Microsoft Services
Premier Support Catalogue
Australia and New Zealand

August 2010

BUILD ON

Microsoft | Services
Premier Support

Build on the proven success of Microsoft Services Premier Support to "Get Healthy" and "Stay Healthy".

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

BUILD ON

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Premier Support

Introduction

What does it take to "Get Healthy" and "Stay Healthy"?

Build On the proven success of Microsofts prescription for health approach.

Whether you're a valued Microsoft customer or partner, Microsoft Services Premier Support can help your organisation build competencies and knowledge to confidently deploy, operate and support Microsoft technologies in your IT environment. Our proactive offerings help support every phase of your operational lifecycle, from assessing the health of a current implementation through to planning a prescription for health to stabilise, educate, prevent and optimise your IT infrastructure. Our Technical Account Managers can help formulate a Service Delivery Plan to take your operations on a path to improved and sustained health. This catalogue represents a comprehensive range of offerings available from Microsoft Services Premier Support. If you would like to learn more about how to access any of the services offerings visit our website or talk to your Services Representative:

Australia:
www.microsoft.com.au/services

New Zealand:
www.microsoft.co.nz/services

PRESCRIPTION FOR HEALTH
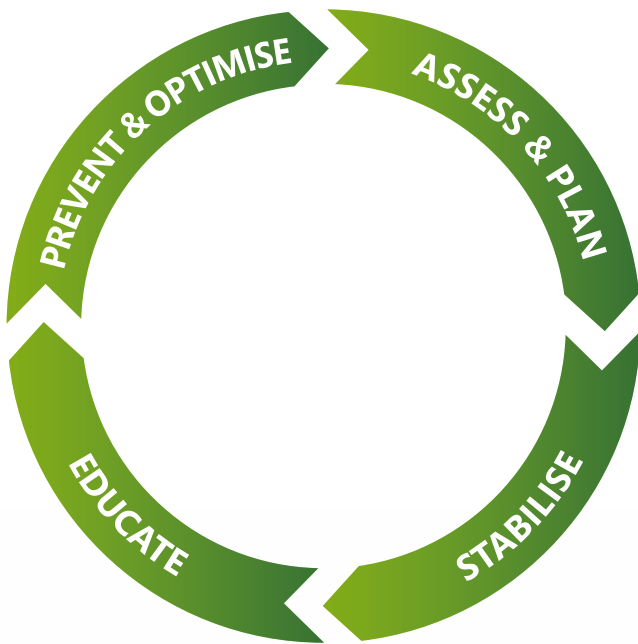
ASSESS & PLAN

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Microsoft Services Premier Support

Get healthy. Stay healthy.

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

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

1. Strengthen the health of your IT implementation
   and operations.

2. Reduce preventable risks to your infrastructure.

3. Enrich your IT Staff with deep technology expertise.

4. Provide operational guidance and recommendations
   based on industry best practices.

Our suite of Proactive Support Offerings provide ongoing
assessments and recommendations for services based on your
specific environment and known issues. This helps ensure that
your organisation gets the maximum benefit and impact from
our prescription for health methodology. This approach seeks to
stabilise your current state and move smoothly towards a future
state centred around optimisation of infrastructure and operations.
This can drive down overall IT costs while seeking to improve
efficiency, reliability, security and service levels.

Microsoft Services Premier Support

Customers who have a Premier Support agreement are able
to access many types of proactive offerings using their Support
Assistance hours including:

Health Checks and Risk Assessment Programs (RAPs)

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

Remediation Services

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

Workshops and WorkshopPLUS

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

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

Operations Consulting

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

How to Use This Catalogue

This catalogue represents a comprehensive range of proactive offerings available from Microsoft Services Premier Support to help your organisation on the path to improved and sustained IT health. Each offering is mapped to the Prescription for Health methodology as indicated below:

Prescription for Health	Proactive Offering
Assess & Plan	Health Checks & Risk Assessments
Stabilise	Remediation Services
Educate	Workshops
Prevent & Optimise	Operations Consulting

For more detailed information on a particular service offering, download the PDF catalogue and select the link associated with any offering to launch and download a detailed datasheet for that service.

Australia:

www.microsoft.com.au/services

New Zealand:

www.microsoft.co.nz/services

Legend

1D Level 300 ✋ PLUS

PROJECT LIFECYCLE

ASSESS & PLAN	STABILISE	EDUCATE	PREVENT & OPTIMISE

DURATION

D	Days Eg. 1D = 1 Day
W	Weeks Eg. 1W = 1 Week
M	Months Eg. 1M = 1 Month
Variable	Depends on Scope

LEVEL

200	**Intermediate:** Assumes a basic knowledge and a fairly complete understanding of the features. The 200-level Premier Workshops may discuss case studies that cover a breadth of common scenarios or explain how to use more advanced features.
300	**Advanced:** Assumes 200-level knowledge and an in-depth understanding of product features in a real-world environment. The 300-level Premier Workshops may go into unusual case studies that illustrate specific aspects of the product that are key to improving performance or interoperability.
400	**Expert:** Assumes the deepest level of technical. The 400-level Premier Workshops are essentially expert-to-expert sessions. The content provides the means for customers to push products to maximum performance, achieve the broadest possible interoperability and create applications using even the most advanced features.

HANDS-ON

✋	Hands-on instructor lead workshop

WorkshopPLUS

PLUS	Accredited courses which include pre/post assessments and action planning exercises.

