



Microsoft Services Premier Support

Proactive Services Catalogue

2014

version 3.0

Microsoft Services

Microsoft Services helps you get the most out of your Microsoft Information Technology (IT) investment with integrated and comprehensive end-to-end services engineered to meet your organization's IT and business management needs. Microsoft Services is designed to be your strategic business partner at every stage in your organization's expansion and development. We are committed to quality, using Microsoft and industry-proven best practice models and frameworks as a guide across the IT lifecycle for solution development and ongoing operations.

We can deliver both predefined and customized services to fit the needs of your business, taking into account your industry and specific technology requirements. Microsoft Services and technology combine to provide you with a total business solution from concept to implementation, ongoing support and training.

 <http://microsoft.com/services>

Services for any point in the IT lifecycle

Enterprise Strategy

Helps customers envision and architect how technology can deliver significant impact on their business, helping customers maximize the value of their entire Microsoft technology portfolio.

Consulting Services

Helps customers adopt and deploy Microsoft technologies efficiently and cost effectively, reducing the time it takes customers to realize value from their Microsoft investments.

Premier Support

Helps customers manage and support their IT operations effectively and efficiently by delivering world-class technical account management, proactive advisory services, and fast issue resolution through packaged and customized offerings.

Microsoft Services Portfolio

About Microsoft Premier Support

Proactive Services

Designed to maximize the availability and efficiency of IT infrastructure, reduce risks, provide solutions for creating and maintaining a healthy state of IT Infrastructure, and improve IT staff productivity.

Service Management

Focused to ensure that Premier Support resources align with unique IT needs through a well planned service delivery plan and managed support relationship with Microsoft.

Problem Resolution

Includes 24x7 prioritized resolution support, critical situation escalation management, and rapid on-site support to minimize downtime.

Specialized Services

We offer services covering specific and unique customers' needs, including Lync Voice support, special contracts for partners, advanced support of developer teams or extended support of business-critical systems with direct access to dedicated support specialists. These services are not included in this catalogue and they are not a standard component of Premier Support contract. If you are interested please contact your Technical Account Manager.

About this Catalogue

This catalogue represents a selected range of services available within Premier Support services in the Czech Republic. These services help customers build competencies and knowledge to support and operate the Microsoft technologies in their IT environments.

The following services have been selected based on customer demand and assessment of the types of services that deliver immediate benefits and long term value to customers and partners.

To get up-to-date version of this catalogue please follow this link:

**[http://aka.ms/
PremierCatalogue](http://aka.ms/PremierCatalogue)**

How to Use This Catalogue

This catalogue is not an exhaustive list of services available from Microsoft but serves to capture the more common services. Please discuss your specific requirements with your Technical Account Manager (TAM) or Services Executive (SE) if you need services that are not documented in the catalogue. Because we continually review our services for quality and relevance, your input and feedback is important in the ongoing development of current and future services.

Each service is described to help you understand its purpose, application, and benefits. Allowing you to assess and decide the right service for the right business needs. If you require further information, please work with your Technical Account Manager (TAM) or Services Executive (SE). They can provide you with more detail about the services listed in this catalogue.

Basic information is provided for each service, such as time duration of service delivery, product, level and language.

Requesting a Service

Accessibility of Services

All offered services are only available to customers and partners that have a valid Premier Support contract. All other customers should contact their Services Executive or Account Manager.

Service Levels

Some of the services are available at different levels depending on size or complexity of your environment. In most cases, these levels are expressed as „Tiers“ and define duration of the service and associated fees. You can find more information in a full datasheet under the link at the end of each page dedicated for a particular service or contact your Technical Account Manager.

Fees

Fees associated with services listed in this catalogue are within a Premier Support contract. For more information about fees please contact your Technical Account Manager.

Contacts

Microsoft s.r.o.
BB Centrum, building Alpha
Vyskočilova 1461/2a
140 00 Praha 4

Reception: +420 261 197 111

An email address itbezstarosti@microsoft.com is reserved for your specific enquiries. Your email will be answered by our specialist as soon as possible.

Proactive Services

A broad set of proactive services is available in conjunction with Microsoft subject matter experts who can help you with planning, design, implementation and proactive management of Microsoft technologies in your environment in accordance with Microsoft best practices.

Maximize the Use of Your Premier Support Contract

There are a number of times when you can engage Premier for proactive services. Contact your Technical Account Manager (TAM) if you answer yes to any of these questions.

Assess/ Plan (from page 9)

Designed to identify current and future problems that could occur in a given environment or operation based on lessons learned. Proactive technical & operational assessments are essential services that can help you minimize the occurrence of critical support incidents in the future.

Prevent / Optimize (from page 37)

Prevent and Optimize solutions enable you to achieve first-class operations in your IT environment by implementing Microsoft best practices in people, processes, and tools to optimize your environment and prevent issues from occurring.

Stabilize (from page 52)

Stabilization services are focused on activities to fix specific issues within your IT environment and are generally more custom in nature due to varied IT scenarios and environments.

Educate (from page 58)

Education solutions teach you how to use, troubleshoot, and operate Microsoft technology to minimize risks and issues, while proactively preventing risks and issues from occurring in the future.

Assess / Plan

Services designed to identify current and future problems and to create a remediation plan.

- 11 Premier Startup Service
- 12 Supportability Review
- 13 Operations Strategic Review for IT Service Management

Risk and Health Assessment Program as a Service (RaaS)

- 14 RAP as a Service for Active Directory
- 15 RAP as a Service for Exchange Server
- 16 RAP as a Service for Failover Cluster
- 17 RAP as a Service for Group Policy Object
- 18 RAP as a Service for Information Technology Operations
- 19 RAP as a Service for Internet Information Service
- 20 RAP as a Service for Lync Server
- 21 RAP as a Service for Microsoft Security
- 22 RAP as a Service for SharePoint Server
- 23 RAP as a Service for SQL Server
- 24 RAP as a Service for System Center Configuration Manager
- 25 RAP as a Service for System Center Operations Manager
- 26 RAP as a Service for System Center Service Manager
- 27 RAP as a Service for Microsoft Azure: Migrations
- 28 RAP as a Service for Windows Desktop
- 29 RAP as a Service for Windows Server Hyper-V

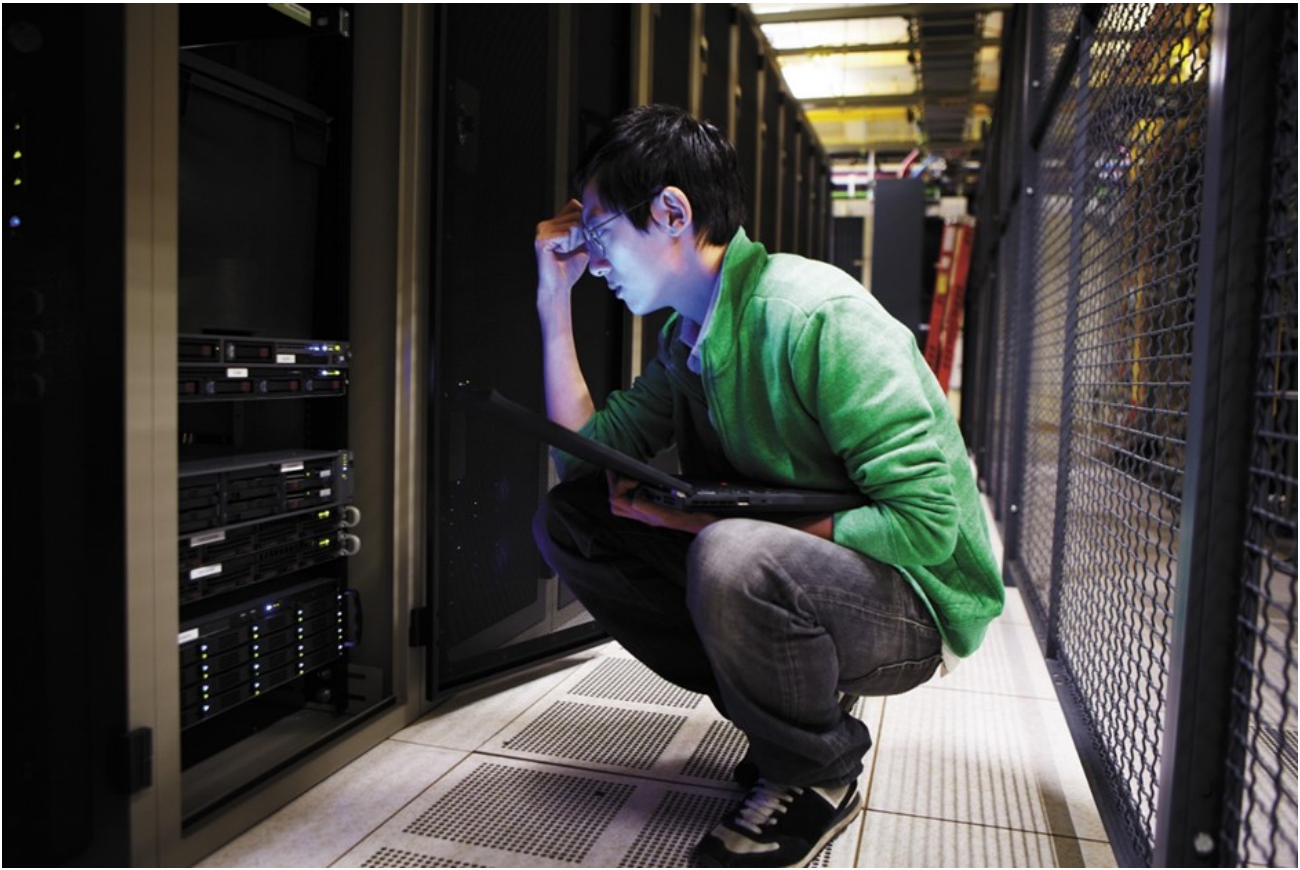
Health Check Program (HC)

- 30 DFS Namespace and DFS Replication Health Check
- 31 Forefront Threat Management Gateway Health Check
- 32 Microsoft Public Key Infrastructure Health Check
- 33 SQL Server Analysis Services Health Check
- 34 Team Foundation Server Health Check

Other

- 35 Active Directory Security Assessment
- 36 Hyper-V Performance Assessment

Assess / Plan



RAP as a Service (RaaS)

RAP as a Service is a new delivery experience to enable customer to assess their IT environment at their convenience. The data is collected remotely allowing customers to maintain the utmost privacy and run the assessment on their own schedule. Submission of data through the cloud via a truly secure transmission, enables customers to view your results immediately on a secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with the customer's staff and the TAM.

Health Check Program (HC)

A Health Check is very similar to a Risk Assessment Program (RAP) solution, as they both are designed to proactively identify issues and risks in a customer's IT environment based on Microsoft best practices. Generally speaking, Health Checks target newer technologies or technologies that are starting to show growing demand, but where we have not reached the large volumes that would warrant additional investment to graduate it to an optimized RAP solution.

Premier Startup Service

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech
English

Services Category

Premier Startup Service

The value of Microsoft Premier Support focuses on making your IT infrastructure more optimized, secured and available.

The Premier Startup Service (PSS) focuses on People, Process and Technology. Each of these focus areas contributes to the success or failure of an IT organization. The PSS employs snapshots to gain quick global insights in each of these areas. A snapshot is a time-bounded investigation on a specific subject: measurement, evaluation, conclusion and advice on next steps.

Focus Areas

- Process: which IT processes are you using, how are they documented, and what gaps increase business risk?
- People: looking at critical IT processes and technology, where are knowledge level gaps within your IT team?
- Technology: what operational risk exists in your infrastructure? Consider Active Directory, Exchange, SharePoint, File and Print, Terminal Server, Workstation (XP/Vista/Win7), SQL, Clustering, etc.

