

# Microsoft Services Catalogue

Australia and New Zealand

August 2009

**BUILD ON**



**Microsoft** | Services

When you partner with Microsoft® Services, you partner with the deep-rooted expertise that can help you grow your business.

Build on the best practices, latest technology and proven success of Microsoft Services.



**BUILD ON**

# Contents

<b>Introduction</b>	<b>02</b>
Project Lifecycle	03
<b>Adoption and Deployment Services</b>	<b>04</b>
<b>Support and Health Services</b>	<b>05</b>
<b>How to use this catalogue</b>	<b>06</b>
<b>IT Capability</b>	
Architecture & Planning	07
Business Intelligence & Data Management	08
Business Solutions	09
Collaboration, Search & Content Management	10
Desktop & Device Management	12
Development	14
Industry Solutions	15
IT Operations	16
Security, Identity & Access Management	18
Server Management	20
Server Oriented Architecture	22
Unified Communication	23
<b>Future Offerings</b>	<b>25</b>
<b>Index</b>	
Adoption and Deployment Services	26
Support and Health Services	27
<b>Contact</b>	<b>28</b>

# Introduction

## What does it take to inspire real business growth?

From sustainable solutions to new efficiencies, Microsoft Services has the innovations that will set your company on the path to success.

Whether you're a valued Microsoft customer or partner, Microsoft Services can help your organisation realise the full value of your IT investment and help build competencies and knowledge to confidently deploy, operate and support Microsoft technologies in your IT environment. We help you discover IT and business cost savings in the crucial immediate term, and help position your business for continued growth and innovation in the future.

Our range of customisable service offerings across Architecture and Planning, Deployment and Adoption, and Support & Health are built on world-wide best practices and tools harvested from thousands of customer implementations, Microsoft IT and our product groups. They help to ensure your projects deliver rapid, measurable value to your business. They help support every stage of your project lifecycle, from envisioning the solution, to planning and building out technology projects to deploying, operating and optimising your IT infrastructure.

Our consultants and support professionals develop an intimate understanding of your business and IT priorities. They help translate your requirements into solutions that deliver a scalable, secure and responsive platform that you can confidently build on.

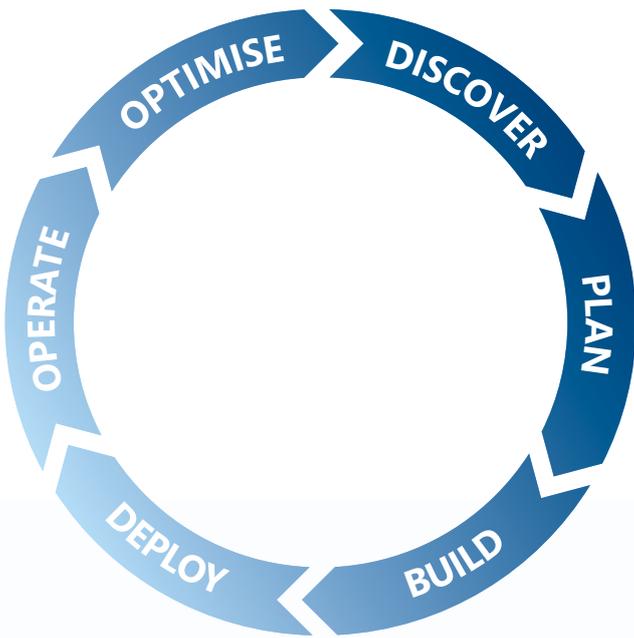
This catalogue represents a comprehensive range of offerings available from Microsoft Services. Some services may be available exclusively to customers with a Premier Support agreement. If you would like to learn more about how to access any of the services offerings including Premier Support visit our website or talk to your Services Representative:

**Australia:** [www.microsoft.com.au/services](http://www.microsoft.com.au/services)

**New Zealand:** [www.microsoft.co.nz/services](http://www.microsoft.co.nz/services)



PROJECT LIFECYCLE



**DISCOVER**

Strategic Discovery  
Portfolio Optimisation  
Business Analysis

**DEPLOY**

Custom Consulting  
Program Management  
Deployment Support

**PLAN**

Program Planning  
Readiness Excellence  
Custom Consulting  
Assessment and Review  
Planning, Architecture  
and Design  
Design Supportability Review

**OPERATE**

Preventative Services  
Dedicated Support Engineering  
Technology Workshops  
24x7 Critical Situation  
Response with Rapid On-site  
Support  
Lifecycle Custom Support

**BUILD**

Technology and Information  
Architecture  
Program Management  
Custom Consulting  
Proof of Concept  
Developer Support

**OPTIMISE**

Operations Consulting  
Technology Health Checks

# Adoption and Deployment services

Build on your people. Your investments.  
Your vision. And watch your business grow.

Microsoft Services can show you how to take your current technology investments to the next level.

Microsoft Adoption and Deployment Services helps customers achieve business objectives through their Microsoft IT investment by providing deep expertise and access to:

1. Microsoft technology and leadership;
2. Collaboration across a vast partner ecosystem;
3. Tools and best practices.

Through a growing portfolio of Service Lines and Offerings, Microsoft Services is a strategic business partner for every stage of an organisation's expansion and development.

## Architecture and Planning Services

Companies today are realising that there has never been a greater need for IT to become and be seen as a true corporate asset that delivers ongoing business value. CIOs need an IT infrastructure that can help advance rather than impede business. Close alignment between business and IT objectives delivers solutions that empower people to reach customers more effectively, harness critical business insight and collaborate across boundaries. Microsoft Services' Architecture and Planning Offerings can help CIOs align IT to organisational strategies and initiatives, and at the same time it empowers them to make IT decisions that can reduce risk and maximise value.

## Business solutions

The success of your company is directly related to the success of the people who work for you. Microsoft Dynamics® is a line of integrated, adaptable business management solutions that can help your people to make important business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software easing adoption and reducing the risks inherent with implementing a new solution. These solutions automate and streamline financial, customer relationship, and supply chain processes in a way that can help you drive business success. Microsoft Services provides a set of Sure Step practices and guidelines for implementing Microsoft Dynamics solutions for ERP and CRM and support.

## Technology solutions

Aligning IT to organisational strategies and initiatives, and determining what applications and infrastructure can best fill those needs efficiently and cost effectively can significantly reduce time to value. Microsoft Services offers a broad set of adoption and deployment services that can help customers realise the full value of their IT infrastructure to drive business results through a variety of infrastructure optimisation capabilities whether they be around the core server and desktop infrastructure, the business productivity platform or the applications development platform.

# Support and Health services

## Get fit. Stay healthy.

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

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

1. Enrich your IT Staff with deep technology information;
2. Strengthen the health of your business;
3. Reduce preventable risks to your infrastructure;
4. Provide operational guidance and recommendations based on industry best practices.

Our suite of Proactive Support Services provide ongoing assessments and recommendations for services based on your specific environment and known issues. This helps ensure that your organisation gets the maximum benefit and impact from our infrastructure optimisation maturity model. Through infrastructure optimisation, your computing environment becomes standardised, automated and more tightly controlled. This helps drive down costs while seeking to improve efficiency, reliability, security and service levels.

### Premier Support P

Customers who have a Premier Support agreement are able to access many of these offerings using their Support Assistance hours (See the legend for services available using hours). Our Proactive Support services include:

### Consulting for IT Operations P

Operations Consulting leverages industry best practices deliver targeted operational efficiency consulting engagements. The service offerings focus on process, tools and training to help customers achieve maximum effectiveness from their IT Operations.

### Health Checks and Risk Assessment Programs (RAPs) P

Health Checks and RAPs are an essential part of assessing the operational health of your infrastructure. They help identify problems in current production implementations before they adversely impact on the IT environment and end-users. Depending on the product, these issues can be remediated on site or during a future onsite visit to allow for proper change control and scheduling of appropriate resources. During the on-site delivery the Premier Field Engineer provides rich knowledge transfer to the staff so that they can learn the tools to help maintain the health of their environments after the engagement. A detailed report is provided with all of the findings and issues that need attention.

### Workshops and WorkshopPLUS P

Workshops are typically delivered by highly skilled Microsoft field engineers who are experts in various Microsoft technologies. They are mostly 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.

WorkshopPLUS are deeper technical workshops that can significantly improve your IT staff's ability to act proactively and to develop crisis-management skills. Students attending WorkshopPLUS complete a Pre- and Post-Assessments to measure their knowledge gained. In addition, students participate in an Action Planning Exercises to gauge what they have learnt and apply it to real-world scenarios.

# How to use this catalogue

This catalogue represents a comprehensive range of service offerings available from Microsoft Services to help your organisation to build competencies and knowledge to deploy, operate and support Microsoft technologies in your IT environments. Details of each offering are summarised hereafter and grouped by IT capability.

