Canadian Services Catalogue

Second edition — 2008/2009

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I'm pleased to introduce our second edition of the Microsoft Services catalogue. The catalogue is a compilation of offerings, a directory of sorts, to help Microsoft Client Teams and their Customers directly connect IT needs to solutions.

Microsoft Offerings represent our Global experiences in working with Customers on common problems. Our structured processes are to formally identify and harvest best practices, and apply engineering rigor to produce generally consumable offerings. This represents new and unique value to our Market. With these offerings, we can **Reduce Time to Market** by providing a well-defined delivery plan; **Reduce Project Risks** by leveraging our experience from around the world; **Reduce Deployment and Management costs** through the positive economics of repeatability, and provide outcomes based services scenarios to Customers allowing them to realize the full potential of our software, sooner.

As I hope you'll conclude as you review our catalogue, the collection of offerings is already quite comprehensive. Similar to our Software Products and in parallel, we manage a multi-year Offerings Roadmap, providing our Customers not only with a future sense of the potential of our software, but assurances that Microsoft will also take leadership in helping those Customers thru the realization process.

We are very excited about being able to proactively make compelling propositions to our Customers, knowing that what we are presenting has been proven and fully backed by the strength, depth and capability of our Global Organization. If you would like to learn more about how to leverage the power of Microsoft Service Offerings, please contact your Sales or Services Executive, or email myself at <u>ronw@microsoft.com</u>. It is a new era for us, and we plan on ensuring that each of our valued customers benefits from this program.

Take care.

Ron Withers

Ron Withers
Vice President, Enterprise Services
Microsoft Canada Co.

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Microsoft Services Architecture & Planning Offerings

Companies today are realizing that there has never been a greater need for IT to become and be seen as a true corporate asset that delivers ongoing business value.

CIOs need an IT infrastructure that can help advance rather than impede business. Close alignment between business and IT objectives delivers solutions that empower people to reach customers more effectively, harness critical business insight, and collaborate across boundaries.

Microsoft Services' Architecture and Planning Offerings can help CIOs align IT to organizational strategies and initiatives, and at the same time it empowers them to make IT decisions that can reduce risk and maximize value.

"The ITAP Advisor provided the strategic knowledge necessary to help us determine how to use technology to support our business initiatives, drivers, and capabilities."

- Head of Platform Architecture, Absa Bank

IT Architecture and Planning (ITAP) – Advisory Services

Service Line	Duration	Product	IT Capability
ITAP	Minimum 800 hrs	Not Applicable	Architecture and Planning

The Microsoft IT Architecture & Planning Advisory offering is a unique portfolio of proven tools and processes, combined with the best practices from hundreds of engagements. Our experienced consultants, who possess not only deep technical expertise but strong business acumen, use these assets to align a customer's Microsoft technologies with their strategic initiatives and to clearly demonstrate the business value of their existing investment. They serve as long-term information technology advisors, establishing a framework that helps the customer's organization to strategically plan, build, deploy, and quickly and successfully realize the value of Microsoft technology solutions. The goal is to increase the value delivered by the customer's IT organization through the innovative use of the Microsoft IT investment and provide an IT environment that supports, empowers and inspires their people.

◼ TARGET AUDIENCE:

Primary audience is CIOs and CTOs; secondary audiences are CFOs, IT directors, Chief (Technology) Architects, and Enterprise Architects.

◼ BUSINESS NEEDS:

Customers who are good candidates for the ITAP Advisor offering generally have made a significant commitment to Microsoft technology and exhibit some of these characteristics:
§ Too many applications
§ Too many servers
§ Multiple customer or supplier data sets (duplicate data, poor synchronization)
§ Amount of operational IT spend versus new IT spend is too high
§ Licenses for multiple vendor Enterprise databases
§ M&A or Divestiture
§ Lifecycle management issues
§ No apparent way of aligning IT investment and Organizational strategies

◼ BENEFITS:

The ITAP Advisor:
§ Helps customers realize the value of their Microsoft investment.
§ Acts as a customer advocate – champion their goals and needs across the Microsoft organization.
§ Proactively identifies opportunities to increase the value from their Microsoft investment, without sales-target focus.
§ Provides a route for programmatic access to Microsoft (such as SMEs, PGs, new technologies, research, benchmarking, executives, and product roadmaps).

