This course provides students with the knowledge and skills to migrate users from Exchange Server on-premises to Exchange Online. Additionally, the workshop teaches students how to perform Exchange administration and management tasks with the Exchange Online interface. Key modules include management; migration options; identity and authentication management; hybrid deployment and federation; and Forefront online protection.

## Sharepoint Server 2010 Administration Workshop

**4D LEVEL 300**

This workshop provides in-depth coverage of Microsoft SharePoint Foundation 2010 upgrade, configuration, security, operations, backup, and restore. Other key topics include deployment planning and installation; business continuity management; search; patch management; performance and health.



## Sharepoint Server 2010 Troubleshooting Workshop

**4D LEVEL 300**

This workshop gives participants the knowledge and skills to help effectively troubleshoot a SharePoint 2010 environment. The course provides in-depth coverage of Microsoft SharePoint Foundation 2010 and exposes key enterprise features including Search, User Profiles, Managed Metadata, and Excel Services.

## SQL Server 2012 Chalk-Talks

**½-1D LEVEL 300**

Microsoft Premier Field Engineering have developed a number of chalk-talks and seminars for the SQL Server 2012 release including:

- SQL Server 2012 Upgrade Chalk-Talk (1/2-Day)
- SQL Server 2012 Readiness Seminar (1-Day).

Modules covered include high availability, columnstore, upgrade options, UAFS and distributed replay.



## Office 365 SharePoint Online Administration and Configuration Workshop

**3D LEVEL 300**

This course aims to teach you how to manage and support Microsoft Office 365 SharePoint Online. Key areas of focus include Office 365 and SharePoint Online features and new platform capabilities; setting up and configuring Active Directory Federation Services (ADFS); directory synchronisation; customisation and development; administration and transitioning.

## Sharepoint Server 2010 Developer Workshop

**3D LEVEL 300**

This workshop demonstrates how to rapidly build custom applications with SharePoint Server 2010 and covers key topics including object model, event handlers, web parts, custom field types, content types, workflows and site definitions.



## SQL Server 2005 2008 Performance Tuning & Optimisation Workshop

**4D LEVEL 300**

This course includes techniques and tools for monitoring SQL Server performance using SQL Management Studio, dynamic management views, query optimisation. Insight into SQL OS, memory architecture and programming efficiency is also covered. Students take an in-depth look at analysing performance counters, Profiler event features, blocking and key dynamic management views for performance tuning. Tools such as Resource Governor, Performance Monitor and SQLDiag are also covered in detail.

## SQL Server 2012 AlwaysOn High Availability and Disaster Recovery Solutions Workshop

**4D LEVEL 300**

This workshop provides in-depth technical and architecture details of SQL Server 2012 AlwaysOn Technologies. Attendees will better understand what's required to better manage, administer and troubleshoot SQL Server 2012 AlwaysOn High Availability and Disaster Recovery solutions.



## Performance Monitor – Monitoring Vital Signs Workshop

**3D LEVEL 300**

This course reviews key performance counters that validate operating system and hardware health. Participants will better understand how to use Performance Monitor, Server Performance Advisor, and Windows Reliability and Performance Monitor, and will be able to analyse environments running Windows Server 2003, Windows Server 2008, Windows 7 and Windows Vista.



## SQL Server 2008 Administrator Workshop

**4D LEVEL 300**

This workshop introduces new features and enhancements in SQL Server 2008, and covers installation and upgrade scenarios, high availability features, backup and restore scenarios, monitoring tools, and security. Other key topics include disaster recovery, backup and restore; database mirroring architecture; implementing replication; and clustering.

## SQL Server 2012 Features for Administrators Workshop

**4D LEVEL 300**

This course breaks down the new features that affect the SQL Server 2012 engine and internals that have changed in this release. Attendees will learn installation and migration topics; cover the use of new SQL Server 2012 tools for Database Administrators; backup and restore with the new Database Recovery Advisor; and high availability technologies including AlwaysOn and Failover Clustering.



# Premier Workshops - continued



## SQL Server 2012 Performance Tuning Design, Internals and Architecture Workshop

4D LEVEL 300 🖱️

This course provides an in-depth study into the aspects of SQL Server that affect application performance. Students will learn about the internals of the SQL Server engine such as the memory manager and task scheduler, table and index structures, locking and concurrency, query optimisation and programming efficiency.

NEW

## System Center Configuration Manager 2012 Chalk-Talks

½-1D LEVEL 300

Microsoft Premier Field Engineering have developed a number of chalk-talks and seminars for the System Center Configuration Manager (SCCM) 2012 release including:

- SCCM 2012 Application Model Chalk-Talk (Half-Day)
- SCCM 2012 Migration Chalk-Talk (Half-Day)
- SCCM 2012 Overview and Hierarchy Chalk-Talk (Half-Day)
- SCCM 2012 Software Update Management Chalk-Talk (Half-Day)
- SCCM 2012 Readiness Seminar (1-Day)

NEW

## SQL Server 2012 Advanced Management and Monitoring Workshop

4D LEVEL 300 🖱️

This workshop focuses on the core DBA tasks to properly manage and monitor alerts and issues within SQL Server engine. The course covers topics such as installation, upgrades, migration, database settings, data warehouse management, System Center Advisor, PowerShell and XML scripting, management packs and custom perfmon counters.