- For more detailed information on a particular service offering, download the PDF catalogue at [www.microsoft.com/au/services/microsoftservices/srv-enterprise.mspx](http://www.microsoft.com/au/services/microsoftservices/srv-enterprise.mspx) and select the link associated with any offering to launch and download an individual datasheet for that service.
- Some services may be exclusively available to customers with a Premier Support Agreement. If you would like to learn more about how to access any of the services offerings including Premier Support visit our website or talk to your Services Representative:

**Australia:** <http://www.microsoft.com/au/services/microsoftservices/srv-enterprise.mspx>

**New Zealand:** <http://www.microsoft.com/nz/services/microsoftservices/srv-enterprise.mspx>

## Legend



### PROJECT LIFECYCLE



### DURATION

<b>D</b>	Days: Eg. 1D = 1 day, 3D = 3 days
<b>W</b>	Weeks: Eg. 1W = 1 week, 6W = 6 weeks
<b>M</b>	Months: Eg. 1M = 1 month, 4M = 4 months
<b>Variable</b>	Will vary depending on scope

### PREMIER

<b>P</b>	Exclusive to Premier customers
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### LEVEL

<b>200</b>	<b>Intermediate:</b> 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.
<b>300</b>	<b>Advanced:</b> 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.
<b>400</b>	<b>Expert:</b> Assumes the deepest level of technical. 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
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# Architecture & Planning

Companies today are realising that there has never been a greater need for IT to become and be seen as a true corporate asset that delivers ongoing business value. Close alignment between business and IT objectives delivers solutions that empower people to reach customers more effectively, harness critical business insight and collaborate across boundaries. Microsoft Services' Architecture and Planning Offerings can help CIOs align IT to organisational strategies and initiatives and at the same time it empowers them to make IT decisions that can reduce risk and maximise value.

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## ADOPTION AND DEPLOYMENT SERVICES

### Architecture and Planning Advisor

DISCOVER > PLAN > BUILD > DEPLOY > OPERATE > OPTIMISE 12M

Architecture and Planning Advisors provide ongoing assistance to articulate the business value of Microsoft technologies. They provide measurable financial benefits, specifying cost and schedule and show how IT aligns with organisational strategies and initiatives. Advisors are committed to customer advocacy. They champion customer goals and proactively identify opportunities to enhance the business value of your Microsoft technologies.

### Architecture Transformation

DISCOVER > PLAN 6-12W

Architecture Transformation is designed for IT leaders who are planning strategic enterprise-level IT initiatives based on the Microsoft platform. This engagement offers innovative and proven business architecture services that help customers mitigate risks and to prioritise and justify IT investments. Maximising interoperability with non-Microsoft platforms and aligning IT with business goals is also an objective of this engagement.

### Business and IT Strategy Briefing

DISCOVER > PLAN 2-3W

NEW

An Advisor will deliver timely, compelling strategic insights on the customers selected high points of interest. Particular attention will be paid to how Microsoft's leading-edge solutions and technologies can improve the customers' business performance. This short-term engagement includes an assessment and discovery on business topics and strategy.

### Platform Rationalisation

DISCOVER > PLAN 6-12W

Platform Rationalisation leverages existing IT budget and infrastructure, particularly where a major investment in Microsoft technologies is already made. This can help customers reduce their IT complexity while freeing up capital for innovation, empowering the IT organisation to deliver measurable business value.

### Strategy and Planning for Service-Oriented Architecture Services Discovery

DISCOVER > PLAN 6-12W

NEW

An Advisor works closely with IT leaders to deliver four final documents. A strategic plan bringing together objectives, benefits, business focus and clear future vision. A consolidated business case that integrates benefits and specific project details. A key measures document and finally an architectural plan proposing changes that will impact the business, systems and technology architecture.

Align business and IT objectives to deliver solutions that empower people to reach customers more effectively.



# Business Intelligence & Data Management

In this world of stiff corporate competition and advanced IT resources, quality business intelligence can make all the difference to your customer's success. Microsoft Services business intelligence and data management offerings can help you adopt and manage a successful business intelligence operation. This in turn can assist organisations with taking advantage of new technologies and existing investments to deliver the proper information to the people who need it – in a way they can use it.

## ADOPTION AND DEPLOYMENT SERVICES

### Assessment and Roadmap for Business Intelligence

DISCOVER > PLAN > 1-3W

Find out how you can streamline your business intelligence processes to match business needs with this offering. An experienced consultant will analyse your current status, look at alignment of functional goals with business strategies, then design and document a business intelligence roadmap tailored to your organisation. Our experience with Microsoft and third-party products can provide a complete BI Blueprint from the operating system to the end-user interface, regardless of current architecture.

### Enterprise Data Warehousing

PLAN > BUILD > Variable

The Enterprise Data Warehousing solution from Microsoft Services will build an enterprise consolidation point for your operational data. Historical and current data will be made consistent and available to provide the definitive single point of view of your organisation. With a single-source, "one-stop shop" for your enterprise data, you can begin to better leverage one of your company's greatest assets and provide penetrating views and trends into the business.

### Migration Service for Microsoft SQL Server® 2008 (Oracle)

NEW

PLAN > BUILD > DEPLOY > Variable

Businesses consolidating database technologies to Microsoft SQL Server can take advantage of the Microsoft Migration Service from Oracle to Microsoft SQL Server 2008. This can help organisations to build a comprehensive, scalable and manageable data environment that supports their enterprise needs, including business intelligence. Expert consultants take you through migration assessment, design and best-practice migration techniques to upgrade to SQL Server 2008.

### Migration Service for Microsoft SQL Server 2008 (Sybase)

NEW

PLAN > BUILD > DEPLOY > Variable

Businesses consolidating database technologies to Microsoft SQL Server can take advantage of the Microsoft Migration Service from Sybase to Microsoft SQL Server 2008. This can help organisations to build a comprehensive, scalable and manageable data environment that supports their enterprise needs, including business intelligence. Expert consultants take you through migration assessment, design and best-practice migration techniques to upgrade to SQL Server 2008.

### Upgrade Service for Microsoft SQL Server 2008

NEW

PLAN > BUILD > DEPLOY > Variable

Businesses that have relied on Microsoft SQL Server 2000 or 2005 database software can take advantage of the Microsoft Upgrade Service for Microsoft SQL Server 2008. This engagement can help to build a comprehensive, scalable and manageable data environment that support enterprise needs, including business intelligence. Expert consultants take you through assessment, design and a best-practice implementation to deploy SQL Server 2008.

## SUPPORT AND HEALTH SERVICES

### SQL Server 2008 Administrator Workshop

NEW

OPERATE > 4D P 300 🖐️

This workshop aims to teach techniques to install, configure, secure and maintain Microsoft SQL Server 2008. Interactive, break-fix labs are included to provide students with hands-on experience for optimising the management of SQL Server 2008 in a daily work environment.

### SQL Server 2005 Business Intelligence Workshop

DISCOVER > OPERATE > OPTIMISE > 4D P 300 🖐️

This workshop aims to provide attendees with deeper insight into the Microsoft Business Intelligence platform. The Business Intelligence technologies provided by Microsoft SQL Server 2005 and related toolsets are described in detail both from an architectural and programmatic perspective.

### SQL Server 2005/2008 Performance Tuning & Optimisation WorkshopPLUS

OPERATE > OPTIMISE > 4D P 300 🖐️

This WorkshopPLUS 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 2008 Reporting Services Workshop

NEW

DISCOVER > BUILD > DEPLOY > OPERATE > 2D P 300 🖐️

This workshop aims to give students an understanding of the architecture and deployment of a reporting services infrastructure. Report design and creation is also covered using the Reporting Services 2008 product suite.

### SQL Server Risk Assessment Program (SQLRAP)

DISCOVER > OPERATE > OPTIMISE > 1W+ P

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.

# Business Solutions

Microsoft Dynamics is a line of integrated, adaptable business solutions that can help your people to make important business decisions with greater confidence, and works like, and with familiar Microsoft software easing adoption and reducing the risks inherent with implementing a new solution. These solutions automate and streamline financial, customer relationship, and supply chain processes in a way that can help you drive business success. Microsoft Services Business Solutions offerings provide a set of practices and guidelines for implementing Microsoft Dynamics solutions for ERP and CRM.

Download current PDF at [www.microsoft.com.au/services](http://www.microsoft.com.au/services)

## ADOPTION AND DEPLOYMENT SERVICES

### Architecture and Design: Architecture Review

PLAN Variable

This offering provides a key component to a sound and proven approach to deploying Microsoft Dynamics AX or Microsoft Dynamics CRM. It includes an expert review of overall architecture and infrastructure, guidance on how to deploy your solution to best meet your business needs and improved performance from your solution.

### Architecture and Design: Design Review

PLAN Variable

This offering provides a key component to a sound and proven approach to deploying Microsoft Dynamics AX or Microsoft Dynamics CRM. Benefits of the Design Review include improved integration between your solution and existing systems, improved customisation to meet present and future needs and optimal results from your solution.

### Architecture and Design: Performance Review

OPTIMISE Variable

This offering provides a key component to a sound and proven approach to deploying Microsoft Dynamics AX or Microsoft Dynamics CRM. Performance Review provides these benefits, expert review of the performance impact of the design, recommendations for ensuring best practices and to validation of the performance of your Microsoft Dynamics solution.

### Decision Accelerators for Dynamics CRM & AX

DISCOVER Variable

Decision Accelerators help customers with due diligence to make more informed Microsoft Dynamics AX or CRM implementation investments. This offerings is designed to help customers determine the degree of fit with Microsoft Dynamics products, validate requirements with their data, review architectural design, estimate high level project costs, prepare an implementation plan and a business case for executive approval of the investment decision.

