



DATA SHEET

Microsoft Project Server Health Check Program

The Microsoft Project Server Health Check (PSHC) is an insight into the health of your Project Server EPM environment. This multi-day engagement uses a variety of tools to collect data and statistics of the most important and critical aspects of your Project Server environment. The goal of this health check is to proactively diagnose and analyse the data collected, make recommendations based on best practices and potentially avoid any problems from surfacing in the future. The tools used are passive and only collect information about Project Server, Windows SharePoint Services and SQL. They are read-only and do not make any changes to any servers. The health check data gathering is performed onsite. Data analysis may be completed post-visit. Documentation, reports and prescriptive guidance are provided to your staff based on the findings. Follow up days are available upon request.

Key Features:

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

- Ability to identify symptoms and/or potential problems before it affects production.
- Review critical processes to achieve minimum downtime due to disaster recovery.
- Understanding of EPM functionality and ability to troubleshoot failures.
- Identify any warnings or red flags that may be adversely affecting users.
- Understanding of common problems and mistakes made by administrators.

The PSHC Health Check tool provides valuable information about the overall health of key components and implementation best practices along with a comprehensive list of issues encountered and recommended mitigations.

Target Audience:

The PSHC is designed for senior IT staff in charge of the daily support and maintenance of production EPM environment. Representation of the Project Management Organisation is strongly encouraged to factor in usability statistics and provide best practices information.

Phases of the Health Check Program:

Part I: Data Gathering

Introduces the tools used to analyse the health of your EPMS configuration. Here is a sample of some of the tools used for the Health Check:

- Interview with the deployment team to discuss architecture/ design, intended use and configuration of Project Server.
- Log scraping: collect Event Viewer logs, web.configurations, and IIS Logs. This time can also be used to discuss any current/recurring issues.
- Performance to get analysis on current usage of Project Server: Perfmon, MPSReports, SpSitemanager, SmokeTest
- Microsoft Baseline Security Analyser: Patch, Hot-fix and Service Pack information
- Database Performance using Query Analyser to review project thresholds: Performance Usage Analysis and Average Thresholds
- Disaster Recovery review and recommendations: Supply best practices according to customer environment.
- Administration review: Cube Builds, Active Directory Synchronisation, Customisations, Permissions and security Templates

Part II: Data Analysis and Reporting

After the gathered information is analysed, recommendations are made during this time. Any critical problems found will be addressed and resolved if possible. If time and internal processes delay the resolution of the problems, assistance can be scheduled at a later date. After the completion of this health check, a report is provided with the findings and recommendations to ensure the health of your organisation's EPM environment.

Help Maintain Maximum Efficiency

The Microsoft Project Server Health Check Program leverages Microsoft's own IT organisation's knowledge. By sharing our internal expertise, we hope to help you reach your ideal performance goals.

Help Reduce Support Costs

The PSHC Program helps expose vulnerabilities in your EPM infrastructure and operational processes. When resolved, the result can be improved uptime and lower support costs. Diagnostics reveal causes, not just symptoms, enabling you to take a proactive approach to reducing problems. This includes helping to identify problems to optimise productivity and uncovering potential issues before they affect users and drive up support costs

For more information

About consulting and support offerings from Microsoft, contact your Microsoft Services representative or visit www.microsoft.com.au/services

Utilise Practical Recommendations

The program provides possible solutions for each of the risks identified to assist you in operating an EPM deployment. You will receive operations, configuration, and architectural recommendations aimed at improving the operational efficiency of your EPM servers.