Health Checks and Risk Assessment Programs

Health Checks and RAPs are an essential part of assessing the operational health of your infrastructure. They help identify problems in current production implementations before they adversely impact on the IT environment and end-users. Depending on the product and situation some identified issues can be remediated immediately on site or planned for the future. During the onsite delivery the Premier Field Engineer provides rich knowledge transfer to the staff so that they can learn the tools to help maintain the health of their environments after the engagement. A detailed report will be provided and presented with all of the findings and issues requiring attention. In addition to this, an 'Action Plan' will be formulated as part of a 'Remediation Planning Service' to give direction on resolving key issues raised.

ASSESS & PLAN   STABILISE   EDUCATE   PREVENT & OPTIMISE

Active Directory Risk and Health Assessment Program (ADRAP)
1W+   UPDATED

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

App-V Health Check
1W+   NEW

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

ASP.NET Best Practice Review
3-5D   NEW

The ASP.NET Best Practice Review is designed to evaluate and remediate production ASP.NET applications to ensure productive use. This review includes analysis of an ASP.NET application for problems relating to configuration, performance, and other common issues.

BizTalk Server Health Check (BTSHC)
1W+

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

Cluster Server Risk and Health Assessment Program (CSRAP)
1W+   UPDATED

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

Dynamics CRM ERP Architecture Assessment
1W+   NEW

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

Dynamics CRM ERP Health Check
1W+   NEW

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

Exchange Server 2010 Migration Readiness Assessment (EMRA)
1W+   NEW

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

Exchange Server Risk Assessment Program (EXRAP)

UPDATED

1W+

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

Hyper-V Health Check

UPDATED

1W+

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

Internet Information Services Health Check (IISHC)

1W+

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

Internet Security and Acceleration Server Health Check (ISAHC)

1W+

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

"Are your current operations healthy?"

Health Checks and Risk Assessment Programs
continued

ASSESS & PLAN   STABILISE   EDUCATE   PREVENT & OPTIMISE

IT Operations Risk and Health Assessment Program (OPSRAP)
3-5D

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

Project Server Health Check (PSHC)
1W+

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

Public Key Infrastructure Server Health Check (PKIHC)
1W+

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

Security Health Check (SECHC)
1W+

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

SharePoint Server Risk Assessment Program (SPRAP)
UPDATED
1W+

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

SQL Server Risk Assessment Program (SQLRAP)
1W+

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

System Centre Configuration Manager Health Check (SCCMHC)
UPDATED
1W+

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

System Centre Operations Manager Server Health Check (SCOMHC)
UPDATED
1W+

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

Terminal Services Health Check (TSHC)

NEW

1W+

The Microsoft Terminal Services Health Check (TSHC) provides critical insight into the health, consistency and performance of your Terminal Services environment. Analysis is focused on maximising server scalability, reliability, performance and health following Microsoft best practices.

Windows Desktop Risk and Health Assessment Program (WDRAP)

1W+

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

Understand your current state and "Get Healthy"

Remediation Services

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

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

24 x 7 Critical Situation Response with Rapid Onsite Support Services

Variable

As a Premier Support customer, you are guaranteed access to Problem Resolution Support 24 hours a day, seven days a week. Technical product-related issues can be reported by telephone or through the Microsoft Premier Online website. All issues go through a defined technical and management Escalation Process, with response times that correspond to the severity level of your service request. Service requests with a critical business impact are assigned within one hour to specially trained support professionals who will help get you Microsoft product up and running again.

Rapid Onsite Support Service covers the dispatch of Microsoft premier field engineers to your site to help resolve mission-critical issues quickly and with a focus on problem resolution.

Proactive Operations Program (POP)

1W+   **NEW**

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

Offerings include:

- Capacity Management
- Desired Configuration Management (Windows Server, including Active Directory®, Microsoft Exchange Server, Microsoft Office SharePoint® Server, and Microsoft SQL Server®)
- Knowledge Management
- Team Management
- Release Management

Dedicated Support Engineering (DSE)

Variable

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

Side-By-Side Remediation Services

NEW

Variable

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

Active Directory Risk and Health Assessment Program (ADRAP)

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

Cluster Server Risk and Health Assessment Program (CSRAP)

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

Exchange Server Risk Assessment Program (EXRAP)

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

SharePoint Server Risk Assessment Program (SPRAP)

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

SQL Server Risk Assessment Program (SQLRAP)

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

System Centre Configuration Manager Risk and Health Assessment Program (SCCMRAP)

- SCCMRAP - Client Assessment
- SCCMRAP - Configuration
- SCCMRAP - Operational Excellence
- SCCMRAP - Server Assessment

Windows Desktop Risk and Health Assessment Program (WDRAP)

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

Premier Workshops

Premier Support Workshops and WorkshopPLUS courses are delivered by accredited Microsoft field engineers and aim to provide advanced technical training to empower your IT staffs ability to prevent and respond to critical situations. Courses are offered publically or can be co-ordinated privately onsite with the assistance of your Technical Account Manager. Students attending WorkshopPLUS complete a Pre- and Post-Assessments to measure their knowledge gained. In addition, students participate in an Action Planning Exercises to gauge what they have learnt and apply it to real-world scenarios.

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

Active Directory Backup and Disaster Recovery WorkshopPLUS

4D LEVEL 300 ✥ PLUS

This WorkshopPLUS course provides participants with the knowledge and skills required to prepare for, recover from, or avoid specific Microsoft Active Directory disasters. Following a primer module, "Preparing for and Avoiding Disasters", students will explore several specific disaster scenarios using an impact, cause and prevention methodology.