Deliverables

PSS delivers a PowerPoint presentation with:

- the key findings of the snapshots: people, process, and technology;
- a prioritization of the issues found;
- a next step proposal to optimally allocate your Premier Support contract and to act as a base for the Service Delivery Plan. A Service Delivery Plan based on value thru issues, improvement points and goals

To view a full datasheet for this service please visit:

<http://sdrv.ms/Tdh4zv>

Supportability Review

Product

Server technologies
(possible for client
systems)

Primary Technology

-

Duration

3 days – 2 weeks
(depending on type of
revision and
environment
complexity)

Delivery Language

Czech
English

Services Category

Supportability Review

The Supportability Review service provides customers with the reassurance that their system design/solution is based on a sound foundation, is supportable in principle and complies with Microsoft's current recommended practice.

Delivered remotely and available for all Microsoft enterprise technologies - Supportability Reviews are a document based engagement where a Microsoft Technical Specialist reviews customer design documentation. This review confirms a supportable system configuration, compliance with current recommended practice and highlights any potential operational or supportability concerns.

Deliverables

A detailed report providing clear feedback on the proposed design, highlighting any potential supportability concerns, major design flaws and offering addition guidance for improvement where necessary – all supported by Microsoft technical references where available.

Benefits

- Reassurance of a supportable system design, whether created in-house or by an external source.
- Avoidance of costly system redesigns by highlighting potential design flaws prior to implementation.
- A detailed review covering core design areas such as; Design Principles, Recoverability, Security (basic), Monitoring (basic), Patch Management and Operations.
- The provision of additional recommendations and guidance to improve your design, where relevant.

To view a full datasheet for this service please visit:

<http://sdrv.ms/10kqThq>

Operations Strategic Review for IT Service Management

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech
English

Services Category

Operations Consulting

By combining the best practice operations guidance of Microsoft internal knowledge, and Microsoft Infrastructure Optimization Model, IT Infrastructure Library (ITIL), and Microsoft Operations Framework (MOF), Operations Strategic Review delivers a documented and proven path to help the IT organization become a strategic, agile asset to the business.

Operations Strategic Review includes defining and scheduling immediate actions for pressing needs as well as longer-term, continuous improvement programs that address people, process, and technology. The review helps meet objectives and demands of the business, and a roadmap is developed by actively working with leadership and your IT teams to identify, assess, define, and prioritize opportunities for business-aligned service level improvements. The roadmap is delivered as a series of organized, coordinated, continuous improvement program recommendations and enables the IT organization to enhance quality, reduce costs, and increase the security of its IT infrastructure.

This Service helps Your IT Team:

- Learn how Microsoft IT addressed common pain points with IT Service Operation Management
- Envision the desired future state needed to accomplish specific improvements
- Prioritize actions and options identified and build an improvement plan that includes ranking and scheduling the solutions into your budgeting and project lifecycles

To view a full datasheet for this service please visit:

<http://sdrv.ms/WhA9ie>

RAP as a Service for Active Directory

Product

Windows Server

Primary Technology

Active Directory

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Active Directory is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Active Directory environment. This service is available for Active Directory forests with up to 150 Domain Controllers running Windows Server.

This is a new delivery experience to enable you to assess your Active Directory environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available only for Active Directory forests with 150 or less domain controllers.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDx62>

RAP as a Service for Exchange Server

Product

Exchange Server

Primary Technology

Exchange Server

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Microsoft Exchange Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Exchange organization. This service is available for Exchange organizations with up to 15 servers running Exchange Server.

This is a new delivery experience to enable you to assess your Exchange organization at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for organizations with up to 15 Exchange servers.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDBCQ>

RAP as a Service for Failover Cluster

Product

Windows Server

Primary Technology

Windows Server

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Failover Cluster is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your cluster environment. This service is available for one failover cluster with up to 12 nodes running Windows Server.

This is a new delivery experience to enable you to assess your cluster environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for cluster with up to 12 nodes.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDly9>

RAP as a Service for Group Policy Object

Product

Windows Server

Primary Technology

Group Policy Object

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Group Policy Object is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Group Policy environment. This service is available for one Active Directory forest with up to 75 controllers and 1000 Group Policy Objects.

This is a new delivery experience to enable you to assess your Group Policy environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for Active Directory forest with up to 75 controllers and 1000 Group Policy Objects.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDJSQ>

RAP as a Service for Information Technology Operations

Product

-

Primary Technology

-

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for IT Operations is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues in your IT Service Management Environment. It will provide remediation guidelines, best practice and industry standard guidelines addressing identified issues in the areas of people, processes and technology.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDOFW>

RAP as a Service for Internet Information Service

Product

Windows Server

Primary Technology

Internet Information Service

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service Internet Information Services (IIS) is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your IIS environment.

This is a new delivery experience to enable you to assess your IIS environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for a single web farm with up to 24 servers running Windows 2008 R2 (IIS7.5), and Windows Server 2012 (IIS8.0).

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDTte>

RAP as a Service for Lync Server

Product

Lync Server

Primary Technology

Lync Server

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Lync Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Lync environment with up to 50 Lync servers.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for a single Lync Server environment with up to 50 servers. Both Lync Server 2010 and Lync Server 2013 are supported, in either single or mixed version environments.

Edge service configuration is analyzed, however, Edge servers are not, due to the necessary deployment within the perimeter network. Office Communication Server products are not supported.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDVS9>

RAP as a Service for Microsoft Security

Product

-

Primary Technology

-

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

RAP as a Service for Microsoft Security is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Security Program and organization. This service is available for any organization that is seeking to evaluate and improve their Security Program Management. It will provide remediation guidelines, best practice and industry standard guidelines addressing issues in the areas of people, processes and technology. This is a survey based offering, no technical data collection occurs as part of this offering.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

To view a full datasheet for this service please visit:

<http://1drv.ms/1jJgmEH>

RAP as a Service for SharePoint Server

Product

SharePoint Server

Primary Technology

SharePoint Server

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for SharePoint Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your SharePoint environment.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service supports a single SharePoint 2010 or SharePoint 2013 farm, with up to 15 servers (including SQL Servers) and up to 50,000 webs running on Windows Server 2008/R2 or Windows Server 2012. SharePoint Server 2003 and SharePoint Server 2007 are not supported at this time.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPDXJI>

RAP as a Service for SQL Server

Product

SQL Server

Primary Technology

SQL Server

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Microsoft SQL Server is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Microsoft SQL Server environment.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for a single server or failover cluster running SQL Server 2005, SQL Server 2008/R2 and SQL Server 2012 instances. Windows Server 2003, 2008/R2 and 2012/R2 Failover Clusters or server installations are supported, however only Windows Server 2008/R2 and 2012/R2 Cluster Configuration analysis is included.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPE4oq>

RAP as a Service for System Center Configuration Manager

Product

System Center
Configuration Manager

Primary Technology

System Center
Configuration Manager

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for System Center Configuration Manager is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your hierarchy.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Limitations

This service is available for single hierarchy running System Center Configuration Manager 2007 or System Center 2012 Configuration Manager with up to 350 site systems including Windows Server 2008/R2, and Windows Server 2012. System Center Configuration Manager hierarchy spanned across Multiple forests is not supported.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPE6gi>

RAP as a Service for System Center Operations Manager

Product

System Center
Operations Manager

Primary Technology

System Center
Operations Manager

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for System Center Operations Manager is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Operations Manager environment.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for Operations Manager environments running Operations Manager 2007 R2, Operations Manager 2012 RTM or Operations Manager 2012 SP1. The environment must be in a single Management Group: One or more Management Server(s), one Operations Manager Database and one Operations Manager Data Warehouse .

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPE7Rm>

RAP as a Service for System Center Service Manager

Product

System Center Service Manager

Primary Technology

System Center Service Manager

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for System Center Service Manager is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Service Manager environment.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for one Service Manager environment running either Service Manager 2010 SP1, Service Manager 2012 RTM and Service Manager 2012 SP1. The environment may be composed by up to two management groups: one for Service Manager and one for Data Warehouse and Reporting.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPEeMN>

RAP as a Service for Microsoft Azure Migrations

Product

Microsoft Azure

Primary Technology

Microsoft Azure

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

RAP as a Service for Microsoft Azure Migrations is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues you may encounter during the migration of an application to Microsoft Azure. This service is available for ASP.NET applications and WCF services with a SQL Server backend.

This is a new delivery experience to enable you to assess your ASP.NET applications and WCF services for migration to Microsoft Azure at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a truly secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

To view a full datasheet for this service please visit:

<http://sdrv.ms/1bw6ZHz>

RAP as a Service for Windows Desktop

Product

Windows Client

Primary Technology

Windows Client

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Windows Desktop is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your client environment.

This is a new delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule.

Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Limitations

This service is available for clients running Windows 8, Windows 8.1, Windows 7, and Windows Vista. There is limited support for Windows XP clients. Although there are no limitations to the number of target machines, an engineer can cover up to 40 targets during an assessment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPEnjh>

RAP as a Service for Windows Server Hyper-V

Product

Windows Server

Primary Technology

Hyper-V

Duration

1+ days

Delivery Language

Czech
English

Services Category

RAP as a Service

Microsoft RAP as a Service for Hyper-V is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Hyper-V environment. This service is available for a single standalone Hyper-V Server or Hyper-V Cluster with up to 16 nodes running Windows Server 2008/R2 and Windows Server 2012.

This is a new delivery experience to enable you to assess your Group Policy environment at your convenience. The data is collected remotely allowing you to maintain the utmost privacy and run the assessment on your own schedule. Submission of data through the cloud enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Deliverables Include:

- Assessment tooling, multiple submissions, and access to a secure online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools with an active Microsoft Premier Support contract for 1 year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

Engagement Sizing

This service is available for a single standalone Hyper-V Server or Hyper-V Cluster with up to 16 nodes running Windows Server 2008/R2 and Windows Server 2012.

To view a full datasheet for this service please visit:

<http://1drv.ms/1wn2GXy>

DFS Namespace and DFS Replication Health Check

Product

Windows Server

Primary Technology

Active Directory

Duration

2-5 days or more
(depending on your environment)

Delivery Language

Czech
English

Services Category

Health Check Program

The DFSN/DFS Replication Health Check is designed and developed by Premier Field Engineering to evaluate and assess a production DFSN/DFS Replication single forest deployment to ensure productive use. This review includes analysis of an DFSN/DFS Replication deployment for problems relating to configuration, performance, and other common issues. During the review hands on knowledge transfer of the essential production environment troubleshoot techniques to empower the support staff. Finally a report that details findings and recommendations will be provided to complete the engagement.

Key Benefits

- Learn key risk factors for DFSN and DFS Replication
- Identification of configuration and operational risk items
- Receive thorough guidance for issue remediation

Engagement Sizing

Tier 1	1-30 servers*
Tier 2	31-75 servers*
Tier 3	76-150 servers*
Tier 4	151+ servers*

* any combination of DFS Replication/DFSN

To view a full datasheet for this service please visit:

<http://sdrv.ms/UcaoSW>

Forefront Threat Management Gateway Health Check

Product

Forefront

Primary Technology

Threat Management Gateway

Duration

3 days

Delivery Language

Slovak
English

Services Category

Health Check Program

The Forefront Threat Management Gateway Health Check will review and highlight any risks associated with the configuration of your TMG servers in the enterprise. Different TMG Health Check tiers exist, allowing you to review environments ranging from a standalone TMG server to multiple TMG servers and/or arrays.

The TMG Health Check Will Help You To:

- Understand and evaluate the current risks in your TMG deployment.
- Highlight any unsupported scenarios and configurations.
- Fine-tune the configuration of the TMG environment.
- Monitor and recognize symptoms of potential future problems.
- Reduce support costs for the environment.
- Optimize the performance of the environment.

