



## DATA SHEET

# Microsoft Services Risk and Health Assessment Program

*Maximizing Your Investments and Efficiency with Critical Analysis*

**Proactive service based on customer experience and Microsoft IT procedures**

The Risk and Health Assessment Program for Windows Desktop is designed to provide you with:

- Detailed analysis and optimization of Windows® client systems, including:
  - Startup, shutdown, and logon performance review
  - Group Policy Processing Engine health
  - Network settings
- Reduced downtime
- Improved performance
- Enhanced knowledge transfer by Microsoft engineers to your IT staff

## Overview

The Microsoft Services Risk and Health Assessment Program for Windows Desktop is a proactive, Premier offering to assess the health, performance, and efficiency of Windows® 7(32-bit), Windows Vista® (32-bit) and Windows® XP-based desktop and laptop computers.

The Risk and Health Assessment Program for Windows Desktop (WDRAP) performs over 500 in-depth tests against a group of your desktop and laptop computers and your IT operational procedures. WDRAP gathers required configuration data, analyzes it to identify settings that deviate from recommended best practices, and generates remediation recommendations. This enables the enterprise to ensure that PCs are optimally configured and maintained in order to provide a dependable and well-performing platform for business applications.

## Maximizing Your Microsoft Investment

Microsoft assigns experienced engineers to your site to perform analysis on PCs and your deployment images. During the engagement, your own key IT personnel can be involved in the data collection using the analysis tool (Risk Assessment and Diagnostic Tool for Windows Desktop) to learn from the experience and knowledge of the Microsoft engineer. This knowledge transfer to your personnel will help them identify and troubleshoot issues in the future using the diagnostic tool. This also helps to ensure that your installation base will be maintained after the engagement concludes.

Microsoft engineers also provide you with remediation steps for maximizing the reliability of your investment.

## Key Focus Areas

During the engagement, attention is focused on the issues and risks that make your desktops and laptops susceptible and that also degrade performance. This can be achieved by analyzing the configuration of critical areas, including startup and shutdown, power management, hardware, network, security, and group policy. Risks relating to your operation procedures are also gathered from your IT staff through the Operational Excellence survey.

## Improving Efficiency

By using the knowledge accumulated from proactive and reactive customer engagements, the WDRAP is designed to target areas that reduce downtime, thus helping your business meet reliability and productivity goals while improving performance.

## WDRAP helps you:

- Meet reliability goals
- Reduce support costs
- Optimize by using practical recommendations

A comprehensive set of data is collected from PCs and analyzed in-depth. This includes the following areas:

### Startup and Shutdown

- System Startup Performance
- User Logon Performance
- Shutdown Optimization

### Power Management

- Power Management Plans

### Hardware

- Driver Review
- Phantom Devices Review

### Network Configuration

- Network Optimization

### Performance Analysis

- CPU and Memory
- System Resource Overview
- Disk

### Reliability

- WinSAT and Reliability Rating

### Security

- Patch Management
- System Service Recommendations

### Application

- Startup Programs
- Search Settings

### Group Policy

- Processing
- Errors

### Operational Excellence

- Design
- Deployment
- Operate

## Reducing Power and Support Cost

Windows 7 (32-bit), Windows Vista (32-bit) and Windows XP enable energy efficiency on PC platforms by providing power policy configuration options. WDRAP assesses your power policy configurations for power savings and recommends changes to help extend mobile PC battery life, improve processor and disk performance, and reduce monitor and computer power consumption, thus reducing energy cost and carbon footprint.

To help reduce support cost, WDRAP can expose vulnerabilities and incorrect configurations in your client and operational processes before they affect your users. This proactive diagnosis of the causes and not just the symptoms can help you reduce downtime, decrease the number of incidents, and reduce support costs.

- Microsoft wants to help you meet your ongoing client system reliability needs. As part of this engagement, your staff will learn how to use the Risk Assessment and Diagnostic Tool for Windows Desktop. This tool also can remain at your organization for up to a full year after the engagement and can be run regularly as preventative maintenance.
- Explanations and definitions are available in the Technical Reference document and are also incorporated directly into the user interface. In addition, this information can be displayed quickly by moving your mouse pointer over specific data.

## Optimize Using Practical Recommendations

Microsoft engineers provide remediation recommendations for each issue and risk identified during an engagement. After evaluating the operations, configuration, and deployment areas, Microsoft engineers create a roadmap of the remediation recommendations that can help you improve the reliability of your clients.

## Minimal Business Interference

A WDRAP engagement has minimal impact on your users' daily business operations. The impact of the onsite segment of the engagement is kept to a minimum while maintaining the effectiveness of the Risk Assessment and Diagnostic Tool for Windows Desktop.

To provide an effective engagement, the following is required.

- High-end workstation that has the following:
  - Windows® 7 (32-bit) or Windows Vista® SP2
  - Microsoft® .NET Framework 3.5 SP1
  - Microsoft SQL Server® Compact Edition 3.5 SP1.
  - Microsoft Log Parser 2.2.
  - Domain administrative access to desktops and laptops
- Properly configured and running Windows Management Instrumentation (WMI) and remote registry services running on all clients

## Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help ensure that you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

**For more information** about consulting and support offerings from Microsoft, contact your Microsoft Services representative or visit [www.microsoft.com/services](http://www.microsoft.com/services).