◼ SCOPE:

The Advisor offering is delivered by experienced Microsoft consultants to a customer over a minimum of 800 hours, over a 12-month period. The advisor engages in a number of activities and scenarios based on the organization's needs. The following is a sample of services provided by an ITAP Advisor:
§ Platform Rationalization
§ Architecture Transformation
§ IT Services Portfolio: Lifecycle Management
§ IT Services Portfolio: Technology Benefits Exploitation Assessment
§ Business Value Assessment & Management
§ Business Architecture Capability Assessment
§ Enterprise Product Lifecycle Roadmap Assessment & Alignment

◼ DELIVERABLES:

The ITAP Advisor produces a number of deliverables over the engagement period including but not limited to current state baseline definition, IT lifecycle roadmap and plan value assessment, architecture analysis and assessment, etc...

IT Architecture and Planning (ITAP) – Architecture Transformation

Service Line	Duration	Product	IT Capability
ITAP	6-8 weeks	Not Applicable	Architecture and Planning

For CIO's who are planning a strategic enterprise-level IT initiative based on the Microsoft platform. This offering provides the industry's most trusted and proven architecture design service direct from the Software Product Vendor. The goals are to mitigate architectural risk, maximize interoperability, and drive increased business alignment and value from your Microsoft platform.

▪ TARGET AUDIENCE:

Primary audience is CIOs and CTOs; secondary audiences are CFOs, IT directors, Chief (Technology) Architects, and Enterprise Architects.

▪ BUSINESS NEEDS:

Customers who are good candidates for the ITAP Architecture Transformation offering exhibit some of these characteristics:
§ Are about to "bet big" using Microsoft technology
§ Have interoperability issues
§ Struggling to get alignment between business and IT
§ Have seemingly intractable IT issues
§ Need a second opinion
§ Are facing a M&A or divestiture
§ Experiencing competitive pressures forcing a new business model

▪ BENEFITS:

Some of the key benefits of the ITAP Architecture Transformation offering are to:
§ Mitigate business and technical risks through improved alignment.
§ Use Microsoft Services Business Architecture to prioritize and justify IT investments.
§ Ensure effective interoperability between Microsoft and non-Microsoft platforms.

▪ SCOPE:

Most Architecture Transformation engagements produce actionable recommendations within six to eight weeks. Services may include the following:
§ Business/IT Architecture Assessment and Discovery: Brings together a range of disciplines and an innovative approach to complete an architecturally based root cause analysis. The net result: a clear series of steps that will resolve issues and provide ways that you can use Microsoft technology to capitalize on new opportunities.
§ Business/IT Architecture Validation Service: Proactively identifies opportunities to enhance the business value of your Microsoft technology investment. To do so, this service employs a unique toolkit that combines innovative approaches from Microsoft with industry research.
§ Knowledge Transfer: A commitment by the Microsoft Services team to improve your team's skills and experiences. Our consultants are dedicated to teaching you how to use our business architecture tools and techniques so you can empower your people long after the initial engagement.

▪ DELIVERABLES:

The deliverables of Architecture Transformation engagements are objective and technology-agnostic. They can be used and reused to help identify and prioritize technology and projects, reengineer processes, solve specific problems, and mitigate risks. Key deliverables include a Business Capability Heat Map to identify high-value, yet underperforming capabilities as well as tools and metrics; current state architecture and root-cause analysis; a cost, benefit, and risk assessment; and prioritized roadmap and plan.

Architecture & Planning

IT Architecture and Planning (ITAP) – Platform Rationalization

Service Line	Duration	Product	IT Capability
ITAP	6-8 weeks	Not Applicable	Architecture and Planning

For CIOs who have made a major investment in the Microsoft platform and want to extract more value from their IT budget while gaining more control over their IT environment, Microsoft Services Platform Rationalization offers a proven approach to rationalizing applications and infrastructure. Platform Rationalization draws from our experience of hundreds of customer engagements worldwide to help you reduce IT complexity while freeing up capital for innovation – empowering your IT organization to deliver measurable business value.