FUTURE

## System Center Configuration Manager 2012 Concepts and Administration Introduction Workshop

4D LEVEL 200 🖱️

This workshop aims to provide participants with knowledge on the fundamentals of System Center 2012 Configuration Manager. This course focuses on Introduction to Configuration Manager, new features, overview of site deployment, configure discovery and deploy clients, clients inventory, asset intelligence, metering, remote control, configure console security, setup collections and queries, application deployment, patch management and client health.

NEW

## SQL Server for Non-SQL Engineers Workshop

2D LEVEL 200 🖱️

This workshop provides an introduction to Microsoft SQL Server for those staff charged with maintenance, support and performance of an application which relies on SQL Server such as SharePoint, System Center Operations Manager, System Center Configuration Manager or BizTalk. Key modules include configuration; management; security; T-SQL basics; maintenance; performance monitoring and troubleshooting; and disaster recovery.

FUTURE

## System Center Configuration Manager 2012 Concepts and Administration Advanced Workshop

4D LEVEL 300 🖱️

This workshop builds from the introduction workshop and delves deeper into some basic features and introduces new features not covered by the previous workshop. Key areas covered include deployment and architecture; site-to-site communication; troubleshooting techniques and advanced scenarios for deploying applications.

FUTURE

## SQL Server Integration Services Workshop

4D LEVEL 300 🖱️

This workshop provides database administrators and developers with the knowledge and skills necessary to build and administer, execute, migrate and upgrade SSIS Packages. The content also covers how to approach package deployment and configuration, troubleshooting SSIS package execution, utilise ETL for populating databases and warehouses, performance tuning, scripting, and best practices.

NEW

## System Center Configuration Manager 2012 Migration and Application Management Workshop

3D LEVEL 300 🖱️

This workshop aims to prepare attendees for a successful migration to System Center Configuration Manager 2012 and also addresses best practices around application management. Students will also gain insight into new features; site server requirements; the installation process; design and roles; and migration planning.

FUTURE

## System Center Configuration Manager 2007 R3 Troubleshooting Workshop

3D LEVEL 400 🖱️

This course aims to provide students with the knowledge and skills to troubleshoot common System Center Configuration Manager 2007 issues. Key topics include client health, software metering, inventory, distribution, updates, deployment, replication and desired configuration management.

NEW

## System Center Configuration Manager 2012 Operating System Deployment Workshop

3D LEVEL 300 🖱️

This workshop reviews various scenarios and best practice configurations for Operating System deployments via capturing of images from a reference computer. The course covers tips for effective use of task sequences, drivers and explores user state transfer from the previous versions. Attendees will also learn about offline updating capabilities, explore customisation techniques, as well as examine the various places to leverage the Microsoft Deployment Toolkit.

FUTURE



## System Center Operations Manager 2012 Planning and Management Workshop

3D LEVEL 300 🖱️

This workshop is designed to help bring attendees up to speed with the functionality of System Centre Operations Manager 2012. The course aims to help participants to architect and design an Operations Manager 2012 infrastructure that is appropriate for their organisation. Options for designing a new implementation and upgrading an existing Operations Manager environment are covered.

FUTURE

## System Center Operations Manager 2012 Installation, Configuration and Administration Workshop

3D LEVEL 300 🖱️

This course is designed to train new administrators on the basic concepts of Operations Manager 2012. The workshop focuses on the day-to-day business of an Operations Manager administrator, on activities such as security, architecture, configuration, notifications and basic authoring and reporting.

NEW

## System Center Data Protection Manager 2010 Advanced Workshop

4D LEVEL 300 🖱️

This workshop is aimed at customers who are planning to install or have already installed DPM and want to learn how to better administer, operate and troubleshoot DPM within their organisation. Key topics covered include concepts and architecture; workflow; planning and configuration; deployment; system state and bare metal recovery; application protection; recovery; powershell; monitoring and troubleshooting.

NEW

## Visual Studio 2010 ALM Development Tools and Techniques

3D LEVEL 300 🖱️

This course aims to provide participants with extensive knowledge on an advanced set of tools to help identify inefficient applications, expose poor quality code, and automate software testing. Key modules include TFS fundamentals, unit testing, profiling and intellitrace.

NEW

## System Center Operations Manager 2007 R2 Advanced Workshop

4D LEVEL 300 🖱️

This workshop aims to provide participants with a deep understanding of how to use System Center Operations Manager to monitor an organisation's infrastructure. Key modules include major concepts, architecture, security, management packs and authoring, monitoring Unix/Linux, distributed application monitoring, service level tracking, Powershell, scripting, notification, reporting, troubleshooting and disaster recovery.

NEW

## Visual Studio 2010 ALM Team Foundation Server Administration

4D LEVEL 300 🖱️

This workshop aims to provide a deeper understanding of how to leverage Team Foundation Server to maximise team collaboration, project transparency, and software quality. Key modules include version control; team foundation build; work item tracking; team projects; security; architecture; configuration and disaster recovery.

NEW

## System Center Operations Manager 2012 Chalk-Talks

½-1D LEVEL 300

Microsoft Premier Field Engineering have developed a number of chalk-talks and seminars for the System Center Operations Manager (SCOM) 2012 release including:

- SCOM 2012 Migration Chalk-Talk (Half-Day)
- SCOM 2012 Readiness Seminar (1-Day)

NEW

## Visual Studio 2010 ALM Team Foundation Server Essentials Workshop

3D LEVEL 300 🖱️

This course aims to provide participants with must have fundamentals when using Visual Studio and Team Foundation Server 2010. In depth coverage is provided on best practices for working with Version Control, Work Items, and Team Foundation Build.