Active Directory Troubleshooting WorkshopPLUS

UPDATED

4D LEVEL 300 ✥ PLUS

This WorkshopPLUS course aims to provide participants with the skills required to understand and successfully troubleshoot Active Directory problems, including group policies application and file replication service issues, logon failures and Active Directory replication failures. Students learn the tools used in Active Directory troubleshooting, which accelerates time to resolution.

Advanced .NET Debugging WorkshopPLUS

4D LEVEL 400 ✥ PLUS

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

App-V 4.5 Introduction to Application Virtualisation Workshop

NEW

3D LEVEL 300 ✥

This workshop aims to provide attendees with the key skills required to use and manage App-V 4.5. The workshop is a 3 day hands-on workshop intended for IT Professionals as well as Application Packagers.

App-V 4.6 Advanced Sequencing and Troubleshooting Workshop

NEW

2D LEVEL 300 ✥

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

BizTalk Server 2009 Architecture and Administration Workshop

NEW

3D LEVEL 300 ✥

This workshop can help organisations that are about to embark on an Enterprise Application Integration, Business-to-Business or Business-to-Consumer using Bizalk Server 2009 platform and require a hands-on introductory level workshop to gain practical knowledge on how to architect, develop, deploy and debug a BizTalk Server 2009 solution.

BizTalk Server 2009 Development Workshop

NEW

4D LEVEL 300 ✥

This workshop covers major areas of BizTalk Server 2009 including the BizTalk XML Tools (Editor and Mapper), Orchestration, Configuration and Administration, Content Based Routing, Orchestration of Web Services, Business Rule Composer and Engine, Deployment, Adapters, Business Activity Services and Monitoring.

BPOS Exchange Online Administration and Troubleshooting Workshop

NEW

2D LEVEL 200 ✥

This workshop provides an overview of the Cloud Services and BPOS suite of products, as well as detailing how to secure, administer and migrate an On Premise Exchange environment into the Cloud. The workshop will cover best practices and provide hands on labs dealing with migrating an On Premise Exchange environment into a live Cloud trial environment.

Desired Configuration Manager (DCM) Workshop

NEW

2D LEVEL 200

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

Dynamics CRM Administration Workshop

NEW

3D LEVEL 300 ✋

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

Exchange Server 2007 Clustering WorkshopPLUS

4D LEVEL 300 ✋ PLUS

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

Exchange Server 2010 Technical Readiness Workshop

NEW

3D LEVEL 300 ✋

This workshop provides an introduction to the new architecture and feature set for Exchange Server 2010. Participants will have an opportunity to learn various aspects of planning, server sizing, deployment, high level migration steps, role architecture, features and configuration, and the new high availability features.

Improve your team's ability to prevent and respond to critical situations.

Premier Workshops
continued

Exchange Server 2010 Upgrade Workshop
NEW

2D LEVEL 300

This workshop aims to provide participants with the knowledge and skills necessary to effectively setup and configure Exchange Server 2010 in an existing Exchange Server 2003 or 2007 organisation.

Internet Information Server 7.5 Administration and Troubleshooting WorkshopPLUS
NEW

4D LEVEL 300 ✋ PLUS

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

Microsoft IT Insight - Exchange Server 2010 Deployment and Operations at Microsoft Workshop
UPDATED

1D LEVEL 200 ✋

This workshop provides insight into Microsoft's internal process for planning, migrating, deploying and managing messaging and communication infrastructure. This workshop focuses on messaging architecture, design considerations, spam control measures, productive mobile messaging, process, and tools to effectively monitor messaging infrastructure. The course also covers unified messaging and communication using Exchange Server 2010.

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

1D LEVEL 200 ✋

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

Microsoft IT Insight - How Microsoft Does Virtualisation Workshop
UPDATED

1D LEVEL 200 ✋

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

Microsoft IT Insight - How Microsoft Green IT and Environmental Sustainability Workshop
NEW

1D LEVEL 200 ✋

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

Microsoft Operations Framework v 4 0 Overview and Simulation Workshop

1D LEVEL 200

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

Microsoft Operations Framework v 4.0 Foundation Workshop

3D LEVEL 200

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

Download current PDF at www.microsoft.com.au/services

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

3D LEVEL 200

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

Office Communication Server 2007 R2 Support Workshop

NEW

4D LEVEL 300

The modules in this workshop focus on introducing, planning, deploying, monitoring and maintenance. Each group of modules is designed to provide participants with the concepts, tools and hands-on experience to help to ensure your business productivity needs are met with high performance, high efficiency, and high availability instant messaging and application integration.

Performance Monitor - Monitoring Vital Signs WorkshopPLUS

NEW

3D LEVEL 300 PLUS

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

Proactive Monitoring with Operations Manager (PSCOM) Workshop

NEW

3D LEVEL 200

This workshop teaches how to implement incident and problem management processes by using technical tools and reports to tune Microsoft System Center Operations Manager 2007 for the customer's environment. The workshop demonstrates sample tools to help accomplish effective management pack tuning.

Secure Development LifeCycle IT: Architecting Secure Solutions Workshop

3D LEVEL 300

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

Secure Development LifeCycle IT: Secure Applications Development Workshop

3D LEVEL 300

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

Service Level Management (SLM) Workshop

NEW

3D LEVEL 200

The Service Level Management (SLM) Workshop helps IT groups evaluate their enterprise-wide infrastructure services by using a set of agreed-upon metrics to keep their Microsoft server infrastructures running at peak efficiency and availability for all users. The workshop provides process and technical education and demonstrates the complete solution.