◼ TARGET AUDIENCE:

Primary audience is CIOs and CTOs; secondary audiences are CFOs, IT directors, Chief (Technology) Architects, and Enterprise Architects.

◼ BUSINESS NEEDS:

Customers who are good candidates for the ITAP Architecture Transformation offering exhibit some of these characteristics:
§ The complexity of the infrastructure and applications is becoming unmanageable, and there is redundancy across multiple systems and data stores. The result is more system downtime, higher costs, and inferior customer service.
§ IT is under pressure from the business to invest more in innovation, but my budgets are locked.

◼ BENEFITS:

Some of the key benefits of the ITAP Platform Rationalization offering are to:
§ Enhance control over complex IT infrastructure, systems, and business operations.
§ Free up capital for investment in innovation.

◼ SCOPE:

For the duration of the engagement, a Microsoft Architectural and Planning Advisor will meet with your key stakeholders and perform an assessment of your current state environment, including:
§ IT service level expectation gap analysis
§ Industry benchmarking
§ Architecture assessment
§ Business alignment prioritization
§ IT asset portfolio management

The assessment includes investigation for options concerning:
§ Consolidation
§ Standardization
§ Rationalization
§ Centralization of processes and technology
§ Virtualization
§ Improvement of security
§ Process optimization
§ Shared services and consequences for IT.

◼ DELIVERABLES:

At the end of the engagement, Microsoft develops an assessment report that includes:
§ Recommendations for how you can rationalize your IT technology and architecture to maximize its value
§ High-level economic justification
§ Risk and impact analysis
§ Prioritized opportunities that align with your business and IT objectives

Microsoft | Services

Mainframe Modernization Assessment

Service Line	Duration	Product	IT Capability
ITAP	1 week	Not Applicatble	Mainframe Migration

Staying in step with rapidly changing markets, regulations, and economies is demanding on business. To gain a competitive advantage, organizations must strive for business agility while reducing costs, inspiring innovation, and maintaining a careful alignment between business and IT.

Microsoft Services Mainframe Modernization Assessment (MMA) is focused on organizations with legacy core applications that are looking for a more agile and cost effective development platform. MMA is a five-day engagement that helps CIOs determine the technical feasibility, risk, cost, modernization options, and roadmap for moving from an IBM mainframe to the Windows Server platform.

■ TARGET AUDIENCE:

Primary audience is CIOs and CTOs; secondary audiences are CFOs, IT directors, Chief (Technology) Architects, and Enterprise Architects.

■ BUSINESS NEEDS:

Customers who are good candidate for the ITAP offering generally have made a significant commitment to Microsoft technology and exhibit some of these features:

§ Too many legacy applications
§ Too many legacy servers
§ Amount of operational IT spend versus new IT spend is too high
§ Lifecycle Management issues
§ No apparent way of aligning IT investment and business needs.

■ BENEFITS:

The ITAP Advisor will:

§ Helps determine the impact of modernization on business.
§ Review legacy code to determine best-fit applications.
§ Establish a plan for mainframe modernization.
§ Assess cost, risk and timeframe for a range of modernization solution.

■ SCOPE:

Rather than focussing on one specific migration path, Mainframe Modernization Assessment takes a holistic approach, examining an array of legacy application modernization options. These options are than evaluated through detailed code analysis to help carefully align overall solution to customer needs. After analysing code, a Microsoft ITAP advisor will present you with a detailed report and road map to application modernization.

■ DELIVERABLES:

ITAP advisor will help you to develop a solid modernization plan and guide you through the modernization options that best fit your strategy. To gain insight into the risks and benefits of modernization, you will be provided with a clearly defined framework for evaluating tradeoffs.

Microsoft Services: Enabling the Business through IT

Aligning IT to organizational strategies and initiatives, and determining what applications and infrastructure can best fill those needs efficiently and cost effectively can significantly reduce time to value.

Microsoft Services can assist you with the services you need to enable your business through IT, and help you realize better results from your Microsoft IT investment.