Deliverables

- An in-depth assessment of the TMG environment; including operations, configuration, rule analysis, security and performance aspects.
- An in-depth knowledge transfer on Forefront Threat Management Gateway operational best practices. You can choose from prepared topics or customize based on your requirements.
- A comprehensive final report with recommendations on how to optimize and improve the TMG environment and related operational processes

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNDC6d>

Microsoft Public Key Infrastructure Health Check

Product

Windows Server

Primary Technology

Microsoft Public Key
Infrastructure

Duration

2-3 days or more
(depending on your
environment)

Delivery Language

English

Services Category

Health Check Program

The PKI Health Check (PKIHC) provides insight into the configuration and health of a Windows PKI environment. This on-site engagement will use a variety of tools and surveys to gather data to create a customized report for each customer. The PKIHC will consist of analyzing the PKI configuration against published Microsoft PKI best practices and creating a checklist of elements that are essential to ensuring the environment is securely and properly maintained. Areas of focus will include not only Certification Authority configurations and design, but also component health, physical and logical security controls, group policy design documentation and certificate usage statistics.

Target Audience

The PKIHC is for the team that implements and maintains the PKI environment as well as the groups that are involved in the use of certificates such as desktop support teams, infrastructure teams and security groups.

Engagement Sizing

Tier 1	1-7 Certification Authorities
Tier 2	8-10 Certification Authorities
Tier 3	11+ Certification Authorities

To view a full datasheet for this service please visit:

<http://sdrv.ms/Q73PR3>

SQL Server Analysis Services Health Check

Product

SQL Server

Primary Technology

Analysis Services

Duration

4 days

Delivery Language

English

Services Category

Health Check Program

SQL Server Analysis Services Health Check is designed for senior IT staff members and DBA in charge of supporting and managing a SQL Server Analysis Services environment. The engagement is delivered as a highly interactive engagement, complete with documentation, reports, and prescriptive guidance based on the reported findings.

Although the engagement involves a considerable amount of knowledge transfer, it is not a training course for SQL Server Analysis Services. It is assumed that participants already have a good, working knowledge of SQL Analysis Services.

Key Benefits

- Perform a detailed analysis of an organization's SQL Server Analysis Services Databases.
- Improve availability by eliminating single points of failure and by verifying that fault tolerant designs are in place
- Improve SQL Server analysis services performance
- Reduce service outages and subsequent downtime by identifying current or imminent issues
- Impart knowledge and skills to administer, manage, and troubleshoot SQL Server Analysis Services
- Provide tools and methodologies that will enable customers to identify existing problems

To view a full datasheet for this service please visit:

<http://sdrv.ms/XvM2Yc>

Team Foundation Server Health Check

Product

Team Foundation Server

Primary Technology

Team Foundation Server

Duration

2 - 4 days

Delivery Language

English

Services Category

Health Check Program

The Team Foundation Server Health Check provides an insight into the operational health of your TFS environment. The TFSHC inspects and reviews a number of aspects including deployment topology, configuration, hotfix/service pack installation, performance, and disaster recovery strategies to ensure that your implementation is aligned with Microsoft recommended best practices.

This service uses a variety of non-intrusive tools to collect data and statistics of the most important and critical aspects of your environment. The goal of this health check is to proactively diagnose and analyze the data collected, make recommendations based on best practices, and potentially avoid any problems from surfacing in the future.

Key Focus Areas

During the engagement, participants are provided with information that will enable them to take action to optimize their production TFS environment.

- Deployment
- Reliability
- Performance
- Disaster recovery strategies
- Administrative best practices

To view a full datasheet for this service please visit:

<http://sdrv.ms/S7EhTP>

Active Directory Security Assessment

Product

Windows Server

Primary Technology

Active Directory

Duration

5+ days (depending on complexity of your environment)

Delivery Language

Czech
English

Services Category

Assessment

Active Directory provides mission-critical authentication, authorization and configuration capabilities to manage users, computers, servers and applications throughout an organization's IT infrastructure. As Active Directory provides broad and deep control of environments in which it is deployed, proper configuration and use of an Active Directory infrastructure is critical to secure an organization's systems and applications.

How this Offering Works

ADSAs are performed via a series of activities on both technical and non-technical fronts. The technical component of the ADSA leverages automated information-gathering scripts, custom and standard system analysis tools to gather in-depth information about the configuration of the directory, privileged accounts, security settings, domain controller configurations and even inappropriate use of privileged accounts. In addition to the information gathering activities, interviews with key teams involved in the various aspects of Active Directory and supporting infrastructures, are performed to identify gaps in process or governance that may also expose the directory to risk.

Key Benefits

- Domain Controllers Security
- Administrative Memberships
- Operational Excellence
- Knowledge Transfer

Engagement Sizing

Tier 1	1-30 Domain Controllers
Tier 2	31-75 Domain Controllers
Tier 3	76-150 Domain Controllers
Tier 4	151+ Domain Controllers

To view a full datasheet for this service please visit:

<http://sdrv.ms/XvMpSz>

Hyper-V Performance Assessment

Product

Windows Server

Primary Technology

Hyper-V

Duration

4+ days

Delivery Language

Czech
English

Services Category

Assessment

The Microsoft Hyper-V Performance Assessment proactive service provides important insight into the performance of your Hyper-V hosts and helps you to understand the resources utilization of the VMs running inside. Working with your Hyper-V administrators, highly experienced Microsoft engineers collect and analyze performance information to help you maximize your hardware utilization and gain knowledge on the most relevant Hyper-V counters.

Hyper-V Performance Assessment provides advanced optimization and in order to achieve best possible results requires healthy environment. RAP as a Service for Windows Server Hyper-V proactive service helps you achieve that.

Key Benefits

- Reduce support cost
- Expose performance of your Hyper-V environments before affects your business
- Improve your environment's uptime
- Proactive diagnosis of the performance will assist in getting a correct base lining, and help to size and optimize your Hyper-V infrastructure correctly
- Realize more value from your investments in Microsoft technology

Target Audience

- Customers running Hyper-V 2008 R2 and 2012/R2 interested in the performance of their hosts and virtual machines
- Customers looking for how to set up a baseline of their Hyper-V environments
- Customers looking for performance problems on their Hyper-V environments
- Customer interested on gaining Hyper-V performance knowledge

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPEBa9>

Prevent / Optimize

Prevent and Optimize solutions enable customers to achieve first-class operations in their IT environment by implementing Microsoft best practices in people, processes, and tools to optimize their environment and prevent issues from occurring.

Operations Consulting – Full Service Engagements

- 39 Proactive Monitoring with System Center Operations Manager
- 40 Roles and Knowledge Management

Operations Consulting – Proactive Operations Program (POP)

- 41 POP for Change and Configuration Management
- 42 POP for Incident Management
- 43 POP for IT Service Mapping
- 44 POP for Problem Management
- 45 POP for Service Catalog Design
- 46 POP for Software Update Management
- 47 POP for Desired Configuration Management for Exchange Server
- 48 POP for Desired Configuration Management for SharePoint Server
- 49 POP for Desired Configuration Management for SQL Server
- 50 POP for Desired Configuration Management for Windows Core Services

Other

- 51 Active Directory Operational Monitoring Service

Prevent / Optimize



Operations Consulting – Full Service Engagements

These solutions are larger engagements ranging from 3-6 weeks and cover the end-end implementation of best practices and Microsoft IP to address service management challenges. Based around Microsoft best practices the solution will implement specific technology enhancements, people guidance and process improvement to enable a customer to quickly see a return on their investment.

Operations Consulting – Proactive Operations Program (POP)

POPs are one week engagements delivered by experienced Operations resources targeting critical service management challenges as well as simplifying the development of processes and implementing best practices. POPs focus on IT Operations and can include tools to facilitate core challenges. These managed solutions aim to implement positive change in behavior of resources, providing people and process guidance, and to ensure, once a customer has remediated issues within their environment, they do not find themselves repeating these steps again and again. POPs focus on both the technology and process components required to optimize operational health.

Proactive Monitoring with System Center Operations Manager

Product

Operations Manager

Primary Technology

-

Duration

1 - 2 weeks, 2 PFEs

Delivery Language

Czech
English

Services Category

Operations Consulting

Accurately identifying, classifying, and taking appropriate action on server alert conditions is an important priority for every IT organization. Too many alerts, or alerts that incorrectly reflect the severity of an issue, cause an organization to focus on the wrong things, or even worse, ignoring the real issue. These situations can easily cause service outages, costing your business significant resources and lost productivity. Microsoft Services Proactive Monitoring with System Center Operations Manager (PMOM) helps reduce your operational costs by implementing enterprise-tested, optimized server monitoring processes and tools.

How the Offering Works

As an offering from the Microsoft Operations Center of Excellence, PMOM combines the implementation of Incident and Problem Management processes with technical tools and reports to tune System Center Operations Manager for your environment. In collaboration with your monitoring and Microsoft solution teams, PMOM helps you create:

- Incident matrices
- Major problem reviews
- Structure for a sustained engineering team

As implementation of the operational process progresses, PMOM technical resources implement tools that allow you to see the most problematic alerts. In addition, you will be able to efficiently create a scorecard that defines your alert to ticket ratio, alerts per server per day, and the number of information, warning, and critical alerts raised by Operations Manager.

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/Wsi8m5>

Roles and Knowledge Management

Product

Windows Server
Exchange Server
SharePoint Server
SQL Server

Primary Technology

-

Duration

1 - 2 weeks, 2 PFEs

Delivery Language

Czech
English

Services Category

Operations Consulting

Managing an IT Operations environment is very complex, regardless of the skill level or work experience of the service managers and administrators. Often, a high rate of staff turnover exists, day-to-day work is very reactive in nature, and knowledge sharing is very difficult because documentation is underused or nonexistent.

RKM is designed to deliver sustainable improvements in IT Operations and the detailed guidance needed to maintain a high quality of service for your Windows Server, Active Directory, Exchange Server, SharePoint Server, SQL Server, System Center Configuration Manager, System Center Operations Manager or Lync Server environments.

RKM helps IT groups apply Microsoft Operations Framework and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

This Service Helps Your IT Groups:

- Clearly understand roles and responsibilities of service managers, administrators, and other Operations staff
- Create an environment where proactive focus drives daily, weekly, and monthly tasks
- Increase accountability and assign tasks for effective execution
- Improve knowledge sharing to increase employee skill levels
- Develop and maintain consistent documentation

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment. This solution is available for Windows Server, Exchange Server, SharePoint Server and SQL Server.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WhAe5J>

Proactive Operations Program for Change and Configuration Management

Product

-

Primary Technology

-

Duration

5 days

Delivery LanguageCzech
English**Services Category**

Operations Consulting

Managing an IT Operations environment is very complex, regardless of the skill level or work experience of the service managers and administrators. Quite often a high rate of staff turnover exists, day-to-day work is very reactive in nature, and knowledge sharing is very difficult with under-utilized or non-existent documentation.

As the business continues to rely increasingly upon IT Operations to support critical functions, the need for improved service availability also increases. Typically, IT looks to increased capability provided by hardware and software solutions to support this need. Not surprisingly, Operations staff is more heavily relied upon to ensure consistent levels of service without the benefit of increasing headcount or improving skills to support these new technologies. This drives a reactive atmosphere that, in turn, leads to frustration, to important tasks not being completed, and to a higher staff turnover rate.

This Solution Allows You To:

- Track and Plan for Changes that occur in the environment
- Reduce time spent by Operations staff on reactive work due to unforeseen or undocumented change
- Minimize service disruptions and downtime
- Improve operations of IT services

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNF4Wb>

Proactive Operations Program for Incident Management

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech
English

Services Category

Operations Consulting

Does your company IT have a low satisfaction rate with customer service? Do you lack a structured approach for incident escalation? The Microsoft Proactive Operations Program for Incident Management provides your IT staff with specific recommendations and guidance to improve your Incident Management process.

Customer service is the key entry point from all areas of the business into IT. It is crucial that a sound Incident Management process be in place to drive satisfaction of IT throughout the business. The goal of this process is to provide a positive experience for users by meeting their IT needs and addressing complaints and issues that arise during the normal course of using an IT service.

During the delivery of the Proactive Operations Program, your IT Operations will learn the methods and get the deliverables necessary to provide this experience to your business in an efficient and cost-effective manner.

