

Microsoft® System Center Configuration Manager Client Health and Remediation Service

Proactive service based on customer experience and Microsoft IT procedures

System Center Configuration Manager Client Health and Remediation Service is a proactive, Premier offering to assess the client health of your entire Configuration Manager hierarchy

Overview

The Configuration Manager Client Health and Remediation Service complements the Risk Assessment Program for Configuration Manager (CMRAP) by providing your company with a methodology and toolset for remediation of client health. The Client Health Service does not replace the CMRAP but extends it and provides on-going monitoring of client health.

The Configuration Manager Client Health and Remediation Service offering for Configuration Manager (ConfigMgr) 2007 also provides years of client health knowledge monitoring and automation to ensure that your clients are fully functional, thus reducing risks and increasing reliability. The framework provided in the console is fully customizable with dynamic reports so you can create the client health framework that fits your company's needs.

Maximizing Your Microsoft Investment

Microsoft assigns experienced engineers to your site to perform analysis on the overall client health of your environment. During the engagement, your key IT personnel will be involved with the onsite engineer who will provide guidance around customizing and understanding the client health automated console framework. We provide 60+ health checks using the Dynamic Health Collections and a DCM Baseline to help your organization improve overall client health in your ConfigMgr environment. This knowledge transfer to your personnel will help them identify problems, troubleshoot issues, and automate repair related to ConfigMgr clients. Microsoft engineers also provide you with remediation planning for maximizing the reliability of your investment.

Key Focus Areas

The Configuration Manager Client Health and Remediation Service consists of six parts:

- PFE ConfigMgr Client Baseline Collections
- PFE ConfigMgr Client Component Collections
- PFE ConfigMgr Client OS Dependencies and Standards Collections
- Client Health Startup Discovery Script
- PFE ConfigMgr Client Health DCM Baseline
- Dynamic Customizable Client Health Reporting

The first three sections organize client problems into relevant sets of collections, separating your ConfigMgr client environment into a manageable framework to easily identify problems and facilitate appropriate actions. PFE engineers work with you to install, customize, report, and automate your client health monitoring and repair.



Delivered by highly experienced and accredited Microsoft engineers, the Configuration Manager Client Health and Remediation Service helps you:

- Meet high availability goals while also improving efficiency
- Reduce support costs
- Benefit from practical recommendations

Improving Efficiency

By using the collective knowledge accumulated from proactive and reactive customer engagements, the Configuration Manager Client Health and Remediation includes knowledge sharing to help your business meet high availability goals while also improving efficiency.

Reducing Support Costs

To help reduce support costs, the Configuration Manager Client Health and Remediation Service can expose client health-related issues and improve your patching and operational processes before they affect end users. This proactive diagnosis of the causes and not just the symptoms can help you reduce downtime, decrease the number of incidents, and reduce support costs.

Microsoft wants to help you meet your ongoing client system reliability needs. As part of this engagement, your staff will learn how to use the Client Health Service Framework for Configuration Manager. This console framework remains at your organization after the service and runs regularly, thus providing automated operational preventive maintenance.

Requirements

For the Configuration Manager Client Health and Remediation Service to be effective, the following is required:

- Microsoft .NET 4.0 on Central ConfigMgr site server
- Configuration Manager 2007 SP2 site
- DCM Client Agent feature enabled

Maximize the Value of Your IT Investment

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