



System Center 2012 Configuration Manager Client Health

Stay healthy, be proactive

A proactive Configuration Manager client health offering based on knowledge gathered during extensive work with large, global customers and delivered by experienced, accredited Microsoft Premier Field Engineers.

Configuration Manager Client Health Features

- Client Health Agent
- Custom Discovery data that shows how many clients have been remediated in a given time frame.
- SQL Server Reporting Services Based Reports

Deliverables Include

- Customizable Framework with Dynamic Reports Displayed in the Configuration Manager Console
- Client Health Knowledge Monitoring
- Client Health Knowledge Automation
- Guidance and Training to Configure and Test Remediation Solutions
- Client Health Agent Installer

Overview

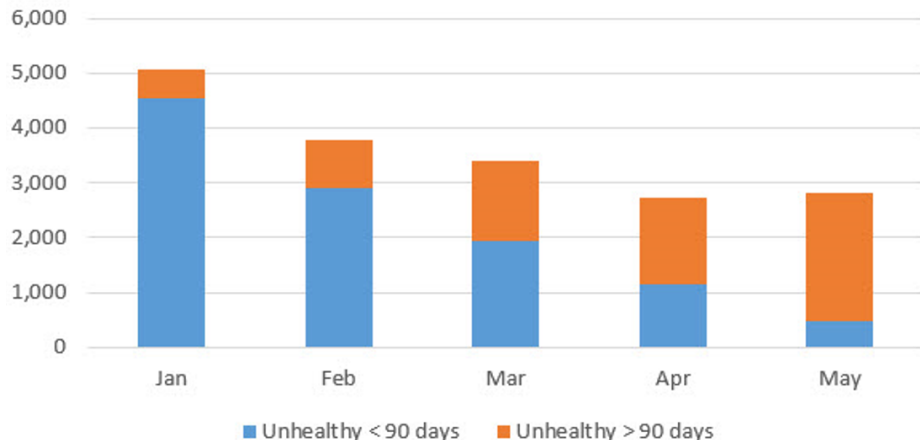
System Center 2012 Configuration Manager Client Health is an offering that has been developed to help administrators remediate on-going client health issues in their environment. It provides queries, collections and other components that identify systems with either specific issues or conditions that may need further investigation or remediation. This is a framework for optimizing the configuration manager environment and enabling the local administrator to further fine-tune the effectiveness of their particular environment. This offering includes PFE knowledge transfer combined with a toolset that is tailored to each customer.

Key Focus Areas

The CMCH offering includes a Client Health Agent, Configuration Items, and remediation steps for 30 Configuration Manager Client Component issues and 37 Operating System dependencies. Detailed trending analysis identifies systems that are confirmed as available on the network within the last 7 days but remain unhealthy. The offering has a proven track record and is used in many of the largest System Center Configuration Manager environments. Accredited PFEs will work with local admins to install the CMCH tools and reports in your environment and to customize the offering to meet your needs. The onsite process includes implementing the CMCH offering in a proof-of-concept environment, customizing the offering to meet unique customer requirements and migrating the solution to the production environment. A periodic review is recommended to re-assess Client Health state, incorporate new remediation, tool updates, etc. and to provide follow up assistance with client health as needed.

Unhealthy Clients Outstanding

(online in the last 7 days)



The System Center 2012 Configuration Manager Client Health offering is a proactive service that detects and remediates Configuration Manager client issues.

Engagement Sizing

The onsite delivery time required to setup and configure CMCH is based primarily on the complexity of your Configuration Manager environment. The CMCH Scoping Tool can be used to determine the sizing of the environment and is available at <http://www.microsoft.com/en-us/download/details.aspx?id=2536>

Tier	Number of Clients	Time Onsite
1	1 to 10,000	3 days
2	10,001 to 50,000	4 days
3	50,001 to 150,000	5 days
4	150,001 +	custom

If a customer has a Configuration Manager Dedicated Support Engineer assigned to the account, then the time required onsite is adjusted based on customer request.

Automated remediation is typically implemented within the guidelines and processes unique to each customer environment. The local administrator will typically perform a pilot and production change management controls will usually occur in the weeks following the initial engagement. The customer may request ongoing, follow-up assistance from your dedicated PFE as part of your Service Delivery Plan (SDP). A transactional or project PFE may also be engaged if requested to periodically assist where needed.

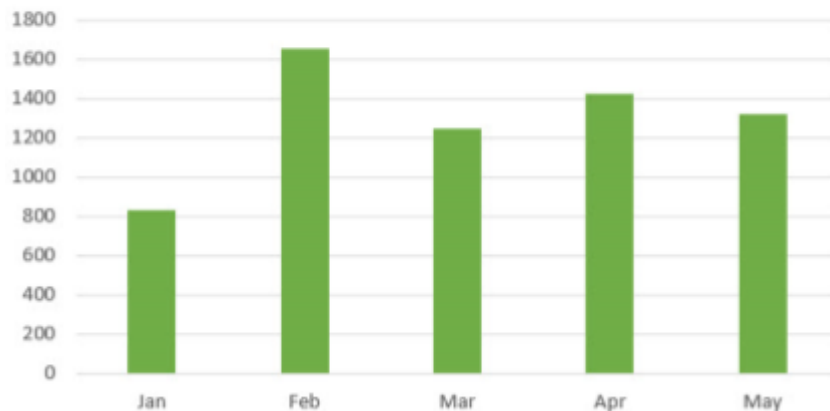
Supported Versions

- System Center 2012 Configuration Manager
- System Center 2012 Configuration Manager SP1

Requirements

- Microsoft .NET 4.0 installed on the CAS or stand-alone primary site server

Clients Remediated
(by Month)



This datasheet was last updated May 13, 2013. To ensure you have the latest version of this datasheet, check here:

http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_CMCRS.pdf