NEW



# Premier Workshops - continued



## Visual Studio 2010 ALM Testing Tools

3D LEVEL 300 🖱️

This workshop takes a deep-dive look into the Visual Studio 2010 Test Tooling, and specifically, how the integrated tool suite provided in Visual Studio and Microsoft Test Manager can help testers and developers create and manage robust test plans and suites throughout the Software Development Life Cycle.

NEW

## Windows 7 Essentials Workshop

3D LEVEL 200 🖱️

This workshop is ideal for organisations who are looking to move their desktops to Windows 7 and needs a solid understanding of the benefits Windows 7 can bring. The course aims to offer system administrators and support personnel to understanding of key management, troubleshooting and deployment tools for Windows 7.

## Windows Server 2008 R2 Defence in Depth Security Workshop

4D LEVEL 300 🖱️

This workshop provides students with the skills to ensure host servers are secure and protected from unwanted access or intrusion. The course covers security threats, countermeasures, strategies, tools, and best practices for comprehensively securing servers from the file system, applications, and server communications across a network. The workshop also focuses on the use of the security rich features of Windows Server 2008 R2 to help detect and defend against security threats that target your most valuable organisational assets.

NEW

## Windows Server 2008 R2 Hyper-V Implementation Workshop

3D LEVEL 300 🖱️

This workshop aims to provide participants with the best practices necessary to design, deploy, customise and manage Hyper-V R2 environments. The course examines the key features of the Hyper-V R2 role for Windows Server 2008 R2. Architecture concepts are examined only as needed to support attendee understanding of installation, management, and troubleshooting of the Hyper-V R2 environment.

UPDATED

## Vital Signs Advanced Workshop

2D LEVEL 300 🖱️

This Vital Signs Advanced Workshop aims to teach skilled IT administrators the concepts to analyse more complex performance issues. The course builds upon the foundation of the "Performance Monitor – Monitoring Vital Signs PLUS" workshop that forms a pre-requisite to this advanced workshop. The syllabus extends into more advanced topics like memory management, Virtualisation scenarios and tools such as Xperf, Debugging tools for Windows, and key SysInternals utilities.

## Windows 7 Performance Tuning and Optimisation Workshop

2D LEVEL 300 🖱️

The Windows 7 Performance Tuning and Optimisation Workshop teaches students to optimise boot and logon times during SOE development using a number of tools, primarily the Windows Performance Toolkit. The impact of various workloads (drivers, services, roaming profiles and group policy) is discussed and strategies to measure this impact are covered in detail. The second portion of the course extends on these strategies and articulates a methodology for the identification of delays that have already slipped through to production.

FUTURE

## Windows Server 2008 R2 Deploying and Managing Failover Cluster Workshop

3D LEVEL 300 🖱️

This course uses instructor-led training and hands-on labs to provide students with the fundamentals necessary to design, deploy and manage a Windows Server 2008 Failover Cluster installation. This workshop focuses on the differences between Windows 2008 Failover Cluster and Windows Server 2003 Cluster Services. Other areas covered include configuration, architecture, setup and deployment and migration strategies.

UPDATED

## Windows Server 2008 R2 Managing and Supporting Active Directory Certificate Services Workshop

4D LEVEL 300 🖱️

This workshop provides participants with the knowledge and core skills to understand, manage, monitor, and support a Windows based PKI infrastructure. The course focuses on the skills and objectives that align with managing, monitoring and supporting a Windows Server 2008 Public Key Infrastructure (PKI), in addition to the new features in Windows 2008 R2 PKI.

NEW

## Win32 Advanced User Mode Debugging Workshop

4D LEVEL 400 🖱️

This course provides a background on Win32 User Mode processes and explains different debug scenarios and troubleshooting strategies. It also discusses debug symbols, verifying symbols, mapping from source code to Assembly Language, use of Watson, debugging of USER.DMP files, and advanced debugging techniques.

## Windows Critical Problem Management Workshop

2D LEVEL 300 🖱️

This workshop aims to provide participants with the skills required to both proactively troubleshoot critical problems and prepare for debugging. The information in this workshop is a collection of best practices from both the Windows Product Group and Microsoft Premier Support. It also provides participants with the skills to both proactively troubleshoot and prepare for the debugging of critical problems.

## Windows Server 2008 R2 Directory Services Workshop

3D LEVEL 300 🖱️

This workshop is aimed at Active Directory administrators who wish to better understand and deploy the new "Directory Services" functionality in Windows Server 2008. Detailed instruction combined with realistic practice labs prepares attendees to successfully deploy and support Windows Server 2008 Active Directory Domain Services.

## Windows Server 2012 and Windows 8 Readiness Chalk-Talks

1D LEVEL 300

This series of chalk-talks when delivered by multiple premier field engineers as a seminar takes a deeper dive into some of the key new functionality in Windows Server 2012 and Windows 8 client release. Key modules include Windows 8 client setup and configuration; Windows Server 2012 Networking; Windows Server 2012 High Availability and Windows Server 2012 Directory Services.

NEW

## Windows 7 Application Compatibility for Enterprises Workshop

2D LEVEL 300 🖱️

This workshop is designed to assist enterprise customers to identify and overcome application compatibility issues that are barriers to deployment of Windows 7. The course will cover the latest tools and techniques to help diagnose and resolve most application compatibility issues with Windows 7.