SharePoint Server 2007 Administration and Troubleshooting WorkshopPLUS

UPDATED

4D LEVEL 300 PLUS

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

Premier Workshops
continued

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SharePoint Server 2007 Backup, Recovery and Availability WorkshopPLUS

4D LEVEL 300 ✋ PLUS

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

Sharepoint Server 2007 Developer Workshop

NEW

3D LEVEL 300 ✋

This workshop covers the Windows SharePoint Services 3.0 development tasks through the study of the object model, features, event handlers, web parts, custom field types, site columns, content types, custom workflows and site definitions. SharePoint solution packaging, writing scalable code and avoiding common SharePoint coding issues are also included in the syllabus.

SharePoint Server 2007 Power User Workshop

NEW

2D LEVEL 300 ✋

This workshop is geared towards SharePoint Server 2007 site administrators and covers site management, permissions, web parts, workflows, collaboration and business Intelligence features.

SharePoint Server 2010 Technical Readiness Workshop

NEW

4D LEVEL 300 ✋

This workshop covers off the new and enhanced architecture and functionality in SharePoint Server 2010. The course comprises of design, upgrade and configuration modules that are reinforced by hands-on lab exercises. The workshop aims to equip attendees with the knowledge and skills to smoothly migrate to and manage a SharePoint Server 2010 environment.

Silverlight 3 for Developers Workshop

NEW

3D LEVEL 300 ✋

This workshop aims to assist participants with developing Silverlight applications using both Visual Studio 2008 and Expression Blend, as well as other tools.

SQL Server 2005 2008 Performance Tuning & Optimisation WorkshopPLUS

UPDATED

4D LEVEL 300 ✋ PLUS

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

SQL Server 2008 Administrator Workshop

NEW

3D LEVEL 300 ✋

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

SQL Server 2008 Upgrade Workshop

NEW

2D LEVEL 300 ✋

This workshop aims to help equip attendees with the knowledge and skills with required to upgrade from SQL Server 2000 or SQL Server 2005 to SQL Server 2008. The content cover various planning and upgrade tools and is mainly targeted for the database engine upgrade.

System Centre Configuration Manager 2007 for SMS Professionals Workshop

3D LEVEL 300 ✋

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

System Centre Configuration Manager 2007 R2 Implementation and Configuration WorkshopPLUS

NEW

4D LEVEL 300 ✋ PLUS

This workshop aims shows students how to set up and troubleshoot a Configuration Manager environment. They will be able to better optimise security updates and software-deployments. In addition, they will be able to more effectively manage their clients securely, regardless of the location.

System Centre Mobile Device Manager 2008 Deployment Workshop

NEW

2D LEVEL 300 ✋

This workshop targets organisations where Windows Phone devices have been chosen as the mobility solution, and they need to secure and centrally manage them as necessary. This course covers mobility aspects for staff to correctly administer and troubleshoot the Microsoft Exchange Server 2003 - 2007 environment and also has an in-depth view of Microsoft ActiveSync®.

System Centre Operations Manager 2007 R2 Planning and Management Workshop

UPDATED

3D LEVEL 300 ✋

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

"Learn from accredited field support engineers with real world experience."

Premier Workshops
continued

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

System Centre Operations Manager 2007 R2: Monitoring, Optimising and Troubleshooting WorkshopPLUS (NEW)

4D LEVEL 300 ✋ PLUS

This workshop aims to provide participants with a deep understanding of how to use System Center Operations Manager to monitor an organisation's infrastructure. The course provides a technical drill-down into various aspects of the Operations Manager technology with a strong emphasis on hands-on labs.

Win32 Advanced User Mode Debugging WorkshopPLUS

4D LEVEL 400 ✋ PLUS

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

Windows 7 Application Compatibility for Enterprises Workshop

2D LEVEL 300 ✋

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

Windows 7 Deployment Using MDT 2010 Workshop

3D LEVEL 200 ✋

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

Windows 7 Essentials Workshop

3D LEVEL 200 ✋

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

Windows Administration and Automation Using Windows PowerShell WorkshopPLUS (NEW)

4D LEVEL 200 ✋ PLUS

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

Windows Critical Problem Management Workshop (UPDATED)

2D LEVEL 300 ✋

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

Windows PowerShell 2.0 Scripting for the IT Administrator WorkshopPLUS (NEW)

3D LEVEL 300 ✋ PLUS

This workshop is designed to take I.T. Staff to the next level of skill and practical knowledge and move beyond the basic cmdlets that ship with Windows PowerShell. This 4-Day workshop will expose attendees to some of the most advanced PowerShell Scripting techniques and methods to manage a range of system and network resources, objects and services. The workshop will also include coverage of special topics including modules on IIS, Certificates, DNS services and new feateures in Powershell v 2.0.

Windows Server 2003-2008 Group Policy Administration and Troubleshooting WorkshopPLUS

NEW

3D LEVEL 300 ✋ PLUS

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

Windows Server 2008 Directory Services Workshop

3D LEVEL 300 ✋

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

Windows Server 2008 R2 Deploying and Managing Failover Cluster WorkshopPLUS

UPDATED

4D LEVEL 300 ✋ PLUS

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

Windows Server 2008 R2 Hyper-V and SCVMM 2008 R2 Workshop

NEW

3D LEVEL 300 ✋

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

Windows Server 2008 R2 Readiness Workshop

2D LEVEL 200 ✋

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

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

NEW

2D LEVEL 200 ✋

The workshop aims to help attendees understand the key new features for Active Directory in Windows Server 2008. In addition to this participants will learn about best practices and deployment issues as well as how to migrate Active Directory to Windows Server 2008.