Comprehensive Delivery Structure

During the delivery of the Proactive Operations Program for Incident Management, Microsoft Services will perform an assessment of the current environment and existing practices, as well as perform knowledge transfer of Microsoft best practice and processes.

Specifically, the solution provides:

- Assessment of current Customer Service and Incident Management processes and practices
- A definition of the future desired state, including process flows for normal and major incidents as well as roles and responsibilities for IT personnel
- Education and guidance about the recommended process and how it relates to other process improvement areas

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNF8Fa>

Proactive Operations Program for IT Service Mapping

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech

English

Services Category

Operations Consulting

Service Mapping is designed to help IT and business unit groups define and evaluate Services for their organization. Service Mapping allows customers to ensure that all dependencies and cross functional areas are captured and accountability is identified. Service Map processes and tools help define key roles and responsibilities in the IT infrastructure environment. This creates a continual feedback loop that helps groups to develop and support ongoing improvements. Monitoring and communicating the ongoing status of end-to-end service health is done through service review meetings. These provide the same framework that Microsoft IT uses to improve ongoing communications and to follow up on action items.

With Microsoft IT Service Mapping, You Can:

- Establish and improve communication and service agreements with IT and the business units
- Encourage alignment between supporting IT services
- Understand dependencies and thereby operate as an optimized service

Beneficial Elements of Service Maps

In collaboration with your IT teams, the IT Service Mapping solution helps you model and understand:

- Service Relationships and Dependencies – Fully understand the supporting services needed to keep key services running and available for customers.
- Service Mapping Tool – The Service Map Designer enables an end-to-end mapping of services to help identify critical dependencies to enable better decision making around Service Management areas such as change management and availability management.
- Communication – Structured guidance to support effective service review meetings and define key Service Level Management roles.

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNF6NI>

Proactive Operations Program for Problem Management

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech
English

Services Category

Operations Consulting

Does your company IT have a low satisfaction rate with customer service? Do you struggle to identify underlying problems that could prevent an incident before it occurs? Do you lack a structured approach to apply Problem Management disciplines to application development, desktop deployment, and server builds? The Microsoft Proactive Operations Program for Problem Management provides your IT staff with specific recommendations and guidance to improve your Problem Management process.

This Service Helps You:

- Eliminate recurring incidents
- Establish measurable Key Performance Indicators
- Relate problems to other key IT processes
- Identify and mitigate risks associated with improper Problem Management practices

Comprehensive Delivery Structure

During the delivery of the Proactive Operations Program for Problem Management, Microsoft Services will perform an assessment of the current environment and existing practices, as well as perform knowledge transfer of Microsoft best practice and processes.

Specifically, the solution provides:

- Assessment of current Problem Management processes and practices
- A definition of the future desired state, including process flows as well as roles and responsibilities for IT personnel
- Education and guidance about the recommended process and how it relates to other process improvement areas

The engagement concludes with a final report outlining key recommendations uncovered during the working sessions of the delivery. The report outlines the recommended action plan and immediate next steps to drive improvements to Problem Management.

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNF7kR>

Proactive Operations Program for Service Catalog Design

Product

-

Primary Technology

-

Duration

5 days

Delivery Language

Czech

English

Services Category

Operations Consulting

Communicating the value of IT services to business units can be challenging when there are many different services offered and used across organizations. These services are supported by a complex array of technical components and IT groups. Even within IT departments, it can be difficult to understand the dependencies between groups and technology, and how each is interconnected.

This Service Allows You:

- Begin building out the service catalog by defining the services offered by IT within your company
- Build out and customize the service catalog for your company after the engagement
- Establish and improve the communication between IT and business units
- Make better decisions about IT investments based on the priority of services in operation

How the Solution Works

During the one-week engagement, the foundational aspects of producing a service catalog are covered. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the service catalog. In these working sessions, you will learn how to engage the right people. You will also gather information for the service catalog that is relevant to your organization. Service catalog information is then entered into a basic SharePoint template (optional) or into a final deliverable document. Proper management of the service catalog is essential to its success and, thus, is covered in-depth following the working sessions. At the completion of the engagement, you will be ready to finish building out the service catalog, manage it effectively, and customize it for your organization going forward.

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNF9ZX>

Proactive Operations Program for Software Update Management

Product

-

Primary Technology

-

Duration

5 days, 2 PFEs

Delivery Language

Czech
English

Services Category

Operations Consulting

Does your company have a proliferating number of servers? Do you lack a structured process for delivering software updates? The Microsoft Services Software Update Management process definition and creation engagement provides your staff with Microsoft best practices and specific recommendations that helps 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. The Software Update Management engagement is based on the Microsoft Operations Framework and Microsoft solutions for management both of which are established and field-tested methods for this engagement.

This Solution Helps You:

- Design and create a process to improve your software update management
- Reduce support and operations costs
- Improve business operations and decrease incidents
- Quickly and efficiently deploy software updates
- Support a rapid response to security incidents

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WhAj9q>

Proactive Operations Program for Desired Configuration Management for Exchange Server

Product

Exchange Server

Primary Technology

-

Duration

1 week

Delivery Language

Czech
English

Services Category

Operations Consulting

High availability for Microsoft Exchange-based messaging systems is vital to business survival, and costly to be without. Even short periods of e-mail outages can grind work to a halt, leading to a loss of leads and sales, lost employee productivity and efficiency, declining customer service, and excessive IT support time.

Desired Configuration Monitoring (DCM) is designed to help you achieve significant, measurable, and sustained improvements in your messaging environment and, in turn, deliver the productivity, efficiency, and return on investment (ROI) required by your business. The service focuses on optimizing messaging operations and offers the same best practices, processes, tools, and expertise that Microsoft uses to achieve high levels of availability in its own enterprise.

This Service Helps You:

- Manage change in your Exchange environment
- Minimize disruptions due to new products and fixes
- Identify and resolve noncompliance configuration issues quickly
- Decrease critical messaging situations
- Build the skills of your IT staff

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/Sbi0mu>

Proactive Operations Program for Desired Configuration Management for SharePoint Server

Product

SharePoint Server

Primary Technology

-

Duration

1 week

Delivery Language

Czech
English

Services Category

Operations Consulting

Microsoft SharePoint-based collaboration servers provide services that are vital to business, and which are costly to be without. Even short periods of outages can impact productivity, leading to a loss of leads and sales, lost employee productivity and efficiency, declining customer service, and excessive IT support time.

Desired Configuration Monitoring (DCM) is designed to help you achieve significant, measurable, and sustained improvements in your SharePoint Collaboration environment and, in turn, deliver the productivity, efficiency, and return on investment (ROI) required by your business. The DCM solution focuses on optimizing and controlling SharePoint configurations and offers the same best practices, processes, tools, and expertise that Microsoft uses to achieve high levels of availability in its own enterprise.

This Service Helps You:

- Manage change in your SharePoint Collaboration environment
- Establish baseline configurations for all SharePoint servers that provide your collaboration services
- Minimize disruptions due to new products and fixes
- Identify and resolve noncompliance configuration issues quickly
- Decrease critical SharePoint server situations due to configuration changes

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/UQykb0>

Proactive Operations Program for Desired Configuration Management for SQL Server

Product

SQL Server

Primary Technology

-

Duration

1 week

Delivery Language

Czech

English

Services Category

Operations Consulting

Data is the foundation of all business operations – from internal messaging to external customer relations, from financial reporting to security compliance. Organizations are only as good as the availability of their data assets, and that depends on the quality of the data's structure.

As a result, Microsoft Services has developed Desired Configuration Monitoring (DCM) for SQL Server, a byproduct of Microsoft IT's years of maintaining SQL Server configurations for reliable data availability.

DCM solution helps IT groups apply Microsoft and IT Infrastructure Library (ITIL) best practices, processes, tools, and templates to establish baseline settings for each SQL Server application, standardize these settings among multiple servers, and automate ongoing configuration management.

This Service Helps You:

- Manage the effects of change on data availability
- Automate ongoing standards compliance
- Schedule releases and implement changes systematically
- Minimize disruptions following a new product release
- Optimize security configurations for your SQL servers
- Build the skills of your IT staff

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/UQynDM>

Proactive Operations Program for Desired Configuration Management for Windows Core Services

Product

Windows Server

Primary Technology

-

Duration

1 week

Delivery Language

Czech
English

Services Category

Operations Consulting

Managing configuration settings for enterprise-wide servers is no small feat, no matter how careful the installations or knowledgeable the administrators. Most often, troubleshooting system failures is tedious trial and error tracing the problem back to a setup configuration and then changing a setting's value and trying again.

Desired Configuration Monitoring (DCM) is designed to help you achieve significant, measurable, and sustained improvements in the performance of your Windows Server core services, including Microsoft Active Directory, Domain Name System (DNS), Microsoft Windows Internet Naming Service (WINS), Dynamic Host Configuration Protocol (DHCP), and file and print services.

This Service Helps You:

- Manage the effects of change on your Windows Core Services
- Minimize performance issues
- Schedule releases and implement changes systematically
- Minimize disruptions following a new product release
- Optimize configuration for Windows Core Services to reduce complexity
- Build the skills of your IT staff

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/Sbih8V>

Active Directory Operational Monitoring Service

Product

Windows Server

Primary Technology

Active Directory

Duration

1 - 2 days

Delivery Language

English

Services Category

Operations Consulting

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

How the Offering Works

The service is delivered over one or two days based on the size of the active directory forest. The focus is to expose administrators to the native tools that are used to check and verify the health state of their Active Directory infrastructure. The take away from the knowledge transfer session is to ensure that administrators are aware of how to keep Active Directory healthy, ensure systems are performing within the expected ranges, and how to address operational considerations with the directory service.

Additionally, all deliverables can (recommended) be performed side by side during the engagement. This provides real world, hands on experience and constructive learning.

Deliverables

- Monitor Active Directory Replication
- Monitor Domain Naming Services
- Monitor Domain Controller Health
- Monitor File Replication Services and Group Policies
- Review Directory Services, System, and DNS Event Logs
- Monitor Directory Objects

Engagement Sizing

Tier 1 1-30 Domain Controllers

Tier 2 30+ Domain Controllers

To view a full datasheet for this service please visit:

<http://sdrv.ms/TNFb3U>

Stabilize

Stabilization services are focused on activities to fix specific issues within a customer's IT environment and are generally more custom in nature due to varied customer IT scenarios and environments.

Recovery Execution Services

- 53 Active Directory Recovery Execution Service
- 54 Exchange Server Recovery Execution Service
- 55 Cluster Server Recovery Execution Service
- 56 SharePoint Server Disaster Recovery Execution Service
- 57 Remediation Side-by-Side

Active Directory Recovery Execution Service

Product

Windows Server

Primary Technology

Active Directory

Duration

5 - 10 days

Delivery Language

Czech
English

Services Category

Recovery Execution
Service

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

By testing common scenarios and recovery options you are able to build a solid documentation base. Through side-by-side knowledge transfer your IT staff will be trained to have the execution power for optimal disaster recovery.

Deliverables

- Review of recommended recovery procedures
- Recovery Business & IT Risk Map
- Forest & Domain Recovery Execution
- User & Group (object) membership Recovery Execution
- Group policy template & Login Script (SYSVOL) Recovery Execution
- Time management execution
- Enhanced knowledge transfer from Microsoft Premier Field Engineers to your IT staff
- Documentation recommendations

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/XYvI6Q>

Exchange Server Recovery Execution Service

Product

Exchange Server

Primary Technology

Exchange Server

Duration

5 - 10 days

Delivery Language

Czech
English

Services Category

Recovery Execution Service

Without a well-tested Disaster Recovery plan, the risk of data loss and downtime of critical business systems may seriously impact the health of your IT organization. Fire Drill exercises help identify any gaps and risks in your organization's Disaster Recovery plan. By methodically walking through the plan in a controlled environment, you can help ensure that the plan is ready. Premier Field Engineer will work together with the teams responsible for recovery of the services, walking through a series of recovery scenarios and providing a detailed gap analysis. The end result is a well-tested Disaster Recovery solution and a prepared staff that your IT organization can have confidence in.