## Windows IPv6 Essentials Workshop

3D LEVEL 300 🖱️

This workshop aims to equip students with an understanding of the importance of IPv6 for organisations as well as how IPv6 addresses work and how to plan for a deployment including using transition technologies. Attendees will learn about IPv6 addressing and subnetting, address auto-configuration and DHCPv6, name resolution and DNSv6, IPv6 Transition Technologies, planning around an IPv6 deployment and current issues around IPv6.

FUTURE

## Windows 7 Deployment Using System Center Configuration Manager 2007 R3 Workshop

3D LEVEL 300 🖱️

This workshop provides students with the knowledge and skills to successfully deploy Windows 7 using Microsoft System Center Configuration Manager 2007. Students will learn how to configure components and how to create custom objects for a successful Operating System Deployment. Key topics include configuring site systems; creating reference machine; deploying Windows 7; customisation; upgrading from Windows XP; MDT 2010 integration; user driven interface; Office 2010; multicast deployments; and R3 OSD features.

NEW

## Windows Server 2003-2008 Group Policy Administration and Troubleshooting Workshop

3D LEVEL 300 🖱️

This workshop covers aspects of administration, support and troubleshooting of group policies in an enterprise environment. Some of the key areas covered include: group policy processing, preferences and templates; troubleshooting and security; and advanced group policy management.



## Windows Server 2012 Workshop Series

1-4D

Microsoft Premier Field Engineering are looking forward to releasing a series of in-depth workshops for the Windows Server 2012 release. These hands-on, instructor-led courses include:

- Windows Server 2012 Directory Services
- Windows Server 2012 High Availability
- Windows Server 2012 Networking

FUTURE

## Windows Server Distributed File System (DFS) Administration and Troubleshooting Workshop

2D LEVEL 300 🖱️

The course aims to help attendees understand and support the key features for DFS namespaces and replication in Windows Server 2003 R2, 2008 and 2008 R2.

UPDATED



# IT Service Management



## Cloud Help Desk Incident Process Mapping

1W ☁

The Cloud Help Desk Incident Process Mapping engagement helps define custom process flows and detailed roles and responsibilities necessary to maintain an effective incident resolution process. The solution is built on top of the industry-accepted IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF) best practice.

NEW

## Cloud Service Dependency Mapping

1W ☁

By combining the best-practice operations guidance of the IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF), Cloud Service Dependency Mapping allows customers to ensure that all dependencies and cross-functional areas are captured and that accountability is identified.

NEW

## Desired Configuration Management (DCM)

3-5W

This service aims to show IT groups how to apply Microsoft® IT and ITIL best practices, processes, tools, and knowledge to improve service availability. It enables IT groups to define and apply standard configurations for their systems, and then monitor compliance with those standards with your System Center Configuration Manager environment, and is currently available for Windows Core Services (Active Directory), Exchange Server, SQL Server and SharePoint Server.

UPDATED

## IT Service Mapping (SMAP)

1W

IT Service Mapping is designed to help IT and business unit groups define and evaluate Services for their organisation. Service Mapping helps ensure that all dependencies and cross functional areas are captured and accountability identified. Service Map processes and tools help define key roles and responsibilities in the IT environment. This creates a continual feedback loop that helps groups to develop and support ongoing improvements.

## Microsoft Office 365 Operational Knowledge Management (OKM)

1W+ ☁

This service is designed to deliver sustainable improvements in IT Operations and the detailed guidance needed to maintain a high quality of service for your Office 365 environment, including Windows Server 2008 and Active Directory on premises infrastructure.

NEW

## Operations Strategic Review Online (OSR Online)

3D

This engagement involves a series of strategic working sessions designed to develop a high-level, realistic, and actionable roadmap for operations and service improvement in support of a deployed Office 365 service including Office, Exchange, SharePoint and Lync Online. The OSR Online includes defining and scheduling actions for pressing needs as well as longer term, continuous improvement programs that address people, process, and technology.

## Proactive Monitoring with System Center Operations Manager

2-4W

This service combines the implementation of incident and problem management processes with technical tools and reports to tune Microsoft System Center Operations Manager (OpsMgr) for your environment. From the service map, Proactive Monitoring creates incident matrices that accurately identify escalation paths and actions for alerts logged by OpsMgr. Problem management implementation includes major problem reviews, primary and secondary root cause analysis, and trends over time. Proactive Monitoring also provides a record of rule changes for OpsMgr.

## Roles and Knowledge Management (RKM)

2-4W

RKM is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your Windows Server, Active Directory, Exchange Server, SharePoint Server and SQL Server environments. RKM helps IT groups apply Microsoft Operations Framework (MOF) and ITIL best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

UPDATED

## Service Catalogue Design (SCD)

1W

This service helps reduce complexity and the associated risks by providing a Service Catalogue customised for the needs of your unique organisation. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the Service Catalogue. Service Catalogue information is entered in a basic SharePoint template (optional) or in a final document deliverable.

## Service Level Management (SLM)

2-4W

This service is designed to help you evaluate the availability of your enterprise-wide IT infrastructure services. By managing a set of agreed upon metrics, you can keep your Microsoft server infrastructures running at peak efficiency and availability. The engagement aims to aid your organisation in applying best practices, tools, processes, Microsoft IT knowledge, ITIL and MOF to improve service availability. This solution helps set performance standards and establishes reporting and monitoring systems.

## Service Management Assessment (SMA)

1-2W

This solution provides a comprehensive approach that helps your business identify and qualify service improvement projects that will contribute to business value and helps your business select, deselect, and prioritise justifiable improvements. SMA provides a documented roadmap for action with built-in progress checkpoints and specific guidance for improvement.