### Implementation for Microsoft Dynamics

PLAN BUILD DEPLOY Variable

Implementation for Dynamics AX or CRM is a Microsoft-led consulting engagement designed to help implement and integrate Microsoft Dynamics AX or CRM enterprisewide with other products, systems and new technology. Microsoft provides program management using multiple partners and ISVs to help reduce risk and total cost of ownership.

## SUPPORT AND HEALTH SERVICES

### Dynamics CRM Administration Workshop

OPERATE 3D P 300

NEW

This workshop is designed to help provide participants with the knowledge and skills to deploy and administer a Dynamics CRM 4.0 Environment. Topics covered include installation, configuration, workflow, reporting, customisations, data management, troubleshooting and hot-fixing.

### Microsoft Dynamics Architecture Assessment

DISCOVER PLAN OPERATE OPTIMISE 1W+ P

NEW

This assessment helps ensure successful deployment of a Microsoft Dynamics solution. It is a design service best performed (1) prior to implementation in the analysis or design phase; (2) to evaluate a newly-proposed architecture during an upgrade; and (3) with an anticipated increase in user adoption.

### Microsoft Dynamics Health Check

DISCOVER OPERATE OPTIMISE 1W+ P

NEW

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.

# Collaboration, Search & Content Management

Microsoft Services collaboration, search and content management offerings help transform the way people and organisations work together. Through familiar and pervasive workspaces, portals, and emerging social computing capabilities, end users are empowered with a familiar set of tools. Microsoft Services can help organisations to build and manage an integrated, enterprise-ready, scalable collaboration, search and content management infrastructure. This can extend the value of your current IT investments, improve business productivity and enable business process innovation.

## ADOPTION AND DEPLOYMENT SERVICES

### Business Processes and Forms Decision Accelerator

DISCOVER > PLAN > 2-6W

This offering is designed to give customers reassurance to deploy the Microsoft Office SharePoint® Server 2007 to drive business process consistency and repeatability across people. The offering aims to make Business Processes Management central to the way people do work. By demonstrating how people can reduce process errors caused by manual labor; interact with the process through Microsoft Office experience; reduce dependency on e-mail; and realise productivity improvements through self-service.

### Documents and Records Management Decision Accelerator

DISCOVER > PLAN > 2-6W

This offering is designed to assist with evaluating and deploying the Microsoft SharePoint Enterprise Content Management solution for Documents and Records Management. Microsoft Services expert consultants utilise best practices to deliver a Proof-of-Concept evaluation of SharePoint. They will assess Sharepoint as a well-integrated solution for managing, archiving, preserving and destroying documents and records. Reducing risk through improved regulatory and corporate compliance is also assessed.

### Enterprise Portal and Collaboration Decision Accelerator

DISCOVER > PLAN > Variable

This solution solution helps transform the way people and organisations work together, through familiar and pervasive workspaces, portals, and emerging social-computing capabilities. If you are trying to decide on an enterprise portal and solution, Microsoft Services can help by implementing a proof of concept in your test environment.

### Enterprise Portal & Collaboration Migration Service for Microsoft Office SharePoint Server 2007

PLAN > BUILD > Variable

Help prepare for an effective Enterprise Portal and Collaboration Migration and ensure an effective approach to simplify, refine and migrate content. This offering focusses on the migration of content from Windows® SharePoint Services, SharePoint 2003 or Exchange Public Folders. Leverage Microsoft Services recommended practices for the analysis, planning and recommendation for the migration approach followed by execution of the content migration services.

### Monitoring Service for SharePoint 2007 with System Centre Operations Manager 2007

OPERATE > Variable

This offering leverages the SharePoint Monitoring Toolkit for System Centre Operations Manager 2007 to help you proactively monitor your SharePoint Server 2007 environments effectively. It enables you to take advantage of our expert technical resources and best practices for the successful installation, configuration and optimisation of the SharePoint Monitoring Toolkit.

### Optimisation Service for Microsoft Office SharePoint Server 2007 with Desired Configuration Monitoring

OPERATE > Variable

This offering is designed to assist customers with optimising the operations and management of their Microsoft SharePoint Server environment to improve productivity, efficiency and ROI for a business. The engagement aims to reduce the complexity of a Microsoft SharePoint Collaboration infrastructure and optimise its use by providing a proactive approach to releasing new products, managing change and creating an environment of iterative improvement.

### SharePoint Deployment Planning Services (SDPS)

PLAN > 5, 10, 15 Days

Sharepoint Deployment Planning Services is an engagement that covers the planning needed to prepare for deployment of Sharepoint technologies. This service comes in 5 day (planning workshops), 10 day (planning workshops and design) and 15 day (workshops, design and deployment planning) engagements and can be purchased using Software Assurance packaged services vouchers.

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PDF at  
[www.microsoft.com.au/services](http://www.microsoft.com.au/services)

## SUPPORT AND HEALTH SERVICES

### Microsoft Office SharePoint Server 2007 Administration and Troubleshooting WorkshopPLUS

OPERATE 4D P 300 🖐️

This WorkshopPLUS course covers Microsoft Office SharePoint Server (MOSS) 2007 deployment, configuration, security, operations, backup and restore and troubleshooting areas. The workshop aims to equip MOSS administrators with the knowledge and skills required to successfully operate a sound Sharepoint collaboration infrastructure in their organisation.

### Microsoft Office SharePoint Server 2007 Backup, Recovery and Availability WorkshopPLUS

NEW

OPERATE 4D P 300 🖐️

This WorkshopPLUS course aims to provide students with the knowledge and skills to recover from disaster and implement availability and business continuity solutions in a Windows SharePoint Services 3.0 or Microsoft Office SharePoint Server 2007 environment. The modules in this workshop focus on both new and proven methods for implementing disaster recovery and high availability.

### Microsoft Office SharePoint Server 2007 Deployment in an Internet Facing Environment Workshop

NEW

PLAN DEPLOY OPERATE 2D P 300 🖐️

This workshop aims to provide attendees with the knowledge and practice to configure Internet-facing SharePoint deployments in a secure manner appropriate to their business requirements. The course explores a range of possible network topologies, with a focus on hardening the security of Microsoft Office SharePoint Server 2007 deployments and a look at publishing methods including those offered by ISA Server 2006 and IAG 2007.

### Microsoft Office SharePoint Server Risk Assessment Program (MOSSRAP)

DISCOVER OPERATE OPTIMISE 1W+ P

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.

Transform the way people and organisations work together, improve productivity and enable business process innovation.



# Desktop & Device Management

Microsoft Services delivers best practices for desktop and device optimisation based on extensive experience and expertise gained in complex client environments. Through coordination and collaboration with Microsoft product groups and its own IT organisation, as well as early adopters, Microsoft Services is able to bring deep knowledge and understanding of products, roadmaps, architectures and methodologies to help you maximise your investment in Microsoft technologies. Our offerings in this space can also help simplify desktop and device deployment, reduce system complexity and increase uptime.

## ADOPTION AND DEPLOYMENT SERVICES

### Application Compatibility Remediation and Deployment Services for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY 3W

This offering aims to help accelerate the compatibility testing process for a migration to Windows Vista® or Windows 7. The Application Compatibility Remediation capability efficiently guides the testing and remediation of a targeted set of custom and third-party applications to ensure compatibility.

### Office Compatibility Remediation Service for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY 4W

This service helps companies address the challenges of efficiently deploying the 2007 Office system to business desktops and turns their desktop infrastructure from a cost centre into a strategic asset. Microsoft will enable you to plan, build, deploy and operate the 2007 Office system in conjunction with Windows Vista or as part of a standalone deployment.

### Desktop Deployment Planning Service

DISCOVER > PLAN > BUILD > DEPLOY 1W

The Desktop Deployment Planning Solution capability of the Desktop Optimisation using Windows Vista and 2007 Microsoft Office System (DOVO) Offering helps alleviate design and planning issues for a migration to Windows Vista. The offering is delivered precisely as defined in the Software Assurance Benefits Program with specific timelines and deliverables.

### Zero Touch Installation Services for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY > OPTIMISE 4W

The Zero Touch Installation (ZTI) Services for Desktop Optimisation offering helps companies address the challenges of efficiently deploying desktops. An automated desktop deployment solution that leverages ZTI and System Centre Configuration Manager allows end-users to focus on business activities with minimal disruption from IT activities. It also enables IT personnel to shift from high touch deployment scenarios to data driven, lights-out optimised events.

### Federated Deployment Planning Service for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY > OPTIMISE 7-8W

This engagement assists customers in implementing a pilot solution for deploying an FDCC-compliant image to desktops across an agency with minimal desk-side technician involvement. The service includes the creation of five proven processes or "factories" to create the core capabilities needed to deploy a modern FDCC-compliant desktop using Zero Touch deployment techniques.

### Zero Touch Provisioning Services for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY 6W

The Zero Touch Provisioning (ZTP) Services for Desktop Optimisation offering is the implementation of the actions, workflows and operations that are required to allow users to self-subscribe to services and software, often called user self-service provisioning. ZTP is designed to deliver those services with minimal human interaction—to reduce the likelihood of costly errors and administration overhead.

### Image Engineering Services for Desktop Optimisation

DISCOVER > PLAN > BUILD > DEPLOY > OPTIMISE 4-8W

This service helps companies address the challenges of efficiently authoring, managing and maintaining standardised desktop images and changes deployment infrastructure and resources into a strategic asset. A "Light Touch Installation" deployment solution enables end-users to focus on business activities and IT personnel to efficiently deploy desktops with minimal interaction.