Technical Highlights

- After going through all phases the Exchange Administrators and the Premier will have the following technical benefits:
- Confidence to execute Disaster Recovery procedures
- Strong Knowledge of Disaster Recovery Techniques
- Able to change the Disaster Recovery if something changes in the core Exchange Deployment
- Knowledge to understand all recovery scenarios
- Skills to take the appropriate course of action in case a recovery is needed

Engagement Sizing

This service is delivered in two predefined levels – Foundation and Premium. For more information review the datasheet under the below link.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WskAJp>

Cluster Server Recovery Execution Service

Product

Windows Server

Primary Technology

Cluster Server

Duration

5 days

Delivery Language

English

Services Category

Recovery Execution Service

Microsoft Cluster Services deliver Highly Available services within your IT infrastructure. The quality of your Disaster Recovery Plan greatly affects the amount of down time in case of unplanned outage. This is the key focus of a Cluster Server Recovery Execution Service (CSRES) offering.

How the Offering Works

The CSRES offering has been developed to help your organization to review common Disaster Recovery scenarios, determine the risk for your business and execute the recovery steps needed to resolve a disaster. Together with the team responsible for recovery of clustered services, we will create a fully tested and timed disaster recovery plan which will significantly reduce the time it takes to recover from a problem scenario where Clustered Services are affected.

Deliverables

- Review of existing recovery procedures
- Side by side optimization of existing Disaster Recovery procedures
- Testing and documentation of all recovery steps on real hardware
- Timing of various Cluster Server recovery procedures

Engagement Sizing

The scope of this service will be customized to fit your needs based on complexity of your environment. The delivery takes 5 days in average.

To view a full datasheet for this service please visit:

<http://sdrv.ms/TVgnJu>

SharePoint Server Recovery Execution Service

Product

SharePoint Server

Primary Technology

SharePoint Server

Duration

5 - 10 days

Delivery Language

Czech
English

Services Category

Recovery Execution
Service

Microsoft SharePoint Services are increasingly used to provide the next generation of collaboration, Business Intelligence and content management solutions, storing most of the time business-critical data.

The SharePoint Disaster Recovery Execution Service has been developed to help your organization to review common disaster recovery scenarios, determine the risk for your business and execute the recovery steps to resolve a disaster. Together with the team responsible for recovery services, we will create a business & IT risk map and improve awareness on how to act in case of a problem scenario where SharePoint Services are affected. By testing common scenarios and recovery options you are able to build a solid documentation base. Through side-by-side knowledge transfer your IT staff will be trained to have the execution power for optimal disaster recovery.

Deliverables

- Properly plan and design a successful strategy for disaster recovery farms.
- Use demo environment to evaluate a more effective, rapid and reliable strategy to protect and recover the components in your SharePoint Server 2010 farms.
- Review of recommended recovery procedures
- Recovery Business & IT Risk Map
- Time management execution
- Enhanced knowledge transfer to your IT staff
- Documentation recommendations

Engagement Sizing

The delivery takes 5-10 days. The scope of this service will be customized to fit your needs based on complexity of your environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WhB8iB>

Remediation Side-by-Side

Product

Active Directory
Cluster Server
Configuration Manager
Exchange Server
SharePoint Server
SQL Server
Windows Client

Primary Technology

-

Duration

3 days

Delivery Language

Czech
English

Services Category

Remediation
Side-by-Side

Side-by-Side Remediation Services is part of the third phase of the Improvement Program that helps resolve discovered issues and implement optimization actions in the environment analyzed during the Risk and Health Assessment (RAP), and Remediation Planning Service (RPS).

Side-by-Side Remediation Services also help to educate your staff in handling problems in the future to ensure that your systems continue to run as planned. Work is scoped and prioritized by the onsite engineer and your Technical Account Manager (TAM) and is completed with your engineering staff.

Side-by-Side Remediation Services offers:

- Assistance in resolving problems and issues discovered during the engagement
- Focused assistance based on specific technical areas covered during the assessment
- Services to help stabilize your environment
- Enhanced knowledge transfer from Microsoft Premier Field Engineers to your IT staff as problems are being resolved
- Updated Remediation Planning Report showing completed tasks and areas
- Onsite time that is customized to the findings of the Remediation Plan, usually between 1 to 5 days onsite

Phases

Phase 1: Risk and Health Assessment Program and Knowledge Transfer

Phase 2: Remediation Planning

Phase 3: Remediation Execution

Phase 4: Remediation Check-up

To view a full datasheet for this service please visit:

<http://sdrv.ms/WpskLz>

Educate

Education solutions teach customers how to use, troubleshoot, and operate Microsoft technology to minimize risks and issues, while proactively preventing risks and issues from occurring in the future.

Process Optimization Workshops

- 61 [Desired Configuration Management](#)
- 62 [Microsoft Operations Framework 4.0 Foundations](#)
- 63 [Microsoft Operations Framework 4.0 Managing Change, Configuration, and Risk](#)
- 64 [Proactive Monitoring](#)
- 65 [Service Level Management](#)

Premier workshops

- 66 [.NET Framework: ASP.NET MVC4](#)
- 67 [Active Directory: Distributed File System \(DFS\) in Depth](#)
- 68 [Active Directory: Rights Management Services](#)
- 69 [Exchange Server 2010: Administration and Troubleshooting](#)
- 70 [Exchange Server 2013: Ignite](#)
- 71 [Exchange Server 2013: Migration from Exchange Server 2007 and 2010](#)
- 72 [IIS: Administration, Troubleshooting and Best Practices](#)
- 73 [Securing Windows Client](#)
- 74 [SharePoint Server: Administration](#)
- 75 [SharePoint Server: Backup, Recovery, and Availability](#)
- 76 [SQL Server: Failover Clustering](#)
- 77 [SQL Server: Performance Tuning - Design, Internals and Architecture](#)
- 78 [System Center 2012 Configuration Manager: Concepts and Administration Introduction](#)
- 79 [System Center 2012 Configuration Manager: Migration and Application Management](#)
- 80 [System Center 2012 Configuration Manager: Operating System Deployment](#)
- 81 [System Center 2012 Endpoint Protection: Concepts and Administration](#)
- 82 [System Center 2012 Operations Manager: Advanced](#)
- 83 [System Center 2012 Operations Manager: Installation, Configuration and Administration](#)
- 84 [Vital Signs: Advanced](#)
- 85 [Vital Signs: Performance Monitoring Windows Server](#)
- 86 [Windows 8 Client: New Features and Upgrade](#)
- 87 [Microsoft Azure: Developing Solutions](#)
- 88 [Windows PowerShell: Advanced Topics](#)
- 89 [Windows PowerShell: Knowledge Upgrade Workshop](#)
- 90 [Windows PowerShell: Scripting Language Workshop for Beginners](#)
- 91 [Windows PowerShell: System Management Using WMI](#)
- 92 [Windows Server 2012: Active Directory Domain Services](#)
- 93 [Windows Server 2012: Group Policy Administration and Troubleshooting](#)
- 94 [Windows Server 2012: Hyper-V & PowerShell for Hyper-V](#)
- 95 [Windows Server 2012: Introduction and Overview](#)
- 96 [Windows Server 2012: Managing and Supporting Active Directory Certificate Services](#)

Education



Process Optimization Workshops

Operations workshops provide customers the knowledge to manage and run their Microsoft environment to optimize their use of Microsoft technologies. These workshops focus on operational aspects including specifics to address service management challenges around compliance and service monitoring, as well as workshops and certification for the Microsoft Operational Framework (MOF).

Premier workshops

Premier Workshops are focused on enhancing the knowledge and skills around a specific technology or product and are designed as a combination of theory and practical application of the issues.

More courses

If you are interested in workshop customization to suit your needs or workshop focused on some particular product or technology which is not listed in this catalogue, please contact your Technical Account Manager (TAM) or write email to following address:

workshopy@microsoft.com

For catalogue of all available PowerShell Workshops please follow this link:

<http://sdrv.ms/J9LQrD>

For catalogue of currently scheduled Open Workshops please follow this link (only available in Czech):

[http://aka.ms/
PremierWorkshopy](http://aka.ms/PremierWorkshopy)

Desired Configuration Management

Product

-

Primary Technology

-

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Desired Configuration Management (DCM) is a combination of tools and best practices designed to help you achieve significant, measureable, and sustained improvements in your information technology (IT) infrastructure and, in turn, deliver the productivity, efficiency, and return on investment required by your business.

The Desired Configuration Management two-day workshop is designed to help participants build their awareness of the key concepts behind Desired Configuration Management. The workshop also shows you how those concepts can be implemented and automated in your Microsoft environment using examples from Microsoft products, solutions, and guidance.

Syllabus

Module 1: Introduction to Desired Configuration Management (DCM)

Module 2: Services, Service Management, ITIL, and Operations Framework

Module 3: Service – Current State and Targets for Improvement

Module 4: Service Mapping

Module 5: Configuration Management Process Concepts

Module 6: Configuration Management Process Activities

Module 7: Action Items Review

Module 8: Change Management Process Activities

Module 9: Desired Configuration Management Key Roles

Module 10: Release Management Process Concepts

Module 11: DCM Demonstration

Module 12: Action Items Review

To view a full datasheet for this service please visit:

<http://sdrv.ms/Wslju1>

Microsoft Operations Framework 4.0 Foundations

Product

-

Primary Technology

-

Duration

2 days plus one additional day for optional certification

Level

300

Delivery Language

Czech
English

Services Category

Workshop

While dependable technology is necessary to meet enterprise demands for reliable, available, and secure IT services, technology alone is not sufficient. According to industry analysts, 50 percent of all IT budgets are spent operating IT systems, and 80 percent of unplanned system downtime is caused by people and process failures. It is vital that enterprises augment technology with skilled IT staff that are using best practice IT operations processes.

MOF Foundations is a two-day, instructor-led workshop that introduces the Microsoft Operations Framework and delivers process knowledge that students can immediately use.

McKinley Simulation

The workshop includes a multi-round instructor-led operations simulation that brings key MOF concepts to life, so that students understand how their proper application can bring stability and predictability to IT service delivery.

Certification

This workshop also prepares the participants to take the included Foundation Certificate in Microsoft Operations Framework V 4.0 (MOFF.EN) exam offered by EXIN International.

To view a full datasheet for this service please visit:

<http://sdrv.ms/XvQV3q>

Microsoft Operations Framework 4.0 Managing Change, Configuration, and Risk

Product

-

Primary Technology

-

Duration

3 days

Level

300

Delivery Language

Czech

English

Services Category

Workshop

While dependable technology is necessary to meet enterprise demands for reliable, available, and secure IT services, technology alone is not sufficient. In fact, according to industry analysts, 80% of unplanned downtime is caused by people and process failures. The Microsoft Operations Framework represents practical guidance that organizes and describes all of the activities and processes involved in creating, managing, and supporting an IT service.

The MOF CCR Workshop is a three-day, instructor-led workshop that first reviews the entire Microsoft Operations Framework, 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.

Talkeetna Simulation

The workshop includes a multi-round, instructor-led operational simulation that brings these key concepts to life, so that students understand how their correct application can bring stability and predictability to IT service delivery.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WsltBP>

Proactive Monitoring

Product

-

Primary Technology

-

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Accurately identifying, classifying, and taking appropriate action on server alert conditions is an important priority for every IT organization. Too many alerts, or alerts that incorrectly reflect the severity of an issue, cause an organization to focus on the wrong things or even ignore the real issues. Microsoft Services Proactive Monitoring for Microsoft System Center Operations Manager (PMOM) helps reduce your operational costs by implementing enterprise-tested, optimized server monitoring processes and tools.