## Software Update Management (SUM)

1-2W

The SUM process definition and creation engagement provides your staff with Microsoft best practices and specific recommendations that help improve your software update management process. Accomplished by streamlining your software update management cycle, this process is designed to help your IT team improve business operations and decrease incidents while quickly and efficiently deploying software updates in your company.



# Premier Support Offerings

Tailored to your company's specific business needs, Premier Support brings the knowledge of Microsoft experts directly to you, helping to identify and resolve IT issues proactively, while backing your business with direct Microsoft support 24 hours a day, 7 days a week. Choose from foundation-level to ultimate-level services to receive the end-to-end support your business requires.

## Premier Offerings

**Premier Foundation** UPDATED

Premier Foundation is a basic offering that includes remote support with rapid, on-site support services when needed. This offering includes a shared Technical Account Manager and two pre-defined proactive services.

**Premier Standard** UPDATED

Premier Standard includes 24-hour support, 7 days a week and rapid, on-site support services, plus access to our extensive catalogue of Premier proactive services, all managed by a shared Technical Account Manager.

**Premier Plus** UPDATED

Premier Plus includes one or more dedicated Technical Account Managers and remote and rapid, on-site support services 24-hour support, 7 days a week. The offerings includes proactive services customised to fit your specific needs and access to dedicated support engineers who have deep expertise in specific technologies.

**Premier Ultimate** UPDATED

Premier Ultimate extends all the features and benefits of Premier Plus with a custom service-delivery plan to ensure that you follow a strategic road map with proactive services. With this plan in place, you can then turn to problem-resolution support on an as-needed basis to ensure maximum business continuity.

**Premier Support for Partner** NEW

Premier Support for Partners (PSfP) is a flexible, managed support offering that helps partners grow their business, enhances the value of their partnership with Microsoft, and increases the ability to provide services and support to customers with Microsoft technologies across the entire partner engagement cycle.

**Premier Support for Developer** NEW

Premier Support for Developers provides enterprise developers with access to a wide range of Microsoft product and development expertise to help accelerate the development cycle and produce successful applications.

## Premier Enhancements

**Dedicated Support Engineering (DSE)** UPDATED

Get specialised on-site or remote support from a dedicated or designated (shared) Microsoft support professional. Experienced in best practices garnered from real-world customer engagements, our engineers bring you deep technical knowledge and access to internal Microsoft resources. Your part or full-time engineer can help you facilitate successful deployments, provide planning for supportability, and help reduce downtime.

**Advanced Hotfix Guidance** NEW

With this service, you gain access to the Dedicated Support Engineering team and customised solution recommendations that help ensure the peak performance of your systems and applications. Get monthly, tailored reports with bugs and hotfix information that is relevant, necessary, and safe to deploy with deployment recommendations that are integrated with your change control processes.

**Premier Third Tier Support** UPDATED

Premier Third Tier Support provides senior IT staff with a direct channel to third-tier support engineers from Microsoft to help solve the most complex of IT issues. Engaging directly with a third-tier support engineer will provide your senior IT staff with the deepest insight and expertise available into the Microsoft products and technologies that make up your IT environment. This will help maximise uptime and ensure a more timely resolution for current and future situations.

**Cloud Vantage Services** UPDATED

Cloud Vantage Services helps you transition and optimise applications moved to the cloud by providing cloud expertise and a single point of accountability across the services lifecycle. This service is delivered by a Cloud Delivery Executive who is backed by subject matter experts, support, and operations professionals. (See overpage for more detail.)

**Mission Critical Support** UPDATED

Mission Critical Support provides a scalable service and support program, with services spanning from a solution validation and architectural reviews to proactive and problem resolution services. The service is enabled by Microsoft Solution engineer(s) that will help you take an end-to-end approach toward achieving business continuity while providing the backing of the fastest incident escalation available from Microsoft. (See overpage for more detail.)

For more information on current Premier Offerings and Enhancements see <http://www.microsoft.com/services>

# Premier Support Comparison

To find out which Premier Support is right for your business, view a side-by-side comparison of Premier Support agreement options.