Operations Consulting

Operations Consulting through Microsoft Services are designed to assist customers in improving their operational practices around the support, management and delivery of IT services built on Microsoft technology. Microsoft Operations Consultants are all certified Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL), most at the Service Manager level, and are experienced in heterogeneous environments so they are able to help customers across their IT service architecture, not just with Microsoft products. The service offerings below focus on process, tools and training to help customers achieve maximum effectiveness from their IT Operations through the application of service management best practices.

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

Desired Configuration Management (DCM)

3-5W

UPDATED

Desired Configuration Management (DCM) provides hands-on assistance, showing IT groups how to apply Microsoft® IT and ITIL (IT Infrastructure Library) best practices, processes, tools, and knowledge to improve service availability. It enables IT groups to define and apply standard configurations for their systems, and then monitor compliance with those standards. DCM operates in the System Center Configuration Manager environment, and is currently available for the following technologies:

• Exchange Server   • Windows Core Services (Active Directory®)
• SQL Server®   • SharePoint® Server   • Office Communications Server®.

Proactive Monitoring with Microsoft Operations Manager (PSCOM)

2-4W

UPDATED

Proactive Monitoring with Microsoft Operations Manager (PSCOM) combines the implementation of incident and problem management processes with technical tools and reports to tune Microsoft® System Center Operations Manager for your environment. In collaboration with your monitoring and Microsoft solution teams, PMOM from Microsoft helps you create Incident matrices, Major problem reviews, and Structure for a sustained engineering team.

IT Service Mapping (SMAP)

1W

NEW

IT Service Mapping (SMAP) is designed to help IT and business unit groups define and evaluate Services for their organisation. Service Mapping allows customers to ensure that all dependencies and cross functional areas are captured and accountability identified. Service Map processes and tools help define key roles and responsibilities in the IT 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.

Roles and Knowledge Management (RKM)

2-4W

NEW

Roles and Knowledge Management (RKM) is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your Windows Server 2003, Active Directory, Exchange Server 2007, Exchange Server 2003, Office SharePoint Server 2007, and SQL Server 2005 environments. RKM helps IT groups apply Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels. Specifically, RKM helps IT groups:

• Clearly understand roles and responsibilities of service managers, administrators, and other operations staff.
• Create an environment in which 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

Operations Strategic Review (OSR)

1W

The Operations Strategic Review (OSR) develops a high-level 12-18 month roadmap for process improvement in support of IT's business-validated vision, strategy and project plans. This includes defining immediate actions to address pressing needs and scheduling longer term continuous improvements. This roadmap is developed by uncovering significant weak points and identifying corresponding solutions that deliver specific levels of IT service to the business. This is delivered as a series of recommended continuous process improvement programs

Service Catalogue Design (SCD)

1W

NEW

Microsoft® Services Service Catalogue Design covers the foundational aspects of producing and managing a Service Catalogue. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the Service Catalogue. Through these working sessions, you will learn how to engage the right people and gather information for the Service Catalogue that is relevant for your organisation. Service Catalogue information is entered in a basic SharePoint template (optional) or in a final document deliverable. The Service Catalogue Design offer helps reduce complexity and the associated risks by providing a Service Catalogue customised for the needs of your unique organisation.

Service Level Management (SLM)

2-4W

Service Level Management (SLM) is designed to help IT groups evaluate the availability of their enterprise-wide IT infrastructure services, and manage by a set of agreed upon metrics to keep their Microsoft server infrastructures running at peak efficiency and availability for all users. With SLM-OM, Microsoft provides hands-on assistance, guiding IT groups on how to apply Microsoft IT, ITIL (IT Infrastructure Library) and MOF (Microsoft Operations Framework) best practices, processes, tools, and knowledge to improve service availability.

Service Management Assessment (SMA)

1-6W

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

Microsoft Operations Consulting can help optimise the effectiveness of your IT Operations.

Software Update Management (SUM)

2-3W

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

Future Offerings

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

Advanced Windows Troubleshooting using SysInternals & Other Tools

This workshop helps attendees how to use an array of Sysinternal tools for diagnosis and resolution of many simple and complex problems.

Azure Advanced Debugging Workshop

This workshop explores tools and processes involved in debugging , managing and deploying Azure applications including SQL Azure. Topics include details on instrumenting code, troubleshooting application hangs, exceptions, performance & memory issues.

Azure Introduction and Application Migration Workshop

This workshop aims to provide an overview of different cloud computing architectures and benefits that each offers. It provides a deep dive into the Azure SDK – Tools and APIs – that covers Azure Compute and App Fabric, as well as storage details.

BPOS Deployment and Operations Review

This review is designed for the IT organisation that has deployed one or more BPOS components and wants to identify and prioritize BPOS ecosystem issues, while defining a clear path to improvement.

BPOS Exchange Online Readiness Assessment

This assessment evaluates a customers infrastructure and environment to determine BPOS migration readiness for Exchange Online. Deliverables include a detailed discovery document and remediation plan to enable the customer to proceed with a successful migration.

BPOS Readiness Assessment for On Premise Infrastructure

This assessment evaluates a customers infrastructure and environment to determine BPOS migration readiness specific to their on-premise server architecture. Deliverables include a detailed discovery document and remediation plan to enable the customer to proceed with a successful migration.

BPOS Service Mapping (BSM)

BSM is a 1-week series of working sessions and discovery activities designed to define a comprehensive BPOS Service Map. Customers are enabled to develop future Service Maps leveraging the included and licensed Service Map Designer tool.