The Proactive Monitoring two-day workshop is designed to help participants build their awareness of the key concepts behind Proactive Monitoring. It also shows you how those concepts can be implemented and automated in your Microsoft environment using examples from Microsoft products, solutions, and guidance.

Technical Demonstrations

PMOM Lists are Office SharePoint Server lists and are used to facilitate Incident Management, Major Problem Reviews, and alert tuning sessions.

PMOM Alert Reports are SQL Server Reporting Services reports that provide scorecard and alert reports. These reports support alert tuning within System Center Operations Manager.

To view a full datasheet for this service please visit:

<http://sdrv.ms/WslxRY>

Service Level Management

Product

-

Primary Technology

-

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Service Level Management (SLM) is the industry-recognized best practice process used to map IT services to business processes and then measure them against defined criteria.

Utilizing the Microsoft global experience, you can significantly increase your organization's ability to define, measure, and improve the IT services you deliver.

The Service Level Management two-day workshop is designed to help participants build their awareness of the key concepts behind Service Level Management. It also shows you how those concepts can be implemented and automated in your Microsoft environment using examples from Microsoft products, solutions, and guidance.

Technical Demonstrations

SharePoint Service Review – Action Item Template

This drives accountability and continuous improvement.

SLM Scorecard pro System Center Operations Manager 2007

This tool lets you create a hierarchy that maps to a service level agreement (SLA), based on the customer's business. The Scorecard itself details the end-to-end availability of the service. It also includes the pertinent details of an issue:

- Owner, date, time
- Users impacted
- Service outage
- Timeline of issue
- Root cause
- Recommendations, actions, approval

To view a full datasheet for this service please visit:

<http://sdrv.ms/WslCoQ>

.NET Framework: ASP.NET MVC 4

Product

ASP.NET

Primary Technology

MVC Framework

Duration

3 days

Level

300

Delivery Language

Czech

English

Services Category

Workshop

The ASP.NET MVC workshop is a 3-day instructor-led workshop meant to help students learn the fundamentals of the latest ASP.NET MVC development techniques. Through a series of instructor lectures, demos, and hands-on labs students can gain a practical understanding of ASP.NET MVC.

Target Audience

This workshop is targeted at developers of various skill levels. The workshop is primarily targeted at developers with some background and experience with web development with modern technologies such as ASP.NET. Students may or may not already be familiar with MVC concepts, as the workshop is meant to establish fundamentals with MVC. A common audience includes ASP.NET Web Forms developers wishing to transition and learn MVC.

Technical Highlights

V průběhu tohoto kurzu si účastníci osvojí použití následujících technologií:

- Controllers
- Views
- Models
- Ajax and jQuery
- Validation
- Routing
- Security
- Web API
- Mobile Techniques

To view a full datasheet for this service please visit:

<http://sdrv.ms/LPH9Fd>

Active Directory: Distributed File System (DFSN and DFSR) in Depth

Product

Windows Server

Primary Technology

Distributed File System

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This course provides an in depth knowledge of the Distributed File System services implemented by Windows Server ® 2008, Windows Server ® 2008 R2 and Windows Server ® 2012. It addresses in detail the two components of DFS: DFSN and DFSR.

Microsoft ® DFSN service is increasingly used to store business-critical information and is essential for sharing data for users within your IT infrastructure.

Microsoft ® DFSR service is a key component allowing data to be replicated between servers, providing both fault-tolerance and data collection mechanisms. Starting with Windows Server ® 2008, it is also a major component of the Directory Services technologies as it can be used to replicate SYSVOL.

Target Audience

This workshop is designed and intended for Networking and IT Professionals seeking to:

- Gain exposure to the DFSN and DFSR services
- Understand how to successfully deploy and maintain DFSN and DFSR environments.
- Get a deep knowledge in troubleshooting DFSN and DFSR.
- Get hands on practices deploying, monitoring and troubleshooting DFSN and DFSR.

To ensure the high-quality knowledge transfer that students expect from this 3-day workshop, class size is limited to a maximum of 10 students.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1bkhTvU>

Active Directory: Rights Management Services

Product

Windows

Primary Technology

-

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This two-day instructor-led course provides students with the deep knowledge and skills to deploy Microsoft® Active Directory® Rights Management Services (AD RMS) and to understand the role AD RMS plays in a wider infrastructure and how it interacts with other Microsoft® technologies. Through presentations, white-board discussions, and goalbased labs, this workshop covers the individual approaches for architecture administration and troubleshooting problems

Technical Highlights

- Make common deployment mistakes in the lab and recover from them
- Work in distributed environment that allows you to test complex deployment options
- Explore troubleshooting options

Labs of this Workshop is based on following technology:

- Windows 2012 AD RMS
- Windows 8
- MS SQL 2012
- MS Exchange 2013
- MS Office 2010/2013

Target Audience

This course is an advanced course for Active Directory Right Management server 2008 R2 and 2012. Targeted primary to IT staff who already have a basic knowledge of ADRMS.

This course can also be delivered to anyone without practical ADRMS acquaintance wanting to learn what ADRMS can do for their organization or to individuals preparing themselves to deploy ADRMS. (In this case inform instructor in advance.)

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1QYeX>

Exchange Server 2010: Administration and Troubleshooting

Product

Exchange Server

Primary Technology

Exchange Server

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Exchange Server 2010: Administration and Troubleshooting four-day Workshop gives participants the knowledge and skills to effectively administer, troubleshoot, and maintain an Exchange Server 2010 infrastructure. Expert trainers and extensive hands-on labs provide in-depth experience using the concepts learned in the course.

Target Audience

To ensure the high-quality knowledge transfer students expect from this three-day workshop, class size is limited to a maximum of 10 students. The students also need to meet the following criteria:

- Have a good understanding of Exchange Server 2003 and/or Exchange Server 2007 components
- Have a good understanding of Windows Server, Active Directory, Networking, and DNS

Technical Highlights

After completing this course, students will be able to understand how to administer and troubleshoot:

- Role Based Access Control
- Exchange Server 2010 Management Tools
- Client Access Role
- Hub Transport Role
- Mailbox Role

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1R0mV>

Exchange Server 2013: Ignite

Product

Exchange Server

Primary Technology

Exchange Server

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Exchange Server 2013: Ignite is a 3-day course providing in-depth technical training on the Exchange Server 2013. Topics ranging from design, deployment, maintenance, and troubleshooting are covered through presentations and hands-on labs.

You can learn how to tailor your Exchange 2013 solution based on your unique needs and ensure your communications are always available while you remain in control; on your own terms—online, on-premises, or a hybrid of the two. Learn how to protect business communications and sensitive information to meet internal and regulatory compliance requirements while managing communications across multiple devices.

Technical Highlights

After completing this course, you will be able to:

- Understand new features and architectural changes introduced in Exchange Server 2013.
- Identify improvements for end users.
- Start planning of Exchange 2013 in their environment

Target Audience

This course is targeted at IT personnel who is preparing to plan, deploy and configure Exchange Server 2013 environment.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1R1Hy>

Exchange Server 2013: Migration from Exchange Server 2007 and 2010

Product

Exchange Server

Primary Technology

Exchange Server

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Exchange Server 2013 Migration workshop is a two-day course that provides participants with the knowledge and skills necessary to effectively set up and configure Exchange Server 2013 in an existing Exchange organization (Exchange Server 2007 or Exchange Server 2010).

The workshop includes extensive hands-on labs covering upgrading and coexisting with Exchange Server 2007 and Exchange Server 2010. The workshop instructor will integrate lessons from field experience and Microsoft best practices.

Technical Highlights

After completing this course, you will be able to:

- Identify new features of Exchange Server 2013.
- Understand efficient methods of deploying Exchange Server 2013 in environments with Exchange Server 2007, Exchange Server 2010 or both.
- Learn all relevant migration tasks, which follow Microsoft best practices.

Target Audience

This course is an advanced course for Exchange Server 2013. It is targeted at IT personnel who have designed, deployed, administered, and managed an Exchange Server 2007 or 2010 infrastructure for at least one full year.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1R85O>

IIS: Administration, Troubleshooting and Best Practices

Product

IIS

Primary Technology

IIS

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The IIS: Administration and Troubleshooting 3-day workshop course provides students with the skills necessary to deploy, administer, and troubleshoot Internet Information Services 7.x and IIS 8.0. Students will also gain an understanding of the IIS architecture and how to manage security. The hands-on labs included will help the administrator to troubleshoot IIS using the built-in tools and to manage Web servers.

Target Audience

To ensure the high-quality knowledge transfer students expect from workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- At least 1 year of experience administering a previous versions of IIS.
- Experience with .NET application administration, and understanding of the .NET configuration system.
- Experience as escalation support staff.

Technical Highlights

After completing this course, students will understand:

- The change in IIS architecture in IIS 7.x and IIS 8.0 and how it affects the inner working of IIS.
- The new configuration system in IIS 7.x and IIS 8.0 and various tools to interact with the configuration.
- The changes taken place in IIS 8.0 as compared to the previous versions of IIS.
- The ways to use the troubleshooting tools included in IIS 7.x and various monitoring techniques used for IIS 8.0.
- The best practices on the use of IIS 7.x and IIS 8.0 Web Servers.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1R8D3>

Securing Windows Client

Product

Windows Client

Primary Technology

Security

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Securing Windows Client 3-day workshop provides students with the skills required to manage Windows clients against unintended access or intrusion. This workshop covers common security threats and vulnerabilities, and details how to protect your client infrastructure. This workshop also covers new mitigations in current Windows client operating systems, including Windows 7 and Windows 8.

Corporate client machines and devices can introduce significant security risk. This course demonstrates Microsoft's technologies, tools, and methods which can be used to design, deploy and control client-side security by significantly decreasing many risks in Windows 7 and Windows 8 environments.

Technical Highlights

After completing this course, you will be able to:

- Implement new security features and built-in tools of Windows 7 and Windows 8
- Understand advanced Windows Firewall capabilities, IPsec isolation and WiFi security
- Utilize Security Compliance Manager to evaluate and implement client security configurations
- Effectively prioritize and implement Microsoft patches for desktops, laptops and devices

Target Audience:

This course is targeted to IT Admins, Windows Infrastructure Engineers, Desktop administrators, IT Security staff and administrators who deploy, design and implement Windows Client environments.

Knowledge of security threats and vulnerabilities, patch management, group policy management, windows firewall and network security concepts is required.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1RcCM>

SharePoint Server: Administration

Product

SharePoint Server

Primary Technology

SharePoint

Duration

4 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The SharePoint: Administration 4-day workshop provides in-depth coverage of Microsoft SharePoint deployment, configuration, security, operations, backup, and restore. Students are also introduced to some key enterprise features of SharePoint Server, including Search. SharePoint administrators will gain a firm grasp of the technical concepts required to successfully operate this collaboration infrastructure.

Target Audience

To ensure the high-quality knowledge transfer students expect from this 4-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Minimum of 6 months previous experience administering SharePoint 2010 or MOSS 2007 (This is not a beginner's workshop.)
- Microsoft Certified System Engineers or those with similar experience

Technical Highlights

The SharePoint: Administration workshop provides participants with the skills and techniques that help them perform the following tasks:

- SharePoint deployment
- SharePoint general administration and service applications management
- Farm, Web application, site, and content security configuration
- Patch management
- Disaster preparation and recovery

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1RdGB>

SharePoint Server: Backup, Recovery, and Availability

Product

SharePoint Server

Primary Technology

SharePoint Server

Duration

4 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The SharePoint: Backup, Recovery, and Availability 4-day workshop provides students with the knowledge and skills to recover from disasters, and to implement availability and business continuity solutions in a Microsoft SharePoint environment. The modules in this workshop focus on the available options for implementing disaster recovery and high availability in SharePoint.

Target Audience

To ensure the high-quality knowledge transfer students expect from this 4-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Experienced Windows SharePoint Services and/or SharePoint administrators and support staff.
- Database administrators who manage and maintain Windows SharePoint Services and/or SharePoint.
- An understanding of Microsoft SQL Server administration is preferred.