As an enabler of the People Ready vision, Microsoft Services can help customers realize the full value of their IT infrastructure to drive business results through a variety of infrastructure optimization capabilities whether they be around the core server and desktop infrastructure, the business productivity platform or the applications development platform.

Additionally, Microsoft Services can help enable the successful implementation and management of Microsoft business application solutions such as Microsoft Dynamics, and offer a variety of industry focused services.

Desktop Optimization using Vista and Office 2007 (DOVO)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Windows Vista Office 2007	Desktop, Device & Server Management

Microsoft's Desktop Optimization services are built upon proven tools and guidance, which have been designed to help you fully capture the benefits of desktop optimization through the effective use of Windows Vista and the 2007 Office System. Based on extensive experience and expertise that have been gained in complex client environments, Microsoft Services delivers best practices for desktop optimization.

∎ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for desktops, security, networks and desktop and network technologists Participation will vary depending on the sessions and will be communicated as part of the engagement.

∎ BUSINESS NEEDS:

Your organization is an ideal candidate to benefit from Desktop Optimization if your IT environment can be characterized as follows:
- § Desktop images are numerous and difficult to update, and little control exists over desktop configurations and user personalization.
- § Application conflicts are limiting ease-of-use, interoperability, and productivity, and new applications are restricted by compatibility issues.
- § Most IT resources are consumed by the need to react to security threats and service interruptions, with little availability to proactively provide capabilities to further enable the business.
- § Users often work around IT processes and policies, with business and local IT groups making their own decisions which further adds to system complexity.

∎ BENEFITS:

- § Can lead to faster implementation with fewer resources, via Microsoft's expertise, up-front identification and resolution of application compatibility conflicts, the use of integrated and automated tools for desktop planning.
- § Simpler management and more uptime, via policies, processes, and tools that streamline and improve your desktop infrastructure, monitor performance and improve patch management and reporting of critical metrics.
- § Improved productivity and agility, such as more secure, reliable desktop reduces helpdesk calls, increases end-user productivity through a consistent, simplified desktop environment and increased organizational capabilities due to the use of Microsoft guidance, tools, and technologies.

∎ SCOPE:

You can select the services and the desired level of Microsoft involvement—from expert guidance to execution of the complete project lifecycle—that best suits your needs. In addition to helping you achieve the benefits of an optimized desktop, Microsoft can also provide processes, tools, and support to help you operate and enhance value on an on-going basis:
- § Assessment and Program Management: Strategic and project planning, cost estimation, risk assessment, release and change management
- § Application Services: Application Inventory, compatibility, assessment, remediation, packaging, testing, training
- § Desktop Platform Services: Requirements development, inventory, build specification, security planning and configuration, pilot and production implementation/deployment.
- § Infrastructure Services: Infrastructure assessment, health checks, deployment design, end-point integration, workflow, automation

∎ DELIVERABLES:

Plan
- § Vision Scope Document
- § Functional Specification
- § Project Plan

Build
- § Application Portfolio
- § Application Compatibility Training
- § Infrastructure Remediation
- § Image Creation

Deploy
- § Pilot Deployment
- § Production Deployment

Operate:
- § Project Documentation
- § Backup and recovery documentation
- § Deployment monitoring

Service Management Optimization (SMO)

Service Line	Duration	Product	IT Capability
Core IO	Variable	System Center Operations Manager 2007	Desktop, Devices & Server management

Microsoft Services Service Management Optimization (SMO) is a fixed-scope consulting engagement for large organizations. It provides a management solution for proactive monitoring and capacity management of systems, applications, and services that can help you to meet and exceed service-level goals, improve IT productivity, and implement best practices. This Offering is based on guidance and best practices from the System Center Operations Manager 2007 SP1 product development teams, Microsoft's internal IT department, and multiple successful engagements with large organizations.

⊓ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for technology service management.   Participation will vary depending on the sessions and will be communicated as part of the engagement.