### Zero Touch Provisioning Services for a Dynamic Infrastructure

DISCOVER > PLAN > BUILD > DEPLOY 4W

The Zero Touch Provisioning (ZTP) Services for a Dynamic Infrastructure is the implementation of the actions, workflows and operations that are required to allow users to self-subscribe to services and software, often called extensible user self-service provisioning. ZTP is designed to deliver those services with minimal human interaction—to reduce the likelihood of costly errors and administration overhead.

### Mobile Device Management for the Enterprise

DISCOVER > PLAN > BUILD > OPERATE 3W

This is a comprehensive engagement in which a dedicated team from Microsoft Services uses field-tested materials and methods to design and deploy Microsoft System Centre Mobile Device Manager 2008 within your existing Microsoft infrastructure. Microsoft Services will analyse your existing IT environment and use Microsoft best practices to create a detailed plan for ensuring efficient and reliable centralised mobile device management.

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PDF at  
[www.microsoft.com.au/services](http://www.microsoft.com.au/services)

## SUPPORT AND HEALTH SERVICES

### Deploying and Managing Office 2007 in the Enterprise Workshop

BUILD > DEPLOY > OPERATE 3D P 300

This instructor-led, multi-day course will provide customers with the information necessary to design, customise and deploy an Office 2007 installation in their environment. Participants will be given the deep technical assistance required to better plan their deployment and have the opportunity to work with experienced resources that can help resolve potential deployment blockers and other upgrade related issues.

### Windows 7 Deployment using MDT 2010 Workshop

PLAN > BUILD > DEPLOY 3D P 300

This workshop aims to help participants understand the business value of upgrading and assessing the impact of migration. Participants will see the latest Microsoft tools, technologies and best practices for deploying Windows 7 and Office 2007, including the Zero Touch deployment solution. In addition, students will work with the Microsoft Deployment Toolkit, including Application Compatibility and User State migration tools to implement a deployment solution that meets key business goals for upgrading to Windows 7 and Office 2007.

### Troubleshooting and Supporting Microsoft Office 2007 in the Enterprise

DISCOVER > OPERATE 4D P 300

This workshop introduces the new features of Microsoft Office 2007 and offers troubleshooting techniques that Microsoft Support Engineers use regularly when working with enterprise customers.

### Troubleshooting and Supporting Microsoft Project Server 2007 in the Enterprise

OPERATE > OPTIMISE 4D P

This workshop is intended for IT Professionals as well as Project Managers. Topics covered include Project Web Access (PWA) through monitoring and managing the queuing service. In addition, participants will learn about installation and migration best practices.

### Windows 7 Application Compatibility for Enterprises Workshop

DISCOVER > PLAN > OPTIMISE 3D P 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 Desktop Risk and Health Assessment Program (WDRAP)

DISCOVER > OPERATE > OPTIMISE 1W+ P

This review is a proactive onsite engagement which provides insight into the customers Windows XP client configuration. It is based on the Microsoft Best Practices for Windows XP 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 XP clients.

Simplify desktop and device deployment, reduce system complexity and increase uptime.



# Development

Organisations often strive to reduce the costs associated with putting changes into production; improve end-user satisfaction, and reduce time to market, all the while reducing risks to the business caused by application failures and security threats. They need to bridge the divide between application development and IT operations. These offerings from Microsoft Services are focused on driving application development improvements from a process perspective as well as enabling deployment and productive use of Microsoft developer technologies.

## ADOPTION AND DEPLOYMENT SERVICES

### Application Lifecycle Management Assessment

DISCOVER 1-3W

This offering aims to provide a prioritised list of improvement initiatives designed to significantly advance how you develop and maintain software. This is accomplished by assessing your current Application Lifecycle Management (ALM) maturity level and focusing on both process and tools used and defining the optimum path to improve. During the engagement, Microsoft Consulting Services will identify your current ALM capabilities based on a thorough ALM knowledge base.

### Application Lifecycle Management Build Management Jumpstart

PLAN BUILD Variable

Application Lifecycle Management Build Management Jumpstart is designed to quickly get you started with an efficient application build regime. Microsoft's application development best practices from the Microsoft Solutions Framework are utilised along with Visual Studio® technologies.

### Application Lifecycle Management Release Management with Visual Studio Team System

PLAN Variable

This engagement aims to help you understand the governance model around release management and to learn the value of a good promotion model. This includes exercises designed to help you build your own model and understand the best practices and metrics necessary to be successful with release management in your projects.

### Application Lifecycle Management Workshops for Project Management

PLAN Variable

By building on Microsoft Solutions Framework and the Visual Studio Team System process templates, Microsoft Services application lifecycle management workshops are designed to increase a customer's knowledge and productivity. This workshop is geared for customers that want to gain knowledge in using Microsoft Services Application Lifestyle Management to be self-sufficient and that want a personalised knowledge, not broad/general information.

## SUPPORT AND HEALTH SERVICES

### Advanced .NET Debugging WorkshopPLUS

BUILD OPERATE OPTIMISE 4D P 400

This WorkshopPLUS course helps attendees develop the skills to troubleshoot and resolve common scenarios such as hangs, crashes and memory leaks in both WinForms and ASPNET applications using various tools and techniques. Coverage includes both Microsoft .NET Framework 1.1 and 2.0 and focuses on debugging both during testing and after the application has been released into production. Attendees must be experienced application developers who understand foundational concepts such as processes, threads, call stacks, memory management and some experience with debugging tools.

### Secure Development LifeCycle IT: Architecting Secure Solutions Workshop

BUILD OPTIMISE 3D 300

This workshop introduces project managers and developers to the Secure Development Lifecycle as well as secure architecture practices for designing solutions. Threat modelling process are also covered using Microsoft IT developed Threat Analysis and Modelling v2.0 enterprise tool.

### Secure Development LifeCycle IT: Secure Applications Development Workshop

BUILD OPTIMISE 3D 300

This workshop aims to help developers to understand, appreciate and address common security problems in a typical IT enterprise application from a technology agnostic perspective. The training covers areas of security concern for software applications: Authentication; Authorisation; Asset Handling; Input Handling; and Logging and Auditing. By understanding the security profile of application developers in an enterprise scenario.

# Industry Solutions

Microsoft Services is committed to helping our customers to take full advantage of the Microsoft Platform. Microsoft Services provides industry-oriented services, offerings, and support to enhance productivity. It also integrates people, processes, and information to run your business more efficiently, more flexibly, and with greater ease of use. These services include customer care frameworks and the option to add a dedicated support engineer with a specific industry background to your Premier Support agreement.

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## ADOPTION AND DEPLOYMENT SERVICES

### Citizen Services Platform

PLAN > BUILD > DEPLOY Variable

Microsoft Consulting Services will use deep expertise and the Citizen Service Platform (CSP) to successfully design and implement solutions for government-to-constituent interaction. CSP will provide architectural blueprints and guidance on effort necessary for priority feature enhancements. Thus, consultants can build complete, end-to-end solutions with higher margins, lower risk and proven architecture.

### Digital Content Management

DISCOVER > PLAN > BUILD > DEPLOY Variable

This offering can help integrate and extend the capabilities of the Microsoft technology platform to create Digital Content Management solutions. These solutions can scale from the support of core enterprise and public sector requirements to the needs of complex media production processes. Our approach integrates the power of the Microsoft platform, connects to legacy third-party digital asset management investments and extends the capability with a portfolio of managed IP to drive rapid and predictable business value.

### Next Generation Sales and Customer Care

PLAN > BUILD > DEPLOY Variable

This engagement provides guidance and tools to assist with project delivery that improves sales and customer service. The offering covers both sales and delivery, enabling project success with lower risk, shorter time and less resources during the engagement. The structured approach provides a best practices guide for all projects that aim to improve sales and customer service using Microsoft Customer Care Framework (CCF) and optionally Microsoft Dynamics CRM in specific scenarios that address specific pain points.

## SUPPORT AND HEALTH SERVICES

### Dedicated Support Engineering

PLAN > BUILD > DEPLOY > OPERATE > OPTIMISE Variable P 

Partnering with Microsoft Services with Dedicated Support Engineering (DSE) can help you to deploy, upgrade, or migrate to the latest Microsoft technologies with more confidence. DSE resources can review existing architectural and configuration plans and make appropriate recommendations to ensure future supportability. They can identify the root cause of recurring problems and give your IT staff the expert training required to get the most from your Microsoft investments.

Bridge the divide between application development and IT operations.



# IT Operations

Microsoft Services offer a number of proactive support offerings that aim to improve the IT processes that measure and manage key IT operations. These engagements provide structured and proven instructions, tools and deliverables to enable customers to significantly improve their IT staff's ability to avoid problems and more quickly respond when crises arise. Microsoft Services provide assistance with guiding IT groups on how to apply Microsoft IT, Infrastructure Library and Microsoft Operations Framework best practices, processes, tools, and knowledge to improve service availability and overall infrastructure performance.