Technical Highlights

After completing this course, students will be able to understand:

- The disaster recovery and high availability options available in SharePoint.
- The different server roles, how they interact with each other, and the high availability options available with each role.
- The cost and impact of a failure in each server role.
- How to backup, restore, and recover from a disaster using various tools and techniques.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1b1ReKV>

SQL Server: Failover Clustering

Product

SQL Server

Primary Technology

SQL Server

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The SQL Server: Failover Clustering workshop provides database administrators the knowledge and skill on how to install, administer, and troubleshoot Microsoft SQL Server Failover Clustering on Windows Server. The workshop introduces the new features available in SQL Server Failover Clustering and includes various hands-on labs designed to provide the students with the practical experience and confidence required to manage SQL Server Failover Clusters in a daily work environment.

Target Audience

This workshop is intended for SQL Server database administrators (DBAs) or database developers who are working with SQL Server and require a deeper understanding of SQL Server Failover Clustering. To ensure the high-quality knowledge transfer expected by the attendees of this three-day workshop, class size is limited to a maximum of 10 students who have some basic knowledge of Windows Failover Cluster and at least 1-2 years of experience working with SQL Server as database administrators (DBAs) or database developers.

Technical Highlights

- Covers SQL Server Failover Clustering on Windows Server
- SQL Server High Availability Options
- Microsoft Windows Server Failover Clustering Basics
- Configuring Microsoft Distributed Transaction Coordinator
- Planning
- Implementing and Upgrading
- Maintaining
- Troubleshooting
- Best Practices

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3yYex>

SQL Server: Performance Tuning - Design, Internals and Architecture

Product

SQL Server

Primary Technology

SQL Server

Duration

4 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

SQL Server: Performance Tuning - Design, Internals, and Architecture is a four day course that provides an in-depth study into the aspects of SQL Server that affect application performance. Students will learn about the internals of the SQL Server engine such as the memory manager and task scheduler, table and index structures, locking and concurrency, query optimization and programming efficiency.

Through lecture, demo and hands-on labs, students will discover the new performance-related features of SQL Server. They will understand Dynamic Management Views (DMVs) and Extended Events, optimize queries, examine memory management and process scheduling, troubleshoot locking and blocking, and improve programming efficiency.

Technical Highlights

After attending this workshop, students will be able to:

- Analyze performance bottlenecks
- Design an effective index strategy
- Diagnose and avoid blocking and deadlocks
- Analyze execution plans
- Develop efficient queries and stored procedures

Target Audience:

To ensure the high-quality knowledge-transfer expected by attendees of this four day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Minimum of 2-3 years experience with SQL Server (any version)
- Works as Database Administrators, Database Developers, Database Support Engineers, Database Architects or ISV developers

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3z2ej>

System Center 2012 Configuration Manager: Concepts and Administration Introduction

Product

System Center 2012
Configuration Manager

Primary Technology

System Center 2012
Configuration Manager

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The System Center 2012 Configuration Manager Concepts and Administration Introduction is a four-day workshop that will provide participants with knowledge on the fundamentals of System Center 2012 Configuration Manager, through instructor-led training and hands-on labs. This workshop focuses on Introduction to Configuration Manager, New Features, Overview of site deployment, Configure Discovery and Deploy clients, Clients Inventory, Asset Intelligence, Metering, Remote Control, Configure Console Security, setup Collections and Queries, Application Deployment, Patch Management, and Client Health.

Technical Highlights

After attending this workshop, students will be able to:

- Understand Configuration Manager sites / systems functionalities.
- Manage client computers by keeping them up-to-date and secured.
- Monitor client's health.
- Deploy applications.

Target Audience

To ensure the high-quality knowledge-transfer expected by attendees of this four-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Basics knowledge of Windows operating systems
- Knowledge on Configuration Manager 2007 (preferred)

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3z1qF>

System Center 2012 Configuration Manager: Migration and Application Management

Product

System Center 2012
Configuration Manager

Primary Technology

System Center 2012
Configuration Manager

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The System Center 2012 Configuration Manager: Migration and Application Management four-day Workshop provides students with the knowledge to:

- Successfully migrate from Configuration Manager 2007 to Configuration Manager 2012.
- Manage applications in their System Center 2012 Configuration Manager environment.

Technical Highlights

After completing this course, students will understand:

- New features of System Center 2012 Configuration Manager.
- Site server requirements and installation process.
- The migration process from Configuration Manager 2007 to Configuration Manager 2012.
- Application Management in Configuration Manager 2012.

Target Audience

This workshop is primarily intended for Configuration Manager 2007 administrators. To ensure the high-quality knowledge transfer expected by the attendees of this fourday workshop, the class size is limited to a maximum of 10 students who meet the following criteria:

- Administrators who plan to upgrade from Configuration Manager 2007 to Configuration Manager 2012
- Administrators who deploy Configuration Manager 2012 and need to learn about the new features and the Application Management model.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3z6e4>

System Center 2012 Configuration Manager: Operating System Deployment

Product

System Center 2012
Configuration Manager

Primary Technology

System Center 2012
Configuration Manager

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This three day Workshop provides participants with skills required to customize and troubleshoot Operating System deployment in System Center 2012 Configuration Manager, and with hands-on experience utilizing all related technologies for deploying Windows in Enterprise environments. This workshop consists of instructor-led presentation, demonstrations, discussion and hands-on-labs. Attendees will gain insight into the inner workings of supporting technologies and the entire process of Operating System deployment with Configuration Manager.

Technical Highlights

After attending this workshop, students will be able to:

- Understand technologies involved in Operating System deployment
- Deploy Windows in an Enterprise environment
- Create and capture a reference Operating System
- Customize the Operating System deployment
- Troubleshoot Operating System deployment
- Leverage the Microsoft Deployment Toolkit to enhance user experience

Target Audience:

To ensure the highquality knowledge transfer expected by attendees of this three-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Prior experience with Configuration Manager
- Some experience with Microsoft Deployment Toolkit is helpful but not required
- Some experience with application packaging is helpful but not required

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zdX0>

System Center 2012 Endpoint Protection: Concepts and Administration

Product

System Center 2012
Endpoint Protection

Primary Technology

System Center 2012
Endpoint Protection

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This WorkshopPLUS is designed to provide an administrator, or administrators of System Center Configuration Manager, with the knowledge required to administer and support System Center 2012 Endpoint Protection. The WorkshopPLUS provides a mix of presentation and hands-on labs to help students understand how to deploy and support System Center 2012 Endpoint Protection. This WorkshopPLUS covers the following topics:

- Architecture
- Agent deployment
- Policy management
- Definition distribution
- Troubleshooting

Technical Highlights

After attending this WorkshopPLUS, students will be able to:

- Deploy System Center 2012 Endpoint Protection clients and policies
- Troubleshoot System Center 2012 Endpoint Protection clients and server components
- Understand and troubleshoot problems related to the inter-operation between System Center 2012 Endpoint Protection and System Center Configuration Manager 2012
- Understand and leverage the protection features of System Center 2012 Endpoint Protection

Target Audience

Students should meet the following criteria:

- Experience with administration and/or deployment of Microsoft System Center Configuration Manager
- Experience with administration of antivirus products, such as Forefront Client Security

To view a full datasheet for this service please visit:

<http://1drv.ms/1iAXE74>

System Center 2012 Operations Manager: Advanced

Product

System Center 2012
Operations Manager

Primary Technology

System Center 2012
Operations Manager

Duration

3 days

Level

300 - 400

Delivery Language

Czech
English

Services Category

Workshop

Operations Manager 2012: Advanced is a three-day workshop that provides participants with a deep understanding of how to use Microsoft System Center Operations Manager to monitor an organization's infrastructure. The workshop provides a technical drill-down into various aspects of the Operations Manager technology with a strong emphasis on hands-on labs.

Upon successful completion of this workshop, participants will have the knowledge to take control of a System Center 2012 Operations Manager infrastructure and to extend its monitoring reach. The participant's improved understanding and expertise will allow them to react to business requirements with greater confidence and speed.

Technical Highlights

After attending this workshop, students will be able to:

- Implement and manage Network and Unix/Linux Monitoring.
- Implement and manage Audit Collection Services and Agentless Exception Monitoring.
- Upgrade an Operations Manager 2007 R2 Environment to Operations Manager 2012.
- Have a more in depth knowledge of Architecture, Administration, Reporting, Troubleshooting and Dashboards.

Target Audience

To ensure the high-quality knowledge-transfer expected by attendees of this 3-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Experience with standard computing systems including file storage, networking and internet technologies
- General knowledge of Microsoft Core Technologies
- Preferably experienced with Operations Manager 2012

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zjxL>

System Center 2012 Operations Manager: Installation, Configuration and Administration

Product

System Center 2012
Operations Manager

Primary Technology

System Center 2012
Operations Manager

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Operations Manager 2012: Installation, Configuration and Administration workshop is a three day course that is designed to train new administrators on the basic concepts of Operations Manager 2012. This will be done by using a combination of lecture and hand-on labs to reinforce key topics.

In this workshop we focus specifically on the day-to-day business of an Operations Manager administrator, such activities as Security, Architecture, Basic Authoring and reporting. This workshop will be delivered by Premier Field Engineers and incorporates the learned best practices from the field.

Technical Highlights

After attending this workshop, students will be able to:

- Design their environment using knowledge of the roles an Operations Manager environment can contain.
- Install the different Operations Manager roles.
- Manage the Operations Manager 2012 platform by defining user roles, configuring notifications, building simple custom monitors and running and configuring basic reports.

Target Audience

To ensure the high-quality knowledge-transfer expected by attendees of this three day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- Experience with standard computing systems including file storage, networking and internet technologies.
- General knowledge of Microsoft Core Technologies.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zucw>

Vital Signs: Advanced

Product

Windows Server

Primary Technology

Performance Monitor

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Vital Signs: Performance Monitoring Windows Server workshop teaches skilled IT administrators the basic concepts of analyzing performance issues. This three-day workshop extends the foundation of this knowledge and introduces the students to more advanced topics like: Analysis in virtualization scenarios, Storage analysis best practices, How Windows manages memory, How much Pagefile is actually needed and Powerful new tools like the Xperf, the Debugging tools for Windows, and key SysInternals utilities.

Upon completion of the Vital Signs Workshop, students who diligently apply those key learnings will bring significant reduction in, the number of stability or performance issues and their time to closure.

Technical Highlights

Upon completion of the Vital Signs Workshop, students who diligently apply those principles will bring significant reduction in the number of stability or performance issues and in their time to closure. They will be able to:

- Resolve problematic issues faster.
- Understand storage analysis and provide servers with the I/O performance needed to meet latency targets.
- Understand how to analyze performance in a Virtual environment.
- Improve Storage analysis techniques

Target Audience

To ensure the high-quality knowledge transfer expected from this three-day workshop, class size is limited to a maximum of 10 students, who meet the following criteria:

- Previous attendance of the Vital Signs: Performance Monitoring Windows Server Workshop
- Usage of Performance Monitor for at least 20-25 hours to help possess good analysis skills

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zNnG>

Vital Signs: Performance Monitoring Windows Server

Product

Windows Server

Primary Technology

Performance Monitor

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Vital Signs: Performance Monitoring Windows Server is a three-day workshop course that provides participants with the skills they need to analyze and troubleshoot the overall health of Windows Server. This course reviews key performance counters that measure the health of the operating system and the hardware. After successfully completing this workshop, participants will understand how to use Performance Monitor and will be able to analyze environments running Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, Windows 8 and Windows 7.

The course provides multiple examples of how to troubleshoot real-world, operating system performance issues on servers running Microsoft Active Directory, Internet Information Services, Exchange Server, and SQL Server.