⊓ BUSINESS NEEDS:

In order to keep up with ever-expanding server workloads in an increasingly global environment, IT professionals are under intense pressure to provide a rich set of services, wherever and whenever they are needed. Doing so often requires a highly sophisticated and often complex distributed server environment. To deliver the high service levels that a business demands and also rapidly respond to business changes, it is essential that IT deploy the tools necessary to centrally monitor and manage the services they provide.
The key to providing these high levels is deployment and optimization of service-management tools that are configured and optimized based on the requirements of the IT department followed by appropriate knowledge transfer to the IT pros who will operate, manage and maintain the monitoring infrastructure.

⊓ BENEFITS:

This offering will enable customers to:

§ Proactively identify and resolve issues before they become outages

§ Efficiently manage and improve the monitoring infrastructure and processes

§ Effectively establish and improve communications between IT and business stakeholders

Specific benefits include:

§ Operational processes and tools, in combination with a service-level agreement (SLA) scorecard, to enable IT to manage by metrics, build data-driven solutions, and drive a culture of continual improvement

§ Planning, architecture, and deployment of Operations Manager to provide a single end-to-end solution for monitoring systems, applications, and services

§ Implementation of incident and problem-management processes with tools and reports to provide clear accountability for incident escalation and resolution

§ Attribution of service modeling knowledge to a company's IT resources so they can accurately understand and document the interdependencies of their IT services

⊓ SCOPE:

This offering is designed to be comprehensive and fully leverage the capability of Operations Manager. The SMO Offering is sold based on three levels of scope or engagement:

§ A Standard scope generally lasts two weeks.

§ An Advanced Offering generally lasts twelve weeks.

§ And an Enterprise engagement generally lasts six months.

⊓ DELIVERABLES:

This engagement includes the following key deliverables:

§ An implementation of Operations Manager designed for the specific needs of your environment (product license not included).

§ Architecture and design guidance detailing your Operations Manager implementation.

§ Service maps showing the components of your IT services and relationships between them.

§ Incident matrices, escalation paths, and an MPR process to improve incident response.

§ A business scorecard reporting tool to improve service-level measurement.

§ Operational guidance to help you get the most value out of the solution after it has been deployed.

Configuration Management Optimization (CMO)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Configuration Manager 2007	Desktop, Device & Server Management

Configuration Management Optimization provides the processes, technology, and people expertise for enterprise organizations to build a world-class system-update and configuration-management infrastructure. By implementing a solid configuration-management infrastructure and operational processes, customers can simplify systems management (especially software updates and configuration management), enabling them to spend less time and budget on maintaining their systems and more of their efforts on moving their organization forward.

▪ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for systems management and configurations management technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

▪ BUSINESS NEEDS:

IT environments within enterprise and upper midmarket organizations continue to grow in size and complexity. Consequently, the time and expense that IT dedicates to managing its infrastructure are becoming prohibitively high. This complexity is impacted by:
- § patch management (testing, delivery, and occasional roll-back of updates)
- § application-compatibility testing
- § software delivery
- § server configuration management
- § desktop troubleshooting

▪ BENEFITS:

Configuration Management Optimization can help customers:
- § Lower costs
- § Improve uptime
- § Streamline IT operations
- § Improve compliance
- § Simplify systems management
  Implement best practices

Specific benefits include:
- § A more proactive, strategically focused IT department that is better able to support the needs of business units
- § Greater security throughout the IT environment
- § Reduced downtime
- § Quicker response time and resolution for system failures
- § Technology and processes to manage and simplify the complexity that develops in larger infrastructures

▪ SCOPE:

This offering is designed to be comprehensive and to fully leverage the capability of System Center Configuration Manager 2007 SP1 to automate the delivery, update, and management of desktop software. In addition, customers should be able to monitor desktop installations to ensure ongoing compliance with IT standards. The solution will include the full benefits of the Software Update Management service (updated for Configuration Manager SP1) and the Desired Configuration Monitoring service (updated for Configuration Manager SP1). In addition, architecture planning and deployment guidance for Configuration Manager SP1 will be provided. In order for customers to be successful in automated software distribution, expanded guidance on how to properly package and deploy software will also be provided.