BPOS SharePoint Online Administration and Troubleshooting Workshop

This workshop will cover BPOS SharePoint Online administration, tools, change request processes, application updates and basic debugging. The main objective is to empower customers to efficiently support their employees and minimise the frequency and impact of issues.

BPOS SharePoint Online Readiness Assessment

This assessment evaluates a customers infrastructure and environment to determine BPOS migration readiness for SharePoint Online. Deliverables include a detailed discovery document and remediation plan to enable the customer to proceed with a successful migration.

Cloud Services 1-2-3 Strategy and Planning Engagement

Our Cloud 1-2-3 Strategy and Planning offering will help you understand the benefits of Microsoft Cloud Services, and how you can identify opportunities and capitalise on them to achieve your organisational goals.

Dynamics CRM Online Introductory Workshop

This workshop provides a thorough review of the features available in the Dynamics CRM Online application. Attendees will gain a deeper understanding of how the CRM Online application can be used and configured.

Dynamics CRM Online Migration Assessment

This assessment helps customers to understand their data requirements, develop a migration strategy, complete a test migration, and ultimately complete the migration of their data into Dynamics CRM Online.

Dynamics Performance Optimisation Workshop

This is an in-depth course that aims to address the tools and techniques used to help identify and eliminate performance bottlenecks on computers running Microsoft SQL Server and related Microsoft Dynamics applications.

Exchange Server 2007 Administration, Operations and Troubleshooting Workshop

This workshop is designed to equip operations staff and Exchange administrators responsible for daily operations of an Exchange Server 2007 messaging infrastructure.

Exchange Server 2010 Administration and Troubleshooting WorkshopPLUS

This workshop aims to provide Exchange administrators with the knowledge and skills to manage an Exchange Server 2010 environment optimally.

Exchange Server 2010 Configuration and Administration Workshop

This workshop aims to provide Exchange administrators with the knowledge and skills to manage an Exchange Server 2010 environment optimally.

Greent IT - Sustainable I.T. Health Check

The Green IT Health Check aims to assess the environmental impact of an IT infrastrucre and how it may be improved based on better practices.

Group Policy Objects Health Check (GPOHC)

The GPO Health Check is designed to provide a full and complete assessment Check, optimisation and remediation of a group policies environment.

ISA to ForeFront TMG Upgrade Workshop

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

Office Communication Server Health Check (OCSHC)

The OCS RAP is as a proactive engagement to review a customer's OCS infrastructure to identify current problems and future risks.

Sharepoint Server 2010 Administration WorkshopPLUS

This course provides in-depth coverage of Microsoft SharePoint Foundation 2010 deployment, configuration, security, operations, backup, and restore functionality.

Sharepoint Server 2010 Backup, Recovery and Availability WorkshopPLUS

This course covers basic disaster recovery concepts and introduces the built-in and external backup and recovery tools for SharePoint 2010 to help equip attendees to choose an appropriate approach to highly available Sharepoint solutions.

SQL Server 2008 Failover Clustering WorkshopPLUS

This workshop explores the various SQL Server 2008 High Availability options. Students learn to compare approaches and determine which option is best suited to their business needs.

SQL Server 2008 Replication for Administrators Workshop

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

SQL Server for Non-SQL Engineers Workshop

This course is designed for non-DBAs that have to maintain SQL repositories as a result of managing a SharePoint, Configuration Manager, Operations manager or BizTalk infrastructure.

Windows File-Print Server Health Check

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

Premier Support Agreement Options

Tailored to your company's specific business needs, Premier Support brings the knowledge of Microsoft experts directly to you, helping to identify and resolve IT issues proactively, while backing your business with direct Microsoft support 24 hours a day, 7 days a week. All agreements also provide access to Microsoft Premier Online, an online customer portal with an extended knowledge base. Choose from foundational-level to ultimate-level services to receive the end-to-end support your business requires.

Premier Foundation

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

Premier Standard

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

Premier Plus

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

Premier Ultimate

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

Premier Global

Premier Global is an add-on service available to Premier Standard and above customers with multinational operations. It provides the ability to centralise the management of your support services, reducing the administrative burden and costs through simplified contract negotiations, coordination, and payment. Through a consolidated global report, you will also gain a holistic view of service usage throughout your organization so that you can take control of support usage at local and global levels.

Build on some of the Industry's leading know-how with Microsoft Premier Support.

Premier Support Comparison Chart

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

Service Component & Benefits	Features	Premier Foundation	Premier Standard/ Plus/Global	Premier Ultimate
Service Management				
• Provides trusted advisor to help improve the alignment between business and IT	Service Delivery Plan	Included	Included	Included
• Helps increase performance and availability of mission-critical systems	Service Improvement Planning	Minimal	Suggested and customized	Customized, with jointly agreed-upon accountabilities
• Helps minimize the cost of downtime	Remediation Planning	Not available	Included	Included
• Offers direct relationship with Microsoft	Operational Guidance	Not available	Included	Included
• Helps maximize productivity of IT staff	Monthly Reporting and Trending Advice	Monthly, without trending advice	Monthly	Monthly
• Helps optimize and improve IT operations	Incident Trend Analysis	Not available	Included	Included
	Escalation Management	Included	Included	Included
	Account Representative	Shared, designated contact	Designated contact	Designated contact
	Remote vs. On-Site Resource	Primarily remote	Primarily on-site	Primarily on-site
Proactive Services				
• Helps identify and control platform risks before they can be a threat	Health Checks and Supportability Review	Health check only	Included	Included – Custom Package
• Reduces risk during technology migration	Operational Excellence Solution	Not Available	Available	Included – Custom Package
• Helps maximize productive use of technology	Remediation Services	Not available	Available	Included – Custom Package
• Helps increase platform flexibility and agilitys	Dedicated Supportability Engineering	Not available	Available	Available
• Exclusive access to knowledge share and best practices	Proactive Information Distribution	Included	Included	Included
• Provides advanced technical training to help IT staff act proactively and to develop crisis management skills.	Microsoft Premier Online	Included	Included	Included
	Workshops and WorkshopPLUS	2 Workshops only	Included – Custom Package	Included – Custom Package
Problem Resolution Services				
• Offers peace of mind so that personnel are ready to react when problems arise	TechNet	Available	Available	Available
• Decreased resolution time during crisis with direct involvement from Microsoft	24/7 Problem-Resolution Services (covering all products)	30 or 60 hours	70 hours +	Unlimited
	24/7 Critical Situation Escalation Management	Included	Included	Included
	Rapid On-Site Support	Included	Included	Included
	Dedicated Support Team	Not available	Available	Available