## SUPPORT AND HEALTH SERVICES

### Desired Configuration Management for Microsoft Exchange Server

OPERATE > OPTIMISE 3-5W P

This engagement is designed to help you achieve significant, measurable and sustained improvements in your messaging environment. In turn this can deliver the productivity, efficiency and return on investment required by your business. This service, which focuses on optimising messaging operations, offers the same best practices, processes, tools and expertise that Microsoft uses to achieve high levels of availability in its own enterprise.

### Desired Configuration Management for Microsoft Office SharePoint Server

OPERATE > OPTIMISE 3-5W P

This engagement is designed to help you achieve significant, measurable and sustained improvements in your Office SharePoint Server-based collaboration environment. This, in turn can deliver the productivity, efficiency and return on investment required by your business. This offering focuses on optimising and controlling configurations of Office SharePoint Server and offers the same best practices, processes, tools and expertise that Microsoft uses to achieve high levels of availability in its own enterprise.

### Desired Configuration Management for Microsoft SQL Server

OPERATE > OPTIMISE 3-5W P

This engagement helps IT groups apply Microsoft IT and IT Infrastructure Library best practices, processes, tools and templates to establish baseline settings for each implementation of SQL Server. This can standardise these settings among multiple servers and to automate ongoing configuration management.

### Desired Configuration Management for Windows Core Services

OPERATE > OPTIMISE 3-5W P

This engagement is designed to help you apply Microsoft IT and IT Infrastructure Library best practices, processes, tools and templates to achieve significant, measurable and sustained improvements in the performance of your core services for Windows Server 2003 environment. This includes Microsoft Active Directory, domain name servers, Windows internet naming service, dynamic host configuration protocol and file and print services.

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

DISCOVER > PLAN > OPERATE > OPTIMISE 3-5D P

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.

### Microsoft Operations Framework v4.0 Foundation Workshop

DISCOVER > OPERATE 2D P 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.

NEW

### Microsoft Operations Framework v4.0 Managing Change, Configuration and Risk Workshop

OPERATE 3D P 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.

NEW

### Microsoft Operations Framework v4.0 Overview and Simulation Workshop

DISCOVER > OPERATE 1D P 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.

NEW

### Operations Strategic Review (OSR)

DISCOVER > PLAN > OPERATE 1W P

This review helps develop a high-level two-year roadmap for process improvement in support of IT's business-validated vision, strategy and project plans. This includes defining immediate actions to address pressing needs and scheduling longer term continuous improvements. This roadmap is developed by uncovering significant weak points and identifying corresponding solutions that deliver specific levels of IT service to the business.

### Proactive Monitoring with Microsoft Operations Manager

OPERATE > OPTIMISE 2-4W P

This offering helps reduce your operational costs by implementing enterprise-tested, optimised server-monitoring processes and tools. Accurately identifying and classifying server alert conditions and taking appropriate action is an important priority for every IT organisation. Too many alerts, or alerts that incorrectly reflect the severity of an issue, cause an organisation to focus on the wrong things or to ignore the real issues. These situations can easily cause service outages, costing your business significant resources and lost productivity.

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## Proactive Monitoring with Microsoft System Centre Operations Manager

OPERATE > OPTIMISE > 2-4W P

Accurately identifying, classifying and taking appropriate action on server alert conditions is an important priority for every IT organisation. This engagement helps reduce operational costs by implementing enterprise-tested, optimised server monitoring processes and tools.

## Service Level Management

OPERATE > OPTIMISE > 2-4W P

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. With Service Level Management, Microsoft provides hands-on assistance to guide your organisation in applying best practices, tools, processes, Microsoft IT knowledge, the IT Infrastructure Library and Microsoft Operations Framework to improve service availability. This solution helps set performance standards and establishes reporting and monitoring systems.

## Service Management Assessment (SMA)

DISCOVER > PLAN > 2-6W P

This assessment is designed to help you better quantify and communicate the business value of IT service improvement initiatives by addressing the assessment of IT services and processes. It explores specific IT problems in depth, resulting in a roadmap of business-justified initiatives to address qualified and prioritised problems.

## Software Update Management (SUM)

PLAN > OPERATE > OPTIMISE > 2-3W P

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.

Improve IT  
processes to avoid  
problems and  
respond more  
effectively when  
crises arise.



# Security, Identity & Access Management

With the increased role of IT as a strategic asset in modern organisations, the protection of data and the underlying infrastructure is one of the most important considerations for businesses. The Security, Identity, and Access Management offerings from Microsoft Services are field-proven offerings that provide best-practice guidance for delivering Microsoft security products and technologies. These offering provides an end-to-end security solution that allows you to move towards a more dynamic IT infrastructure while helping ensure better security integration, manageability and efficiency.

## ADOPTION AND DEPLOYMENT SERVICES

### Deployment for Microsoft Forefront™ Client Security

DEPLOY Variable

Deployment for Microsoft Forefront Client Security is designed to assist a customer in implementing a Forefront Client Security solution. The service capitalises on the Microsoft solution architecture to envision, plan, develop, stabilise (test) and deploy a complete antivirus, anti-spyware and Security State Assessment solution in your computing environment.

### Deployment for Microsoft Forefront Server Security

DEPLOY Variable

Microsoft Forefront Server Security includes multiple scan engines from industry-leading security firms, integrated in a single solution to help businesses protect their Exchange, Office SharePoint Server 2007 and Windows SharePoint Services 3.0 messaging and collaboration environments. Deployment for Microsoft Forefront Server Security is designed to assist you in implementing a pilot Forefront Server Security solution for a nominal number of systems followed by a production deployment.

### Full Volume Encryption using Windows BitLocker Drive Encryption

DISCOVER PLAN BUILD DEPLOY Variable

The Full Volume Encryption using Windows BitLocker™ Drive Encryption offering capitalises on the Microsoft Solution Framework (MSF) to envision, plan, develop, stabilise (test) and deploy BitLocker in your environment. This offering delivers the following set of services, which have proven successful during our many engagements.

### Information Protection using Active Directory Rights Management Services

PLAN BUILD DEPLOY Variable

Microsoft Services develops a Proof of Concept (Pilot) in a production environment to demonstrate and evaluate Active Directory Rights Management Services. This helps you understand how to optimise your system for Microsoft-based technologies. At the end of the engagement, your organisation will have a scalable solution that fits your architecture and is ready to be expanded across the rest of your organisation.

### Network Access Protection with 802.1x Enforcement

PLAN BUILD DEPLOY Variable

Network Access Protection with 802.1x Enforcement is designed to assist you in implementing a network access control solution. At the end of the project, you will have a fully operational Network Access Protection solution that can be expanded to meet the policy compliance, network restriction and automatic remediation requirements of the entire enterprise.

### Network Access Protection with IPsec Enforcement

PLAN BUILD DEPLOY Variable

Network Access Protection with IPsec Enforcement is designed to assist you in implementing a network access control solution. At the end of the project, you will have a fully operational, Network Access Protection solution that can be expanded to meet the policy compliance, network restriction and automatic remediation requirements of the entire enterprise.

### Network Isolation Services

PLAN BUILD DEPLOY Variable

This engagement from Microsoft Services will help you envision, plan, develop and deploy a server and domain isolation solution based on Windows Server 2008 or Windows 7. We will design your solution specifically for your environment by using a consistent and standardised methodology based on the best practices collected from Microsoft IT and other organisations worldwide.

### Public Key Infrastructure using Active Directory Certificate Services

PLAN Variable

This engagement uses your existing investments in Microsoft technologies to create a self-managed PKI solution for your company. At the end of the engagement, your team will be better prepared to deploy PKI-based services, such as file encryption using Encrypting File System; E-mail signing and encryption using Secure/Multipurpose Internet Mail Extensions (S/MIME); Wireless network authentication using Wi-Fi Protected Access (WPA) or WPA2; and domain isolation with Internet Protocol Security (IPSec).

### Remote Access with Microsoft Intelligent Application Gateway 2007

PLAN BUILD DEPLOY Variable

Intelligent Application Gateway 2007 enables granular access control, authorisation and deep content inspection from a broad range of devices and locations to a wide variety of line-of-business, intranet and client/server resources. This Microsoft offering helps customers design and deploy a remote access solution based on the Intelligent Application Gateway 2007 that aligns with their business requirements.

### Secure Web Access Services

PLAN BUILD Variable

The Secure Web Access Services Offering lets your organisation use its current investments in Microsoft technology to minimise integration and support costs. Using Active Directory for authentication and authorisation provides a seamless experience for users and easy integration with the customer's existing authorisation model. Group Policy provides a reliable and efficient mechanism of migrating users to the new solution.

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## Smart Card Lifecycle Management

PLAN > BUILD > DEPLOY Variable

This service offering provides the envisioning, planning and developing of services for end to end management of smart cards to implement two factor authentication, encryption and digital signing capabilities for users. Designed for your business, the Smart Card Lifecycle Management solution is based on Microsoft best practices.

### SUPPORT AND HEALTH SERVICES

## Active Directory Backup and Disaster Recovery WorkshopPLUS

OPERATE 4D P 300 🖐️

This WorkshopPLUS course provides 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.

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

DISCOVER > OPERATE > OPTIMISE 1W+ P

Microsoft Active Directory forms a critical backbone and a poorly functioning Active Directory environment impacts security boundaries, replication and delegate 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 Active Directory. Highly experienced field engineers of Microsoft will collect and analyse a series of data points to identify areas for remediation.