Technical Highlights

After completing this course, students will be able to:

- Use the key counters to analyze the most common performance issues
- Apply concepts learned in the class to real-world scenarios
- Use the features in Performance Monitor that were introduced in Windows Server 2008 and Windows Vista

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zRDX>

Windows 8 Client: New Features and Upgrade

Product

Windows Client

Primary Technology

Windows 8

Duration

3 days

Level

Level 200-300

Delivery Language

Czech
English

Services Category

Workshop

The Windows 8 Client: New Features and Upgrade workshop provides students with a comprehensive introduction to a wide range of the new and improved features introduced in Windows. Each module covers a major change from previous Microsoft Windows operating systems and provides a full understanding of its implications in terms of usability, productivity, deployment and support.

Key Features and Benefits

Through presentations, white-board discussions, and goal-based labs, this three-day workshop covers:

- The new features of Windows 8
- How to configure and use Windows To Go
- Desktop and OS changes from Windows 7 to Windows 8
- Windows 8 BitLocker and Security
- Deploying Windows 8 with the Microsoft Deployment Toolkit (MDT)

Technical Highlights

After completing this course, students will be able to:

- Understand the differences from previous versions of Windows
- Deploy Windows 8 using the Microsoft Deployment Toolkit
- Use the new tools and technologies available
- Troubleshoot Windows 8

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zWaj>

Microsoft Azure: Developing Solutions

Product

Microsoft Azure

Primary Technology

Microsoft Azure

Duration

4 days

Level

Level 400

Delivery Language

Czech
English

Services Category

Workshop

The Microsoft Azure Platform Application Developer series provides your IT staff with a jumpstart on Microsoft Azure Development, Application Migration, and Debugging. Each service is delivered by a Microsoft Premier Developer resource, who will bring deep Microsoft Azure technical knowledge, development skills, and best practices to your IT organization. Developers will walk away with a firm grasp on the techniques required to successfully develop and manage enterprise-class applications hosted in Microsoft Azure.

Technical Highlights

After completing this course, you will be able to use:

- Microsoft Azure Cloud Services
- Microsoft Azure Storage
- Microsoft Azure SQL Database
- Identity & Access Control in Cloud
- Microsoft Azure Service Bus

Target Audience

To help us ensure the high quality knowledge transfer students expect from this 3-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- At least 1 year of experience with C# and .NET
- Line of Business Application developers.
- IT Developers
- Microsoft Certified Technology Specialist (MCTS) or Microsoft Certified Professional Developer (MCPD) or those with similar experience.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3zYj1>

Windows PowerShell: Advanced Topics

Product

Windows PowerShell

Primary Technology

-

Duration

3 days

Level

Level 400

Delivery Language

Czech
English

Services Category

Workshop

The workshop content is designed to cover those advanced features and capabilities provided by PowerShell scripting technology that are not mentioned in “Windows PowerShell: Scripting Language Workshop for Beginners” workshop.

It covers advanced scripting and debugging capabilities, extends information about remoting technology and working with classes, introduces students to background jobs and events, and provides knowledge about using WMI and accessing Win32 APIs.

Target Audience

- Administrators and programmers currently using the PowerShell, who want to extend their knowledge of PowerShell technology in order to become true PowerShell experts.
- Completion of “Windows PowerShell: Scripting Language Workshop for Beginners” or PowerShell knowledge corresponding to this workshop is required.

Technical Highlights

After finishing this workshop, students will be able to effectively use all advanced PowerShell features and capabilities, namely:

- More than 60 new cmdlets
- Advanced scripting capabilities
- PowerShell remoting and management of remoting related technologies
- Events
- Cmdlets for working with WMI
- Custom classes
- Directly call Win32 functions
- Transactions

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3A61O>

Windows PowerShell: Knowledge Upgrade Workshop

Product

Windows PowerShell

Primary Technology

-

Duration

2 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This workshop is designed to cover those features of PowerShell that has been added or updated in current version of Windows PowerShell.

Target Audience

Administrators and programmers currently using previous versions of PowerShell, who want to upgrade their knowledge of PowerShell to most recent version.

Completion of "Windows PowerShell: Scripting Language Workshop for Beginners" or PowerShell knowledge corresponding to this workshop is required.

Technical Highlights

After finishing this workshop, students will understand new features in Windows PowerShell, namely:

- Availability and installation of Windows PowerShell on various platforms
- New features improving productivity (command discovery, automatic module import, new PowerShell ISE features)
- Updated parameterization and functionality of selected cmdlets, scripting language extension
- PowerShell Remoting: new techniques using robust remote sessions
- Using Windows Workflow Foundation to implement replicable, concurrent, fault-tolerant scripts
- Use of Windows PowerShell Web Access – remote PowerShell console
- Interaction with Windows and Non-Windows clients via REST API

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3A8GZ>

Windows PowerShell: Scripting Language Workshop for Beginners

Product

Windows PowerShell

Primary Technology

-

Duration

4 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The content of this introductory workshop is designed to cover all features and capabilities of PowerShell scripting language that are required to effectively use the PowerShell both to interactively manage various infrastructure and application technologies and to automate arbitrary administrative tasks using PowerShell scripts.

Target Audience

Administrators and programmers without knowledge of PowerShell, who want to gain deep knowledge of those PowerShell scripting language areas, which are required to effectively start to use this scripting technology.

Technical Highlights

After finishing this workshop, students will be able to understand and effectively use many PowerShell features and capabilities, namely:

- More than 100 PowerShell cmdlets
- Generic concept of PowerShell provider and drive that can be immediately utilized to manage technologies such as Active Directory on Windows domain controller, SQL Server, IIS and many other
- Integration with .Net framework and COM technologies
- All language constructs (decision statements, loops, functions, script blocks) that are needed to create optimal PowerShell code
- Error handling
- Use of PowerShell pipeline
- PowerShell remoting that can be used to manage simultaneously one or more remote systems

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3AeOU>

Windows PowerShell: System Management Using WMI

Product

Windows PowerShell

Primary Technology

WMI

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

This workshop focuses on how to incorporate WMI technology into existing System Management technology.

It covers core concepts of WMI technology, presents standard tools for processing WMI data and discuss both basic and advanced WMI programming techniques. Demonstrations of typical use for Windows Platform management are featured in this workshop.

Target Audience

This workshop is designed for System Administrators, application administrators or consultants.

It loosely follows "Windows PowerShell: Scripting Workshop for Beginners", therefore completion of this workshop or corresponding PowerShell knowledge is required.

Technical Highlights

After finishing this workshop, students will be able to:

- fully understand WMI technology and choose appropriate WMI classes for desired PowerShell automation
- process WMI events in PowerShell script
- create WMI scripts for automation of various management activities (OS management, infrastructure management or application management)

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3AfT4>

Windows Server 2012: Active Directory Domain Services

Product

Windows Server

Primary Technology

Active Directory

Duration

4 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Windows Server 2012 Active Directory Domain Services workshop introduces new features that improve ease of management and deployment, as well as new features for managed service accounts, group policies and new access control capabilities leveraging Dynamic Access Control.

Technical Highlights

After completing this course, you will be able to utilize:

- New Server Manager
- New Promotion/Demotion processes
- New Virtualization
- New/improved [Group] Managed Service Accounts
- New features for Kerberos
- New Dynamic Access Control
- Changes in Group Policy

Target Audience

This course is an advanced course for Windows Server 2012 Active Directory Domain Services and is only targeted at senior IT staff who have deployed, administered, and managed an active directory forest infrastructure for at least one full year.

The basic concepts and know-how of the product will not be covered in this course, and it is expected that attendees will already possess that knowledge.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1bw6ZHz>

Windows Server 2012: Group Policy Administration and Troubleshooting

Product

Windows Server

Primary Technology

Group Policy

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

The Windows Server 2012: Group Policy Administration and Troubleshooting 3-day workshop provides participants with the knowledge and skills necessary to effectively set up, configure, administer, and troubleshoot a Group Policy environment.

Group Policies are an important element of an efficient and well-managed environment: they enable control, central administration, and change. Responsible personnel should be aware of how to administer and troubleshoot Group Policies.

Technical Highlights

After completing this course, you will be able to understand:

- The components of Group Policies
- How Group Policies are configured
- How to identify the tools used to create, support, and back-up Group Policies
- How Group Policies are processed and replicated
- How to troubleshoot Group Policies
- How to identify key performance indicators as well as design best practices
- Group Policies Preferences
- The Advanced Group Policy Management Tool (AGPM)
- The Security Compliance Manager

Target Audience

This course is an advanced course for Group Policy Administration and Troubleshooting is only targeted at senior IT staff who have designed, deployed, administered and managed a Windows Server infrastructure or Active Directory infrastructure for at least one full year and are familiar with architecture, security, networking, and diagnostics tools prior to attending this workshop.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3AoWq>

Windows Server 2012: Hyper-V

Product

Windows Server

Primary Technology

Hyper-V

Duration

3 days

Level

300

Delivery Language

English

Services Category

Workshop

Windows Server 2012: Hyper-V is a 3-day workshop that will provide participants with the best practices necessary to design, deploy, customize and manage Windows Server 2012 Hyper-V environments through instructor-led training and hands-on labs. This workshop examines the key features of the Hyper-V role for Windows Server 2012. Architecture concepts are examined only as needed to support attendee understanding of Installation, Management, and troubleshooting of the Hyper-V environment.

Technical Highlights

After completing this course, you will be able to:

- Identify features of Hyper-V
- Understand efficient methods of deploying and managing Hyper-V environments.
- Review Best Practices
- Learn about Microsoft Product Interoperability in Hyper-V server virtualization solution

Target Audience

To ensure the high-quality knowledge-transfer expected by attendees of this 3-day workshop, class size is limited to a maximum of 10 students who meet the following criteria:

- 3-5 years minimum experience administering Microsoft Windows Server based operating systems
- 1-3 years minimum experience with some virtualization technologies

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3AvRP>

Windows Server 2012: Introduction and Overview

Product

Windows Server

Primary Technology

Windows Server

Duration

3 days

Level

300

Delivery Language

Czech
English

Services Category

Workshop

Windows Server 2012: Introduction and Overview is a 3-day workshop aimed at providing participants with a practical introduction . Very much a hands-on experience, attendees will have ample opportunity to learn about the key new features and best practices.

Key Benefits

After completing this course, you will be able to:

- Setup and configure Windows Server 2012
- Work with the new features in Windows Server 2012
- Understand how all the new features work in hands-on instructor led labs

Target Audience

Attendees should be experienced users of Windows Server in previous versions. Ideally, they will have Windows background in Windows administration experience and will be comfortable using and troubleshooting Windows Server from past experience. No previous Windows Server 2012 experience is required.

To view a full datasheet for this service please visit:

<http://sdrv.ms/1c3AygC>

Windows Server 2012: Managing and Supporting Active Directory Certificate Services

Product

Windows Server

Primary Technology

Certificate Services

Duration

4 days

Level

300

Delivery Language

English

Services Category

Workshop

The Windows Server 2012 Managing and Supporting Active Directory Certificate Services (ADCS) Workshop provides participants with the knowledge and skills to understand, manage, monitor, and support a Windows based PKI infrastructure. This 4 day Workshop consists of demonstrations and labs that provide hands-on experience focused exclusively on the skills and objectives that align with managing, monitoring and supporting a Windows Server Public Key Infrastructure (PKI), in addition to the new features in Windows 2012 PKI.

Technical Highlights

After completing this course, you will be able to:

- Understand basics of Public Key Infrastructure (PKI)
- Understand operational and support considerations for PKI
- Understand the common support tasks required to manage and maintain a PKI
- Understand certificates and Active Directory Certificate Services
- Describe how certificates are used with common Microsoft applications
- Manage the most common tasks in managing a Windows ADCS

Target Audience

Workshop attendees should have minimum of 2-3 years experience with Active Directory administration.

To view a full datasheet for this service please visit:

<http://1drv.ms/1wn5YtT>

Find out more about Microsoft Premier Support

For further information or if you would like to discuss your specific needs, please, contact your Microsoft Services representative.

 <http://microsoft.com/services>

To get up-to-date version of this catalogue please follow this link:

 <http://aka.ms/PremierCatalogue>