Proactive Offerings
(Microsoft Services Premier Support)

OFFERING	DUR	PG
24 x 7 Critical Situation Response with Rapid Onsite Support Services	Variable	10
Active Directory Backup and Disaster Recovery WorkshopPLUS	4D	12
Active Directory Risk and Health Assessment Program (ADRAP)	1W+	6
Active Directory Troubleshooting WorkshopPLUS	4D	12
Advanced .NET Debugging WorkshopPLUS	4D	12
Advanced Windows Troubleshooting using SysInternals & Other Tools	2D	22
App-V 4.5 Introduction to Application Virtualisation Workshop	3D	12
App-V 4.6 Advanced Sequencing and Troubleshooting Workshop	2D	12
App-V Health Check	1W+	6
ASP.NET Best Practice Review	3-5D	6
Azure Advanced Debugging Workshop	3D	22
Azure Introduction and Application Migration Workshop	3D	22
BizTalk Server 2009 Architecture and Administration Workshop	3D	12
BizTalk Server 2009 Development Workshop	4D	12
BizTalk Server Health Check (BTSHC)	1W+	6
BPOS Deployment and Operations Review		
BPOS Exchange Online Administration and Troubleshooting Workshop	3D	12
BPOS Exchange Online Readiness Assessment	1W+	22
BPOS Readiness Assessment for On Premise Infrastructure	1W+	22
BPOS Service Mapping (BSM)	1W+	22
BPOS SharePoint Online Administration and Troubleshooting Workshop	2D	22
BPOS SharePoint Online Readiness Assessment	1W+	22
Cloud Services 1-2-3 Strategy and Planning Engagement	1-3W	22
Cluster Server Risk and Health Assessment Program (CSRAP)	1W+	6
Dedicated Support Engineering (DSE)	Variable	10
Desired Configuration Management (DCM)	3-5W	20
Desired Configuration Manager (DCM) Workshop	2D	13
Dynamics CRM Administration Workshop	3D	13
Dynamics CRM ERP Architecture Assessment	1W+	6
Dynamics CRM ERP Health Check	1W+	6

OFFERING	DUR	PG
Dynamics CRM Online Introductory Workshop	2D	22
Dynamics CRM Online Migration Assessment	1W+	22
Dynamics Performance Optimisation Workshop	4D	22
Exchange Server 2007 Administration, Operations and Troubleshooting Workshop	4D	22
Exchange Server 2007 Clustering WorkshopPLUS	4D	13
Exchange Server 2010 Administration and Troubleshooting WorkshopPLUS	3D	23
Exchange Server 2010 Configuration and Administration Workshop	4D	23
Exchange Server 2010 Migration Readiness Assessment (EMRA)	1W+	6
Exchange Server 2010 Technical Readiness Workshop	3D	13
Exchange Server 2010 Upgrade Workshop	2D	14
Exchange Server Risk Assessment Program (EXRAP)	1W+	7
Greent IT - Sustainable I.T. Health Check	1W+	23
Group Policy Objects Health Check (GPOHC)	1W+	23
Hyper-V Health Check	1W+	7
Internet Information Server 7.5 Administration and Troubleshooting WorkshopPLUS	4D	14
Internet Information Services Health Check (IISHC)	1W+	7
Internet Security and Acceleration Server Health Check (ISAHC)	1W+	7
ISA to ForeFront TMG Upgrade Workshop	3D	23
IT Operations Risk and Health Assessment Program (OPSRAP)	3-5D	8
IT Service Mapping (SMAP)	1W	20
Microsoft IT Insight - Exchange Server 2010 Deployment and Operations at Microsoft Workshop	1D	14
Microsoft IT Insight - How Microsoft Does Unified Messaging and Communications Workshop	1D	14
Microsoft IT Insight - How Microsoft Does Virtualisation Workshop	1D	14
Microsoft IT Insight - How Microsoft Green IT and Environmental Sustainability Workshop	1D	14
Microsoft Operations Framework v 4 0 Overview and Simulation Workshop	1D	14
Microsoft Operations Framework v 4.0 Foundation Workshop	3D	14
Microsoft Operations Framework v 4.0 Managing Change, Configuration and Risk Workshop	3D	15
Office Communication Server 2007 R2 Support Workshop	4D	15