▪ DELIVERABLES:

This engagement includes the following key deliverables:
- § Implementation of the Configuration Manager Advanced Client (license not included).
- § Installation and optimization of Configuration Manager site servers.
- § Schematic of network and physical site architecture, including link speed and current capacity.
- § Summary of workstation count and physical locations.
- § Service-level and business-unit requirements.
- § Documentation of current processes.
- § Architecture and design guidance for your Configuration Manager implementation with placement of site servers at hub offices based on technical requirements and business needs.

Technology Consulting

Server Virtualization with Advanced Management (SVAM)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Windows Server 2008 Hyper-V; System Center VMM 2008	Virtualization

Server Virtualization with Advanced Management is an offering from Microsoft Services that enables you to maximize the value of your physical and virtual server infrastructure investments by providing a proven methodology, best practices, and the highest level of expertise in the industry. This offering uses Hyper-V virtualization technology within the Windows Server 2008 operating system, as well as System Center Virtual Machine Manager 2008, to help you take full advantage of server virtualization including third-party virtualization solutions.

TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for server and virtualization technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

With greater demand on IT to solve business challenges, a greater number of server workloads is required. Often organizations isolate each workload on its own physical server, causing "server sprawl." As a result, data centers quickly fill to capacity and each new server purchase increases capital and operating expenditures along with real-estate, power, and cooling costs.

BENEFITS:

Server Virtualization with Advanced Management can benefit customers through the following scenarios:

§ Drive greater IT operating efficiency through managed virtualization, helping to reduce costs and drive operational agility.
§ Manage existing Microsoft or third-party virtualization solutions and environments, enhance IT staff productivity, employ fewer resources to manage and maintain physical and virtual infrastructures, and reduce server infrastructure complexity.
§ Integrate virtualization into an existing business continuance strategy to reduce disruptive events, simplify disaster and recovery planning, and decrease the cost associated with backing up and restoring redundant servers.
§ Create a more efficient and dynamic server infrastructure, customers will be enabled to increase the availability of their server infrastructure, reduce disruptive events, and minimize the time and resources needed to support the infrastructure.

SCOPE:

With a deep understanding of Windows Server 2008 and Virtual Machine Manager 2008, the Information Technology Infrastructure Library (ITIL), and the Microsoft Operations Framework (MOF), Microsoft Services consultants are uniquely qualified to provide guidance and best practices to make your server-virtualization solution a success. This engagement includes the following activities:

§ Use of the Microsoft Assessment and Planning Solution Accelerator to discover the server infrastructure and determine virtualization candidates
§ Report of costs savings that includes potential savings for capital, power, cooling, space, and an ROI calculation for the proposed virtualization solution
§ Proof of Concept implementation

§ Architecture, design, deployment, and migration guidance detailing the proposed virtualization solution
§ Implementation of Windows Server 2008 Hyper-V and Virtual Machine Manager 2008
§ Detailed guidance on managing third-party hypervisors and guest operating systems
§ Operational guidance to help get the best value out of the solution after it has been deployed
§ Execution on the plan created during the Planning and Architecture phase

DELIVERABLES:

This engagement includes the following key deliverables:

§ Use of the Microsoft Assessment and Planning Solution Accelerator to review the server infrastructure and determine virtualization candidates
§ Report of potential savings that includes the cost of capital, power, cooling, and space
§ Proof of Concept implementation
§ Architecture, design, deployment, and migration guidance detailing the proposed virtualization solution
§ Implementation of Windows Server 2008 Hyper-V and Virtual Machine Manager 2008
§ Detailed guidance on managing third-party hypervisors and guest operating systems
§ Operational guidance to help get the best value out of the solution after it has been deployed
§ Implementation of the plan created during the Planning and Architecture phase
§ A virtual infrastructure that emulates a much larger physical infrastructure

Design and Implementation for Active Directory (DIAD)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Windows Server 2008 Active Directory	Identity & Access

Design and Implementation for Active Directory enables organizations to deploy and optimize Windows Server 2008 Active Directory in the most effective way possible by implementing consistent, reproducible processes and configurations that improve efficiency and require less effort to maintain. This Offering will reduce system complexity, simplify management, and streamline the adoption of integrated technologies—resulting in lower total costs, higher productivity, and greater agility. Furthermore, existing Active Directory deployments can be calibrated to address more effectively the needs that have evolved since it was deployed.

TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for identity and access technologies, and senior IT staff members and engineers in charge of supporting and managing the Active Directory environment.

BUSINESS NEEDS:

The demands on IT groups have never been greater. Pressure to operate more efficiently, reduce costs, and increase employee productivity has led IT groups to seek solutions to very difficult problems. Central to the challenges facing IT is the management of directories, authentication, authorization, and identity rationalization. Organizations have come to rely on more and more applications and systems, but as the number of applications and systems increases, so does the number of identities that IT needs to manage and employees need to use. With this proliferation of users and devices in an organization, there is a greater need for a central place to store and manage information about users and their privileges. In addition, the central store must be able to adapt to new, organizational security policies and compliance tracking.

BENEFITS:

This active directory engagement will help to:
- Establish a unified directory architecture.
- Implement Active Directory domain controllers and a replication architecture that meets the service continuity needs of the organization.
- Migrate to a unified Active Directory on the Windows Server 2008 operating system together with the management and operational procedures required to help keep the directory secure and available.

SCOPE:

This engagement includes the following key activities:
- Implementation of Windows Server 2008 Active Directory designed for the specific needs of your environment (product license not included).
- Deployment of read-only domain controllers (RODCs) for locations where physical security cannot be guaranteed.
- Operational guidance to help you get the most value out of the solution after it has been deployed.
- Architecture and design guidance detailing your implementation

DELIVERABLES:

§	Vision and Scope Document	A document with a definition of the vision, the requirements and the scope of the solution. Also includes high-level architecture diagram(s) (with alternatives) a description of components involved in the system, a risk matrix, and a project roadmap.
§	Functional Specification	A word document and Visio diagrams defining all components included in the solution and their definitions.
§	Project Plan (Baseline)	Project Plan describing the complete execution of the effort, used to track project progress.
§	Sponsor Presentations	PowerPoint presentation at major design review milestone meetings with the steering committee.
§	Build and Configuration Guide	Word Document and Visio Diagrams describing the process of configuring the end state architecture.
§	Production Pilot	Deployed, fully configured pilot of end- state directory on the production network for a representative user population selected in the Plan Phase.

Secure Remote Application Publishing Services (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Microsoft Intelligent Application Gateway 2007	Security & Networking

Secure Remote Application Publishing Services provides the processes, technology, and people expertise for enterprise organizations to deploy a comprehensive remote access gateway that provides secure socket layer (SSL)-based application access and protection with endpoint security management. The solution will help protect your IT environment from Internet-based threats while providing your users with fast, policy-based access to corporate applications and data.

TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for remote access and network security. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

Organizations would like to provide users outside the corporate firewall access to applications and resources hosted inside the firewall in a secure and manageable fashion. They would like flexibility around how users are required to authenticate, enabling the use of smartcards, certificates or tokens even if the application they access does not support those methods natively. In addition to enabling strong authentication, providing access based on the level of trust the organization has for the device being used to connect is important. Being able to control the scope of access based on the profile of the connecting device as well as the user mitigates the risk associated with providing access to corporate resources from potentially infected computers.

BENEFITS:

Implementing a secure remote access infrastructure using Microsoft Intelligent Application Gateway (IAG) provides the following benefits:

§ Controlled Access - Secure browser-based access to corporate applications and data from more locations and more devices.

§ Protected Assets - Ensure the integrity and safety of network and application infrastructure by blocking malicious traffic and attacks.

§ Safeguard Information - Comprehensive policy enforcement helps drive compliance with legal and business guidelines for using sensitive data.

Specific benefits include:

§ Creation of customizable single access point SSL VPN portal.

§ Restriction of the scope of access based on a computers configuration.

§ Built-in application configuration settings for widely deployed applications to ensure minimal integration complexity

SCOPE:

This engagement follows the Microsoft Solutions Framework beginning with an Envisioning Workshop and an evaluation of customer environment and remote access requirements. Based on the business evaluation and environmental assessment, a solution will be designed that meets the customer's specific remote access requirements. The design will include integration with existing identity providers (Active Directory, Lightweight Directory Access Protocol -LDAP, and Radius), integration with existing strong authentication mechanisms (RSA Secure ID, Smart Cards), end-point policy definition, and provisioning of secure remote access for both web and client/server applications. The solution will be tested in a lab environment and will include detailed implementation planning and scheduling for deployment in the customer's production environment.