Service Component & Benefits	Features	Premier Foundation	Premier Standard/ Premier Plus	Premier Ultimate
<b>Service Management</b>				
<ul style="list-style-type: none"> <li>Provides trusted advisor to help improve the alignment between business and IT</li> <li>Helps increase performance and availability of mission-critical systems</li> <li>Helps minimise the cost of downtime</li> <li>Offers direct relationship with Microsoft</li> <li>Helps maximise productivity of IT staff</li> <li>Helps optimise and improve IT operations</li> </ul>	<b>Service Delivery Plan</b>	Included	Included	Included
	<b>Service Improvement Planning</b>	Minimal	Suggested and customised	Customised, with jointly agreed-upon accountabilities
	<b>Remediation Planning</b>	Not available	Included	Included
	<b>Operational Guidance</b>	Not available	Included	Included
	<b>Monthly Reporting and Trending Advice</b>	Monthly, without Trending Advice	Monthly	Monthly
	<b>Incident Trend Analysis</b>	Not available	Included	Included
	<b>Escalation Management</b>	Included	Included	Included
	<b>Account Representative</b>	Shared, designated contact	Designated contact	Designated contact
	<b>Remote vs. On-Site Resource</b>	Primarily remote	Primarily on-site	Primarily on-site
<b>Proactive Services</b>				
<ul style="list-style-type: none"> <li>Helps identify and control platform risks before they can be a threat</li> <li>Reduces risk during technology migration</li> <li>Helps maximise productive use of technology</li> <li>Helps increase platform flexibility and agilities</li> <li>Exclusive access to knowledge share and best practices</li> <li>Provides advanced technical training to help IT staff act proactively and to develop crisis management skills.</li> </ul>	<b>Health Checks and Supportability Review</b>	Health check only	Included	Included – Custom Package
	<b>Operational Excellence Solution</b>	Not Available	Available	Included – Custom Package
	<b>Remediation Services</b>	Not available	Available	Included – Custom Package
	<b>Dedicated Supportability Engineering</b>	Not available	Available	Available
	<b>Proactive Information Distribution</b>	Included	Included	Included
	<b>Microsoft Premier Online</b>	Included	Included	Included
	<b>Workshops and Chalk-Talks</b>	2 Workshops only	Included – Custom Package	Included – Custom Package
<b>Problem Resolution Services</b>				
<ul style="list-style-type: none"> <li>Offers peace of mind so that personnel are ready to react when problems arise</li> <li>Decreased resolution time during crisis with direct involvement from Microsoft</li> </ul>	<b>TechNet</b>	Available	Available	Available
	<b>24/7 Problem-Resolution Services (covering all products)</b>	30 or 60 hours	70 hours +	Unlimited
	<b>24/7 Critical Situation Escalation Management</b>	Included	Included	Included
	<b>Rapid On-Site Support</b>	Included	Included	Included
	<b>Dedicated Support Team</b>	Not available	Available	Available

# Cloud Vantage Services

## Delivering a "Business Ready" Cloud Platform

Cloud Vantage Services helps you realise business value from your Microsoft Office 365 investments, by providing deep expertise and collaboration to smoothly transition, assist in driving strategic change, and help you to maximise cloud benefits across the full lifecycle.

**DEEP EXPERTISE**



The deepest expertise designing, implementing, and supporting Microsoft solutions

Cloud Vantage is delivered by a professional team of Microsoft professionals led by a Cloud Delivery Executive (CDE), a deep cloud specialist, who provides single-point-accountability for Microsoft Office 365. The CDE will partner with you to ensure you make the right decisions, to give you maximum flexibility, and to ensure your cloud strategy is extensible for the future. Microsoft Services' cloud engagements are backed by a network of subject matter experts, technical support professionals, and engineering and operations teams.

**COLLABORATION**



A proven, collaborative approach to transferring knowledge from our Microsoft development teams

Cloud Vantage provides customers with a proven, collaborative approach to transferring knowledge from Microsoft development teams. This high-touch model delivers business value by providing training during the delivery of readiness assessments and workshops and Microsoft Office 365 Services deployment. Our collaborative approach makes it easier to come up to speed on cloud practices and principles. We leverage Microsoft Cloud IP and best practices to provide guidance, training, and resources to help your team manage and support Microsoft Office 365 and associated on-premises environments.

**FULL LIFECYCLE**



Stability and continual optimisation through every stage of the IT lifecycle

The cloud provides a stable and iterative-based approach through stages of the IT lifecycle, allowing for:

- Continual innovation of new features and capabilities
- Rapid deployment of new workloads
- Keeping IT tools up to date in order to meet the expectations of your business

Cloud Vantage uniquely supports these opportunities, helping you to mitigate risks and continually optimise solutions throughout the full cloud lifecycle.



# Premier Mission Critical

## Providing the highest level of service and support for the most demanding solution environments.

Microsoft Services Premier Mission Critical can help you tackle the support requirements of the most demanding solutions by delivering integrated support with your IT staff as well as on-site solution engineering expertise.

**INTEGRATED SUPPORT PROGRAM**



Improve business continuity with an integrated support program for your most critical solutions.

Premier Mission Critical begins with a solution validation exercise along with deep architectural reviews that will enable you to:

- Effectively review your infrastructure for risk mitigation and support optimization.
- Attain and maintain continuity by working closely with a Microsoft Solution Engineer who facilitates proactive services, remediation and problem resolution measures, and knowledge transfers.
- Rapidly restore business operations, if issues arise, by taking advantage of the fastest problem-resolution support available from Microsoft.

**ON-SITE SOLUTION ENGINEERING EXPERTISE**



Plan for high availability with access to on-site expertise direct from the source.

Extend your IT team with a Microsoft Solution Engineer who has deep knowledge of your mission-critical solution and can work with teams across Microsoft to deliver:

- An effective service delivery plan and ongoing proactive measures based on the solution validation and architectural reviews
- Remediation and problem-resolution activities to help optimize your IT performance.
- Coordination of workshops and training programs to equip your IT staff with the latest technology information and best practices.

Premier Mission Critical Services align to three pillars to drive ongoing business continuity.