OFFERING	DUR	PG
Office Communication Server Health Check (OCSHC)	1W+	23
Operations Strategic Review (OSR)	1W	20
Performance Monitor - Monitoring Vital Signs WorkshopPLUS	3D	15
Proactive Monitoring with Microsoft Operations Manager (PSCOM)	2-4W	20
Proactive Monitoring with Operations Manager (PSCOM) Workshop	3D	15
Proactive Operations Program (POP)	1W+	10
Project Server Health Check (PSHC)	1W+	8
Public Key Infrastructure Server Health Check (PKIHC)	1W+	8
Roles and Knowledge Management (RKM)	2-4W	20
Secure Development LifeCycle IT: Architecting Secure Solutions Workshop	3D	15
Secure Development LifeCycle IT: Secure Applications Development Workshop	3D	15
Security Health Check (SECHC)	1W+	8
Service Catalogue Design (SCD)	1W	20
Service Level Management (SLM)	2-4W	21
Service Level Management (SLM) Workshop	3D	15
Service Management Assessment (SMA)	1-6W	21
SharePoint Server 2007 Administration and Troubleshooting WorkshopPLUS	4D	15
SharePoint Server 2007 Backup, Recovery and Availability WorkshopPLUS	4D	16
Sharepoint Server 2007 Developer Workshop	3D	16
SharePoint Server 2007 Power User Workshop	2D	16
Sharepoint Server 2010 Administration WorkshopPLUS	4D	23
Sharepoint Server 2010 Backup, Recovery and Availability WorkshopPLUS	4D	23
SharePoint Server 2010 Technical Readiness Workshop	4D	16
SharePoint Server Risk Assessment Program (SPRAP)	1W+	8
Side-By-Side Remediation Services	Variable	11
Silverlight 3 for Developers Workshop	3D	16
Software Update Management (SUM)	2-3W	21
SQL Server 2005 2008 Performance Tuning & Optimisation WorkshopPLUS	4D	16
SQL Server 2008 Administrator Workshop	4D	16
SQL Server 2008 Failover Clustering WorkshopPLUS	4D	23

OFFERING	DUR	PG
SQL Server 2008 Replication for Administrators Workshop	3D	23
SQL Server 2008 Upgrade Workshop	2D	16
SQL Server for Non-SQL Engineers Workshop	2D	23
SQL Server Risk Assessment Program (SQLRAP)	1W+	8
System Centre Configuration Manager 2007 for SMS Professionals Workshop	3D	17
System Centre Configuration Manager 2007 R2 Implementation and Configuration WorkshopPLUS	4D	17
System Centre Configuration Manager Health Check (SCCMHC)	1W+	8
System Centre Mobile Device Manager 2008 Deployment Workshop	2D	17
System Centre Operations Manager 2007 R2 Planning and Management Workshop	3D	17
System Centre Operations Manager 2007 R2: Monitoring, Optimising and Troubleshooting WorkshopPLUS	4D	18
System Centre Operations Manager Server Health Check (SCOMHC)	1W+	8
Terminal Services Health Check (TSHC)	1W+	9
Win32 Advanced User Mode Debugging WorkshopPLUS	4D	18
Windows 7 Application Compatibility for Enterprises Workshop	2D	18
Windows 7 Deployment Using MDT 2010 Workshop	3D	18
Windows 7 Essentials Workshop	3D	18
Windows Administration and Automation Using Windows PowerShell WorkshopPLUS	4D	18
Windows Critical Problem Management Workshop	2D	18
Windows Desktop Risk and Health Assessment Program (WDRAP)	1W+	9
Windows File-Print Server Health Check	1W+	23
Windows PowerShell 2.0 Scripting for the IT Administrator WorkshopPLUS	3D	18
Windows Server 2003-2008 Group Policy Administration and Troubleshooting WorkshopPLUS	3D	19
Windows Server 2008 Directory Services Workshop	3D	19
Windows Server 2008 R2 Deploying and Managing Failover Cluster WorkshopPLUS	4D	19
Windows Server 2008 R2 Hyper-V and SCVMM 2008 R2 Workshop	3D	19
Windows Server 2008 R2 Readiness Workshop	2D	19
Windows Server Distributed File System (DFS) Administration and Troubleshooting Workshop	2D	19

Contact

General contact information

Australia
Email us at **contactus@microsoft.com.au**
Telephone us on **13 20 58**

New Zealand
Email us at **nzpevent@microsoft.com**
Telephone us on **0800 800 004**

Office locations

Australia

Adelaide
Westpac House
Level 26,
91 King William Street

Brisbane
Waterfront Place
Level 9,
1 Eagle Street

Canberra
Walter Turnbull Building
Level 2,
44 Sydney Ave Barton

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

Hobart
Level 3
85 Macquarie Street

Melbourne
Level 5,
4 Freshwater Place
Southbank

Perth
Level 3,
100 St Georges Terrace

Sydney
1 Epping Road
North Ryde

New Zealand

Auckland
Level 5
22 Viaduct Harbour Drive

Wellington
Level 12
157 Lambton Quay

Workshop locations

Australia

Adelaide
Cliftons Training Centre
Level 1, 80 King William Street

Brisbane
Cliftons Training Centre
288 Edward Street

Saxons Training Facilities
Level 11, 300 Adelaide Street

Canberra
Cliftons Training Centre
Level 2, 10 Moore Street

Hobart
Quill's Consultancy
Level 6, 152 Macquarie Street

Melbourne
Saxons Training Facilities
Level 8, 500 Collins Street

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

Sydney
Microsoft
1 Epping Road
North Ryde

New Zealand

Auckland
Microsoft
Level 5, 22 Viaduct Harbour Drive

Cliftons Training Centre
Level 2, Tower Centre,
45 Queen Street

Wellington
Eagle Technology
Level 5, 135 Victoria Street