## Active Directory Troubleshooting WorkshopPLUS

OPERATE > OPTIMISE 4D P 300 🖐️

This WorkshopPLUS 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. Students learn the tools used in Active Directory troubleshooting, which accelerates time to resolution.

## Advanced Group Policy Maintenance and Support Workshop

OPERATE > OPTIMISE 3D P 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, troubleshooting and security.

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

NEW

DISCOVER > OPERATE > OPTIMISE 1W+ P

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.

## Public Key Infrastructure Server Health Check (PKIHC)

DISCOVER > OPERATE > OPTIMISE 1W+ P

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. This 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.

## Security Health Check (SEHC)

DISCOVER > OPERATE > OPTIMISE 1W+ P

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.

## Windows Server® 2008 Directory Services Workshop

NEW

PLAN > DEPLOY > OPERATE 3D P 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.

# Server Management

Microsoft Services Premier Support includes a variety of server management offerings to help you maximise the availability and efficiency of your IT infrastructure, reduce your risks, and improve your IT staff's productivity. This can be achieved by skilling key staff through deep, technical, hands-on workshops and by conducting risk assessments that help identify and address potential issues before they become threats.

## SUPPORT AND HEALTH SERVICES

### Advanced Windows Powershell™ Scripting Workshop



DISCOVER BUILD OPERATE OPTIMISE 3D P 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. This 4-Day workshop will expose attendees 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 include coverage of special topics including modules on IIS, Certificates, DNS services and new features in Powershell v 2.0.

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

DISCOVER OPERATE OPTIMISE 1W+ P

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.

### IIS 6.0 Critical Problem Management WorkshopPLUS

OPERATE 3D P 300 🖐️

This WorkshopPLUS course provides participants with skills and techniques that will enable them to implement processes and utilise tools to ensure that all critical systems are properly configured for debugging. Thus avoiding reboots to enable debug support, before a critical problem occurs.

### Internet Information Services Health Check (IISHC)

DISCOVER OPERATE OPTIMISE 1W+ P

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.

### Microsoft IT Insight – How Microsoft Does Virtualisation Workshop



DISCOVER PLAN OPERATE 2D 200 🖐️

In this workshop, through a series of guided discussions, you will receive key insights into Microsoft's virtualisation efforts. The course will show how Microsoft IT plans and executes deployment, management and leverage of virtualisation in its environment, including datacentres, branch offices and test/development scenarios.

### Microsoft Project Server Health Check (PSHC)

DISCOVER OPERATE OPTIMISE 1W+ P

This Health Check uses diagnostic tools that report critical configuration issues, potential problems and information about the Enterprise Project Management configuration. By following the provided recommendations, administrators can achieve greater performance, scalability, reliability and uptime.

### Performance Monitor – Monitoring Vital Signs Workshop



OPERATE OPTIMISE 3D P 300 🖐️

This workshop aims to provide attendees with the skills necessary to properly analyse and troubleshoot the health of a Windows Server environment regardless of the services or role it performs. This course reviews 20 key performance counters that helps validate the operating system and underlying hardware performance health. When delivered onsite the lab examples can provide realistic insight into the performance aspects of server roles such as Active Directory, Internet Information Server, Exchange and SQL Servers.

### System Centre Configuration Manager 2007 for SMS Professionals Workshop

DISCOVER PLAN OPERATE 3D P 300 🖐️

This workshop is to introduce the Systems Management Server 2003 administrators to System Centre Configuration Manager 2007, demonstrate the new features and give administrators hands-on experience with the major components.

### System Centre Configuration Manager Health Check (SCCMHC)



DISCOVER OPERATE OPTIMISE 1W+ P

This Health Check engagement gathers, analyses and reports on System Centre Configuration Manager architecture, configuration and installation issues that have the ability to directly impact server, client and network health if they are not addressed.

### System Centre Operations Manager 2007 Planning and Management Workshop

PLAN OPERATE 3D P 300 🖐️

This workshop is designed to help bring attendees up to speed with the functionality of System Centre Operations Manager 2007. The course aims to help participants to architect and design an Operations Manager 2007 infrastructure that is appropriate for their organisation. Options for designing a new implementation and upgrading an existing Microsoft Operations Manager 2005 environment will be covered.

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



DISCOVER OPERATE OPTIMISE 1W+ P

This Health Check provides an overview of the configuration and performance of your organisation's System Centre Operations Manager environment. Leveraging several tools and the "hands on experience" of the worldwide Premier Field Engineering team, this engagement aims to proactively diagnose data to avoid problems from surfacing in the future.

## System Management Server Health Check (SMSHC)

DISCOVER OPERATE OPTIMISE 1W+ P

This Health Check uses a number of tools to collect data and statistics of the most important and critical aspects of your SMS environment. The goal of this Health Check is to proactively diagnose and analyse the data collected, provide recommendations based on best practices and therefore help your organisation avoid SMS-related problems in the future. The tools used are passive and only collect information about SMS, SQL and Active Directory.

## System Virtualisation Health Check (SVHC)



DISCOVER OPERATE OPTIMISE 1W+ P

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.

## Windows Administration and Automation using Windows PowerShell WorkshopPLUS

DISCOVER BUILD OPERATE OPTIMISE 4D P 200

This WorkshopPLUS course provides students with the hands-on experience required to automate their Microsoft Windows Server 2008, Windows Server 2003, Windows Vista and Windows XP environments. This can be achieved by utilising the flexibility and ease of Microsoft Windows PowerShell scripting, along with Windows Management Instrumentation and Active Directory Service Interfaces.

## Windows Critical Problem Management Workshop

OPERATE 2D P 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 2003 Clustering Essentials WorkshopPLUS

OPERATE 3D P 300

This WorkshopPLUS course provides students with the knowledge and skills necessary to effectively administer and support Microsoft Cluster Server. This course will focus on the new features in Windows Server 2003 clustering, technical details, architecture, disaster recovery and troubleshooting.

## Windows Server 2008 Deploying and Managing Failover Cluster WorkshopPLUS



DEPLOY OPERATE 4D P 300

This WorkshopPLUS 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.

## Windows Server 2008 Network Access Protection Design and Implementation Workshop

PLAN DEPLOY OPERATE 2D P 300

This workshop aims to provide attendees with in-depth, practical experience designing and implementing a successful NAP architecture. Using a purposely built lab environment consisting of network switches and servers for each attendee, our field engineers will guide participants through real world scenario-based labs and in-depth analysis of NAP functionality.

## Windows Server 2008 R2 Readiness Workshop



DISCOVER PLAN DEPLOY 2D P 200

This workshop aims to bring participants up to speed with the new R2 functionality released in Windows Server 2008 that provide enhanced management and control of resources across the enterprise. Topics covered include Direct Access; Active Directory R2; Configuring APS.NET and IIS on Server Core; RemoteApp, RD Gateway, RDS, Branch Cache and PowerShell.

## Windows Server 2008 Virtualisation (Hyper-V™) Architecture, Implementation and Management Workshop

PLAN BUILD DEPLOY OPERATE OPTIMISE 3D P 300

This workshop aims to provide participants with the knowledge and skills necessary to implement and operate Microsoft Hyper-V technology within their organisation. Topic areas covered include virtualisation architecture, installing and configuring Hyper-V, managing and operating virtualised environments, highly available virtualisation clusters, backup, restore and troubleshooting.

# Services Oriented Architecture

In today's competitive environment, organisations are seeking ways to use IT investments to better support their strategic goals. Service oriented architecture (SOA) can help organisations create effective work processes that unite separate business systems. The adoption of SOA helps to improve IT agility, reduce integration costs, and simplify new applications. This helps to leverage existing assets, reducing time-to-market to gain competitive advantage in the marketplace.

## ADOPTION AND DEPLOYMENT SERVICES

### Assessment and Roadmap for Services Orientated Services

DISCOVER > PLAN > Variable

This engagement provides a decisive perspective on existing and future Service Oriented Architecture (SOA) capabilities. It delivers a tailored SOA roadmap with prioritised recommendations, supported by documentation of comprehensive enterprise SOA assessment findings, the SOA Maturity Model workshop and a services inventory with dependencies and adoption levels.

### Performance Tuning for BizTalk® Server

OPTIMISE > Variable

This engagement gives your people the tools, methods, and practices with which to enhance the performance and stability of your BizTalk Server solution. By using Microsoft Services' expertise and proven methodology, we will help you get the most out of your BizTalk deployment and prepare your environment to scale for future needs.

### Service Oriented Architecture Infrastructure

PLAN > Variable



This solution provides service virtualisation through an architecture that uses metadata to define service behaviors that are interpreted at runtime to provide core capabilities such as versioning, protocol mapping, management, routing and run-time policy enforcement. This lets developers focus on building new functionality and provides a foundation on which you can deploy reusable infrastructure capabilities available across all services.

## SUPPORT AND HEALTH SERVICES

### BizTalk Server 2006 Architecture and Administration Workshop

PLAN > BUILD > OPERATE > 3D P 300 🖐️

This workshop can help organisations that are about to embark on an Enterprise Application Integration, Business-to-Business or Business-to-Consumer using BizTalk Server 2006 platform and require a hands-on introductory level workshop to gain practical knowledge on how to architect, develop, deploy and debug a BizTalk Server 2006 solution.