# Proactive Services Microsoft Services Premier Support



■ New Services 
 ■ Updated Services 
 ■ Future Services

SERVICE	DUR	PG
Active Directory Backup and Disaster Recovery Workshop	3D	6
Active Directory Federated Services 2.0 Deployment and Troubleshooting Workshop	4D	12
Active Directory Operational Monitoring Service	3-5D	10
Active Directory RAP as a Service		6
Active Directory Recovery Execution Services (ADRES)	1W+	10
Active Directory Risk and Health Assessment Program (ADRAP)	1W+	12
Active Directory Security Assessment (ADSA)	3-5D	6
Active Directory Troubleshooting Workshop	4D	12
Active Directory Upgrade Assessment (ADUA)	3-5D	6
Advanced .NET Production Level Debugging Workshop	3D	12
App-V 4.6 Advanced Sequencing and Troubleshooting Workshop	2D	12
App-V 4.6 Introduction to Application Virtualisation Workshop	3D	12
App-V Health Check	1W+	6
ASP.NET Application Health Check	3-5D	6
BizTalk Server 2010 Architecture and Administration Workshop	3D	12
BizTalk Server Health Check (BTSHC)	1W+	6
Cloud Help Desk Incident Process Mapping	1W	20
Cloud Service Dependency Mapping	1W	20
Cluster Server Risk and Health Assessment Program (CSRAP)	1W+	6
Cluster Service Recovery Execution Services (CSRES)	1W+	10
Dedicated Support Engineering (DSE)	Variable	10
Desired Configuration Management (DCM)	3-5W	20
Direct Access Health Check (DAHC)	3-5D	6
Dynamics CRM Administration and Troubleshooting Workshop	3D	12
Dynamics Health Check	1W+	7
Exchange Server 2010 Administration and Troubleshooting Workshop	4D	12
Exchange Server 2010 Database Recovery Workshop	3D	12
Exchange Server 2010 Migration Readiness Assessment (EMRA)	1W+	7
Exchange Server 2010 Upgrade Workshop	2D	13
Exchange Server Risk Assessment Program (EXRAP)	1W+	7
Forefront Identity Manager 2010 Administration Workshop	3D	13
Group Policy Objects Health Check (GPOHC)	1W+	7
Hyper-V Health Check	1W+	7
Internet Information Server 7.5 Administration and Troubleshooting Workshop	4D	13
Internet Information Services Health Check (IISHC)	1W+	7

SERVICE	DUR	PG
Internet Security and Acceleration Server Health Check (ISAHC)	1W+	7
ISA to ForeFront TMG Upgrade Workshop	3D	13
IT Infrastructure Library (ITIL) Overview and Simulation Workshop	1D	13
IT Infrastructure Library (ITIL) v3 Foundations Workshop	3D	13
IT Operations Risk and Health Assessment Program (OPSRAP)	3-5D	7
IT Service Mapping (SMAP)	1W	20
Lync Server 2010 Advanced Core Workshop	4D	13
Lync Server 2010 Advanced Voice Workshop	4D	13
Microsoft Office 365 Operational Knowledge Management (OKM)	1W+	20
Microsoft Operations Framework v 4.0 Foundation Workshop + EXAM	3D	13
Microsoft Operations Framework v 4.0 Managing Change, Configuration and Risk Workshop	3D	14
Microsoft Operations Framework v 4.0 Overview and Simulation Workshop	1D	14
Office 365 Exchange Online Administration and Configuration Workshop	3D	14
Office 365 Migration Readiness Assessment for Infrastructure + Exchange, SharePoint, Lync	3-5D	8
Office 365 SharePoint Online Administration and Configuration Workshop	3D	14
Operations Strategic Review Online (OSR Online)	3D	20
Performance Monitor - Monitoring Vital Signs Workshop	3D	14
PowerShell 2.0 Scripting for the IT Administrator (Part 1) Workshop	3D	14
PowerShell 2.0 Scripting for the IT Administrator (Part 2) Workshop	3D	14
Proactive Monitoring with System Center Operations Manager	2-4W	20
Proactive Operations Program (POP)	1W+	10
Proactive Services Maturity Review (PSMR)	1D	8
Public Key Infrastructure Server Health Check (PKIHC)	2-5D	8
Remediation Checkup Service	2D	10
Remote Desktop Services Health Check (RDSHC)	3-5D	8
Roles and Knowledge Management (RKM)	2-4W	20
Security Health Check (SEHC)	3-5D	8
Service Catalogue Design (SCD)	1W	21
Service Level Management (SLM)	2-4W	21
Service Management Assessment (SMA)	1-6W	21
SharePoint Disaster Recovery Execution Services (SPRES)	1W+	10
Sharepoint Server 2010 Administration Workshop	4D	14
Sharepoint Server 2010 Backup, Recovery and Availability Workshop	4D	15

SERVICE	DUR	PG
Sharepoint Server 2010 Developer Workshop	3D	14
SharePoint Server 2010 Power User Workshop	3D	15
Sharepoint Server 2010 Troubleshooting Workshop	4D	15
SharePoint Server FAST Search Health Check	3-5D	8
SharePoint Server Risk and Health Assessment Program (SPRAP)	1W+	8
Side-By-Side Remediation Services	Variable	11
Software Update Management (SUM)	1-2W	21
SQL Server 2005 2008 Performance Tuning & Optimisation Workshop	4D	15
SQL Server 2008 Administrator Workshop	4D	15
SQL Server 2008 Failover Clustering Workshop	3D	15
SQL Server 2008 Reporting Services Workshop	4D	15
SQL Server 2012 Chalk-Talks	½-1D	15
SQL Server 2012 AlwaysOn High Availability and Disaster Recovery Solutions Workshop	4D	15
SQL Server 2012 Features for Administrators Workshop	4D	15
SQL Server 2012 Performance Tuning Design, Internals and Architecture Workshop	4D	16
SQL Server 2012 Advanced Management and Monitoring Workshop	4D	16
SQL Server for Non-SQL Engineers Workshop	2D	16
SQL Server Integration Services Workshop	4D	16
SQL Server Risk and Health Assessment Program (SQLRAP)	1W+	8
SQL Server RAP as a Service		8
System Center Configuration Manager 2007 R3 Troubleshooting Workshop	3D	16
System Center Configuration Manager 2012 Chalk-Talks	½-1D	16
System Center Configuration Manager 2012 Concepts and Administration Advanced Workshop	4D	16
System Center Configuration Manager 2012 Concepts and Administration Introduction Workshop	4D	16
System Center Configuration Manager 2012 Migration and Application Management Workshop	3D	16
System Center Configuration Manager 2012 Operating System Deployment Workshop	3D	16
System Center Configuration Manager Client Health and Remediation Service	3-5D	10
System Center Configuration Manager Recovery Execution Services (CMRES)	1W+	10
System Center Configuration Manager Risk and Health Assessment Program (CMRAP)	1W+	9
System Center Configuration Manager RAP as a Service		9
System Center Data Protection Manager 2010 Advanced Workshop	4D	17
System Center Data Protection Manager Health Check (DPMHC)	3-5D	9

SERVICE	DUR	PG
System Center Operations Manager 2007 R2 Advanced Workshop	4D	17
System Center Operations Manager 2012 Chalk-Talks	½-1D	17
System Center Operations Manager 2012 Installation, Configuration and Administration Workshop	3D	17
System Center Operations Manager 2012 Planning and Management Workshop	3D	17
System Center Operations Manager Server Health Check (SCOMHC)	1W+	9
Team Foundation Server Health Check (TFSHC)	3-5D	9
Visual Studio 2010 ALM Development Tools and Techniques	3D	17
Visual Studio 2010 ALM Team Foundation Server Administration	4D	17
Visual Studio 2010 ALM Team Foundation Server Essentials Workshop	3D	17
Visual Studio 2010 ALM Testing Tools	3D	18
Vital Signs Advanced Workshop	2D	18
Win32 Advanced User Mode Debugging Workshop	4D	18
Windows 7 Application Compatibility for Enterprises Workshop	2D	18
Windows 7 Deployment Using System Center Configuration Manager 2007 R3 Workshop	3D	18
Windows 7 Essentials Workshop	3D	18
Windows 7 Performance Tuning and Optimisation Workshop	2D	18
Windows Azure .NET Application Migration Assessment	1W+	9
Windows Azure Migration RAP as a Service		9
Windows Critical Problem Management Workshop	2D	18
Windows Desktop Risk and Health Assessment Program (WDRAP)	1W+	9
Windows IPv6 Essentials Workshop	3D	18
Windows Server 2003-2008 Group Policy Administration and Troubleshooting Workshop	3D	18
Windows Server 2008 R2 Defence in Depth Security Workshop	4D	19
Windows Server 2008 R2 Deploying and Managing Failover Cluster Workshop	3D	19
Windows Server 2008 R2 Directory Services Workshop	3D	19
Windows Server 2008 R2 Hyper-V Implementation Workshop	3D	19
Windows Server 2008 R2 Managing and Supporting Active Directory Certificate Services Workshop	4D	19
Windows Server 2012 and Windows 8 Readiness Chalk-Talks	1D	19
Windows Server 2012 Workshop Series	4D	19
Windows Server Distributed File System (DFS) Administration and Troubleshooting Workshop	2D	19
Windows Server Distributed File System (DFS) Health Check	3-5D	9

# Contact



## General contact information

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Telephone us on 13 20 58

### New Zealand

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Telephone us on 0800 800 004

## Office locations

### Australia

**Adelaide**  
Level 12, Aurora Building  
147 Pirie Street

### Brisbane

Level 28  
400 George Street

### Canberra

Walter Turnbull Building  
Level 2, 44 Sydney Avenue, Barton

### Darwin

Paspalis Centrepoint  
Office 12, Level 1, 48-50 Smith Street

### Hobart

Hobart Corporate Centre  
Level 3, 85 Macquarie Street

### Melbourne

Level 5, 4 Freshwater Place  
Southbank

### Perth

Enex Building  
Level 3, 100 St Georges Terrace

### Sydney

1 Epping Road  
North Ryde

### New Zealand

#### Auckland

Level 5  
22 Viaduct Harbour Avenue

#### Wellington

Level 12  
157 Lambton Quay

## Workshop locations

### Australia

**Adelaide**  
Cliftons Training Centre  
Level 1, 80 King William Street

### Brisbane

Cliftons Training Centre  
288 Edward Street

### Brisbane

Saxons Training Facilities  
Level 11, 300 Adelaide Street

### Canberra

Cliftons Training Centre  
Level 2, 10 Moore Street

### Hobart

Quill's Consultancy  
Level 6, 152 Macquarie Street

### Melbourne

Saxons Training Facilities  
Level 8, 500 Collins Street

### Perth

Cliftons Training Centre  
Ground floor, Parmelia House  
191 St George's Terrace

### Perth

Australia Place, Mezzanine Floor  
Corner William St and St Georges Terrace

### Sydney

Microsoft  
1 Epping Road, North Ryde

### Sydney

Saxons Training Facilities  
Level 10, 10 Barrack Street

### New Zealand

#### Auckland

Microsoft  
Level 5, 22 Viaduct Harbour Avenue

#### Auckland

Cliftons  
Level 2, 45 Queen Street

#### Wellington

Cliftons Training Centre  
Level 28, The Majestic Centre, 100 Willis Street

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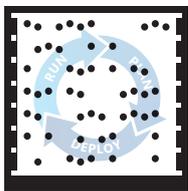
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