### BizTalk Server 2006 Development Workshop

BUILD > DEPLOY > OPTIMISE > 4D P 300 🖐️

This workshop covers major areas of BizTalk Server 2006 including the BizTalk XML Tools (Editor and Mapper), Orchestration, Configuration and Administration, Content Based Routing, Orchestration of Web Services, Business Rule Composer and Engine, Deployment, Adapters, Business Activity Services and Monitoring.

### Microsoft BizTalk Server Health Check (BTHC)

DISCOVER > OPERATE > OPTIMISE > 1W+ P

The Health Check is designed to help identify key areas of security risk and configuration issues that might impact your organisation now or in the future. At the heart of this Health Check is an assessment of your BizTalk Server infrastructure and operational processes.

# Unified Communication

Organisations have become increasingly dependent on digital communications. Though many would like to take their communication capability beyond e-mail and scheduling, they often view the leap from a traditional e-mail-based environment to fully adopting a unified communication environment as too complex. Often, organisations are simply looking for the right phased approach or just don't know where to start. Moving your organisation towards unified communications does not need to be difficult nor does it require full adoption.

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[www.microsoft.com.au/services](http://www.microsoft.com.au/services)

## ADOPTION AND DEPLOYMENT SERVICES

### Enterprise Notes Migration



PLAN BUILD DEPLOY Variable

This service helps you quickly migrate to a more cost-effective and strategic messaging environment and transform your Lotus Notes-based business applications using a rational approach aligned with business impact. This engagement results in a migration road map that aims to maximise business benefit and minimise business disruption, breaking the migration into manageable components and helping your company realise benefits quickly.

### Network Assessment for Unified Communications



PLAN 1-4W

This offering provides an application-centric assessment that pinpoints problems that could affect your future Microsoft unified communications solution. The assessment focuses solely on aspects of your network that would compromise user experience or deployment. As a result, a Microsoft Services solution can help reduce the overall cost of your unified communications solution.

### Proof of Concept for Unified Communications: IM, Presence and Conferencing

DISCOVER PLAN BUILD 1W

This proof of concept is designed to help familiarise organisations' with the core Microsoft unified communications capabilities of instant messaging, presence and conferencing. The service offering provides a fully operational, production proof of concept of Office Communications Server 2007 that can support up to 100 internal pilot users with the capability of supporting up to 5,000 users. This Office Communication Server implementation can coexist with existing Microsoft Office Live Communications Servers.

### Proof of Concept for Unified Communications: Voice



PLAN BUILD 4-6W

This proof of concept provides a prescriptive methodology delivered by Microsoft Consulting Services to design and pilot the unified communications voice capabilities with minimal effect on your existing environment.

## SUPPORT AND HEALTH SERVICES

### Exchange Risk Assessment Program (EXRAP)

DISCOVER OPERATE OPTIMISE 1W+ P

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.

### Exchange Server 2007 Clustering WorkshopPLUS

BUILD DEPLOY OPERATE 4D P 300

This WorkshopPLUS course aims to provide participants with the knowledge and skills necessary to effectively setup, configure, administer and troubleshoot an Exchange Server 2007 cluster implementation. Topics covered include Exchange Server 2007 clustering features such as single copy cluster, cluster continuous replication and standby continuous replication.

### Exchange Server 2007 Database Recovery WorkshopPLUS



OPERATE 4D P 400

This WorkshopPLUS course provides participants with the skills required to successfully back-up, restore, repair, and recover Exchange Server 2007 databases. Technical reviews of Exchange architecture, transaction log mechanics, and the "online backup" API are combined with hands-on labs and exercises to offer a targeted and practical classroom experience.

### Exchange Server 2007 Mailflow and Transport WorkshopPLUS



PLAN OPERATE 4D P 300

This WorkshopPLUS course aims to provide participants with a deeper understanding of Exchange Server 2007 transports and specifically the hub and edge roles. The content covers architecture, server roles, configuration and basic troubleshooting. Transport specific areas covered include basic concepts; differences between Exchange 2003 and 2007; creation and management of major transport components; implementation and responsibilities of the transport service and worker processes, etc.

### Exchange Server 2007 Disaster Recovery WorkshopPLUS



OPERATE 3D P 300

This WorkshopPLUS course aims to provide participants with the knowledge and practice to successfully avoid, prepare for and recover from disaster scenarios with Exchange Servers. Disaster recovery is covered in detail, including what data needs to be protected and scenarios that may create the need for recovery situations. Extensive coverage is also given to site resiliency, replication, and verifying recoverability.

Unified Communication **cont.**

## Exchange Server 2007 Migration Workshop

PLAN > DEPLOY > 2D P 300 🖐️

This workshop aims to provide participants with knowledge and skills to help perform an end-to-end Exchange migration. The course will cover the architectural changes and new features and server roles of Exchange Server 2007, such as client access and hub transport servers and cluster continuous replication. Installation, configuration and administration of Exchange Server 2007 is also covered.

## Microsoft IT Insight - Exchange Server 2007 Deployment and Operations at Microsoft Workshop

DISCOVER > PLAN > OPERATE > 2D 200 🖐️

This workshop provides insight into Microsoft's internal process for planning, migrating, deploying and managing messaging and communication infrastructure. This workshop focuses on messaging architecture, design considerations, spam control measures, productive mobile messaging, process, and tools to effectively monitor messaging infrastructure. The course also covers unified messaging and communication using Exchange Server 2007.

## Microsoft IT Insight - How Microsoft Does Unified Messaging and Communications Workshop

DISCOVER > PLAN > OPERATE > 1D 200 🖐️

This workshop aims to demonstrate how Microsoft has architected and implemented Exchange Messaging including Unified Messaging as well as Office Communication Server with Unified Communications and collaboration for its own business use. This includes effective ways to utilise LiveMeeting to help drive down travel expenses.

## Office Communication Server 2007 Administration and Troubleshooting Workshop NEW

OPERATE > 3D P 300 🖐️

This workshop aims to provide participants with the knowledge and skills necessary for an enterprise deployment of OCS 2007. This course will cover product architecture, server roles and key features including Edge Deployment, Archiving and Enterprise Voice. Installation, configuration and administration of OCS 2007 are covered as well as complete hands on exercises including Federation, Disaster Recovery and Office Communicator 2007 client deployment.

Unify and integrate communication into people's everyday work processes.



# Future Offerings

Our portfolio of offerings continues to grow and adapt to customer's priorities and product releases. The following list represents new offerings that will be available during the next three to six months. If you are interested to learn more about them, please contact your Services Representative.

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## Dynamics Performance Optimisation Workshop

This is an in-depth training session for learning the tools and techniques used to help identify and eliminate performance bottlenecks on computers running Microsoft SQL Server and related applications.

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## Exchange Mobility Workshop

This workshop covers aspects necessary for IT staff to correctly administer the Microsoft Exchange server environment using Exchange Server 2003 SP2 or Exchange Server 2007. The Workshop also has an in-depth view of Microsoft ActiveSync® with hands-on and troubleshooting aspects included.

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## Internet Information Server (IIS) 7.0 Administration and Troubleshooting Workshop

This workshop will look to address the administration and troubleshooting aspects for v7.0 of Internet Information Server that is included in Windows Server 2008.

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## Microsoft IT Insight – How Microsoft Green IT and Environmental Sustainability Workshop

Provides insight into how Microsoft is approaching Green IT and environmental sustainability. Topics include Virtualisation, Trip Avoidance, Paperless Office, Power Management, Green Datacentre, Unification Communication and Application Simplification.

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## Microsoft Office SharePoint Server 2007 Search Workshop

This workshop is intended for both administrators and developers and will include modules on the search service, crawl, index, best bets, property mappings, query, user search experiences and alerts.

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## Microsoft Windows Sharepoint Services Developer Workshop

This course aims to cover common SharePoint development tasks related to the object model, SDK, web parts, branding, workflows and deployment.

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## SQL Server 2008 Integration Services Workshop

This workshop will add SQL Server 2008 specific best practices for ETL and developer topics to the current SQL Server Integrations Services 2005 course.

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## SQL Server 2008 Replication for Administrators Workshop

This course will cover configuring, securing and troubleshooting SQL Server 2008 replication as well as the application of some of the best practices.

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## SQL Server 2008 Upgrade Workshop

This workshop aims to cover off key considerations and tools available for planning an upgrade to SQL Server 2008 from SQL Server 200x.

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## System Centre Mobile Device Manager 2008 Workshop

The workshop covers aspects necessary for IT people to understand the benefits of using the Microsoft System Centre Mobile Device Manager 2008 for managing mobile devices.

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## Windows File-Print Server Health Check

This review aims to highlight preventable configuration issues with specific file-print servers within a customers environment.

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## Windows Mobile® Readiness Workshop

This workshop is useful for organisations where Windows Mobile devices have been chosen as the mobility solution. The workshop covers aspects necessary for IT staff to better support the handsets in use in the organisation.

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## Windows Server 2008 Directory Services Workshop

This workshop is aimed at Active Directory administrators who wish to better understand and deploy the new "Directory Services" functionality in Windows Server 2008.

# Index

## Adoption and Deployment services

(Microsoft Consulting services)

OFFERING	DUR	PG
Application Compatibility Remediation and Deployment Services for Desktop Optimisation	3W	12
Application Lifecycle Management Assessment	1–3W	14
Application Lifecycle Management Build Management Jumpstart	Variable	14
Application Lifecycle Management Release Management with Visual Studio Team System	Variable	14
Application Lifecycle Management Workshops for Project Management	Variable	14
Architecture and Design: Performance Review	Variable	09
Architecture and Design: Architecture Review	Variable	09
Architecture and Design: Design Review	Variable	09
Architecture and Planning Advisor	12M	07
Architecture Transformation	6–12W	07
Assessment and Roadmap for Business Intelligence	1–3W	08
Assessment and Roadmap for Services Orientated Services	Variable	22
Business and IT Strategy Briefing	2–3W	07
Business Processes and Forms Decision Accelerator	2–6W	10
Citizen Services Platform	Variable	15
Decision Accelerators for Dynamics CRM & AX	Variable	09
Deployment for Microsoft Forefront Server Security	Variable	18
Deployment for Microsoft Forefront™ Client Security	Variable	18
Desktop Deployment Planning Service	1W	12
Digital Content Management	Variable	15
Documents and Records Management Decision Accelerator	2–6W	10
Enterprise Data Warehousing	Variable	08
Enterprise Notes Migration	Variable	23
Enterprise Portal & Collaboration Migration Service for Microsoft Office SharePoint Server 2007	Variable	10
Enterprise Portal and Collaboration Decision Accelerator	Variable	10
Federated Deployment Planning Service for Desktop Optimisation	7–8W	12
Full Volume Encryption using Windows BitLock Drive Encryption Variable	Variable	18
Image Engineering Services for Desktop Optimisation	4–8W	12
Implementation for Microsoft Dynamics	Variable	09
Information Protection using Active Directory Rights Management Services	Variable	18
Migration Service for Microsoft SQL Server 2008 (Sybase)	Variable	08
Migration Service for Microsoft SQL Server® 2008 (Oracle)	Variable	08
Mobile Device Management for the Enterprise	3W	12
Monitoring Service for SharePoint 2007 with System Centre Operations Manager 2007	Variable	10
Network Access Protection with 802.1x Enforcement	Variable	18
Network Access Protection with IPsec Enforcement	Variable	18
Network Assessment for Unified Communications	1–4W	23
Network Isolation Services	Variable	18
Next Generation Sales and Customer Care	Variable	15
Office Compatibility Remediation Service for Desktop Optimisation	4W	12

OFFERING	DUR	PG
Optimisation Service for Microsoft Office SharePoint Server 2007 with Desired Configuration Monitoring	Variable	10
Performance Tuning for BizTalk® Server	Variable	22
Platform Rationalisation	6–12W	07
Proof of Concept for Unified Communications: IM, Presence and Conferencing	1W	23
Proof of Concept for Unified Communications: Voice	4–6W	23
Public Key Infrastructure using Active Directory Certificate Services	Variable	18
Remote Access with Microsoft Intelligent Application Gateway 2007	Variable	18
Secure Web Access Services	Variable	18
Service Oriented Architecture Infrastructure	Variable	22
SharePoint Deployment Planning Services (SDPS)	5, 10, 15D	10
Smart Card Lifecycle Management	Variable	19
Strategy and Planning for Service-Oriented Architecture Services Discovery	6–12W	07
Upgrade Service for Microsoft SQL Server 2008	Variable	08
Zero Touch Installation Services for Desktop Optimisation	4W	12
Zero Touch Provisioning Services for a Dynamic Infrastructure	4W	12
Zero Touch Provisioning Services for Desktop Optimisation	6W	12

# Support and Health services

## (Premier Support services)

OFFERING	DUR	PG
Active Directory Backup and Disaster Recovery WorkshopPLUS	4D	19
Active Directory Troubleshooting WorkshopPLUS	4D	19
Active Directory® Risk and Health Assessment Program (ADRAP)	1W+	19
Advanced .NET Debugging WorkshopPLUS	4D	14
Advanced Group Policy Maintenance and Support Workshop	3D	19
Advanced Windows Powershell™ Scripting Workshop	3D	20
BizTalk Server 2006 Architecture and Administration Workshop	3D	22
BizTalk Server 2006 Development Workshop	4D	22
Cluster Server Risk and Health Assessment (CSRAP)	1W+	20
Dedicated Support Engineering	Variable	15
Deploying and Managing Office 2007 in the Enterprise Workshop	3D	13
Desired Configuration Management for Microsoft Exchange Server	3–5W	16
Desired Configuration Management for Microsoft Office SharePoint Server	3–5W	16
Desired Configuration Management for Microsoft SQL Server	3–5W	16
Desired Configuration Management for Windows Core Services	3–5W	16
Dynamics CRM Administration Workshop	3D	09
Exchange Risk Assessment Program (EXRAP)	1W+	23
Exchange Server 2007 Clustering WorkshopPLUS	4D	23
Exchange Server 2007 Database Recovery WorkshopPLUS	4D	23
Exchange Server 2007 Disaster Recovery WorkshopPLUS	3D	23
Exchange Server 2007 Mailflow and Transport WorkshopPLUS	4D	23
Exchange Server 2007 Migration Workshop	2D	24
IIS 6.0 Critical Problem Management WorkshopPLUS	3D	20
Internet Information Services Health Check (IISHC)	1W+	20
Internet Security and Acceleration Server Health Check (ISAHC)	1W+	19
IT Operations Risk and Health Assessment Program (OPSRAP)	3–5D	16
Microsoft BizTalk Server Health Check (BTHC)	1W+	22
Microsoft Dynamics Architecture Assessment	1W+	09
Microsoft Dynamics Health Check	1W+	09
Microsoft IT Insight - Exchange Server 2007 Deployment and Operations at Microsoft Workshop	2D	24
Microsoft IT Insight - How Microsoft Does Unified Messaging and Communications Workshop	1D	24
Microsoft IT Insight – How Microsoft Does Virtualisation Workshop	2D	20
Microsoft Office SharePoint Server 2007 Administration and Troubleshooting WorkshopPLUS	4D	11
Microsoft Office SharePoint Server 2007 Backup, Recovery and Availability WorkshopPLUS	4D	11
Microsoft Office SharePoint Server 2007 Deployment in an Internet Facing Environment Workshop	2D	11
Microsoft Office SharePoint Server Risk Assessment Program (MOSSRAP)	1W+	11
Microsoft Operations Framework v4.0 Foundation Workshop	2D	16
Microsoft Operations Framework v4.0 Managing Change, Configuration and Risk Workshop	3D	16
Microsoft Operations Framework v4.0 Overview and Simulation Workshop	1D	16

OFFERING	DUR	PG
Microsoft Project Server Health Check (PSHC)	1W+	20
Office Communication Server 2007 Administration and Troubleshooting Workshop	3D	24
Operations Strategic Review (OSR)	1W	16
Performance Monitor – Monitoring Vital Signs Workshop	3D	20
Proactive Monitoring with Microsoft Operations Manager	2–4W	16
Proactive Monitoring with Microsoft System Centre Operations Manager	2–4W	17
Public Key Infrastructure Server Health Check (PKIHC)	1W+	19
Secure Development LifeCycle IT: Architecting Secure Solutions Workshop	3D	14
Secure Development LifeCycle IT: Secure Applications Development Workshop	3D	14
Security Health Check (SEHC)	1W+	19
Service Level Management	2–4W	17
Service Management Assessment (SMA)	2–6W	17
Software Update Management (SUM)	2–3W	17
SQL Server 2005 Business Intelligence Workshop	4D	08
SQL Server 2005/2008 Performance Tuning & Optimisation WorkshopPLUS	4D	08
SQL Server 2008 Administrator Workshop	4D	08
SQL Server 2008 Reporting Services Workshop	2D	08
SQL Server Risk Assessment Program (SQLRAP)	1W+	08
System Centre Configuration Manager 2007 for SMS Professionals Workshop	3D	20
System Centre Configuration Manager Health Check (SCCMHC)	1W+	20
System Centre Operations Manager 2007 Planning and Management Workshop	3D	20
System Centre Operations Manager Server Health Check (SCOMHC)	1W+	21
System Management Server Health Check (SMSHC)	1W+	21
System Virtualisation Health Check (SVHC)	1W+	21
Troubleshooting and Supporting Microsoft Office 2007 in the Enterprise	4D	13
Troubleshooting and Supporting Microsoft Project Server 2007 in the Enterprise	4D	13
Windows 7 Application Compatibility for Enterprises Workshop	3D	13
Windows 7 Deployment using MDT 2010 Workshop	3D	13
Windows Administration and Automation using Windows PowerShell WorkshopPLUS	4D	21
Windows Critical Problem Management Workshop	2D	21
Windows Desktop Risk and Health Assessment Program (WDRAP)	1W+	13
Windows Server 2003 Clustering Essentials WorkshopPLUS	3D	21
Windows Server 2008 Deploying and Managing Failover Cluster WorkshopPLUS	4D	21
Windows Server 2008 Network Access Protection Design and Implementation Workshop	2D	21
Windows Server 2008 R2 Readiness Workshop	2D	21
Windows Server 2008 Virtualisation (Hyper-V™) Architecture, Implementation and Management Workshop	3D	21
Windows Server® 2008 Directory Services Workshop	3D	19

# Contact

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## Workshop locations

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