DELIVERABLES:

This engagement includes the following key deliverables:

§	Solution Architecture and Design Document	Document detailing the architecture of the solution that will be deployed in the customer environment
§	Solution Test Plan Document	A document defining the lab environment and testing strategy that will be used during the engagement
§	Deployment Plan Document	Document detailing the deployment strategy of the solution within the customer environment
§	Implementation Operations Guide Document	Document defining the implementation guidance as well as management and support tasks
§	Vision and Scope Document	Document defining the exact solution scope

Application Server Protection (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Microsoft Forefront Server Security	Security & Networking

Microsoft Forefront Server Security (FSS) includes multiple scan engines from industry-leading security firms, integrated in a single solution to help businesses protect their Microsoft Exchange Server, Microsoft Office SharePoint Server 2007, and Windows SharePoint Services 3.0 messaging and collaboration environments.

◼ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for anti-malware technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

◼ BUSINESS NEEDS:

Deploying and maintaining antimalware software and enforcing content policies in any size organization can be challenging, especially when multiple products must be used. Increases to management overhead and training requirements can easy exhaust budgets and stretch already fully burdened staff resources, leading to increased incident response times, productivity losses and higher recovery costs.

◼ BENEFITS:

Forefront Server Security for Exchange and SharePoint Server provides comprehensive layered antivirus protection while maintaining server uptime, optimizing server performance, and simplifying the security management of Exchange SharePoint Server systems.

Key benefits include:
§ Comprehensive Protection: Ships with and manages multiple scanning engines, file filtering and premium anti-spam protection
§ Optimize performance: Deep integration with Exchange Server 2007 and Office SharePoint Server 2007
§ Simplified Management: User-friendly configuration and operations management

◼ SCOPE:

The Application Server Protection sub-offering is designed to assist a customer in implementing a Forefront Server Security solution. The service leverages the Microsoft Solutions Framework (MSF) to envision, plan, develop, stabilize (test) and deploy a complete anti-virus and content filtering solution for your Exchange and SharePoint environment:

§ **Envisioning** – Services consultants will analyze your existing IT environment, malware solutions and requirements to create an accurate vision of your FSS goals, business drivers and solution expectations.
§ **Plan** – Services consultants will work with your staff to create a FSS conceptual design capable of meeting the malware management requirements of your organization including your manageability, scalability, reliability and interoperability requirements.
§ **Develop** – Working with your network and systems engineers, our consultant will develop a detailed FSS solution for your environment including the physical and logical layout of Forefront server security components, configurations, testing requirements, and deployment plans.
§ **Stabilize** – The prototype of the solution will be deployed in your test environment to verify design functionality and to train your staff on FSS deployment and operations.
§ **Deploy** – Our consultant will help your staff deploy and configure the pilot implementation into your production environment and the build operational guidance for your specific workstation and server environments.

◼ DELIVERABLES:

This engagement includes the following key deliverables:

§	Vision and Scope Document	Document defining the exact solution scope
§	Solution Architecture and Design Documents	Documents detailing the architecture of the solutions that will be deployed in the customer environment
§	Solution Test Plan Document	Document defining the lab environment and testing strategy that will be used during the engagement
§	Deployment Plan Document	Document detailing the deployment strategy of the solutions within the customer environment
§	Implementation Operations Guide Documents	Documents defining the implementation guidance as well as management and support tasks for the solutions being deployed

Client & Server Anti Malware Services (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Microsoft Forefront Client Security	Security & Networking

Microsoft Forefront Client Security is designed to help protect business desktops, laptops, and server operating systems from viruses, spyware, Trojans, and other current and emerging threats. Forefront Client Security delivers critical visibility of threats and vulnerabilities by using central management, and it integrates with System Center solutions, Active Directory services, and other Microsoft technologies.

◼ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for anti-malware technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

◼ BUSINESS NEEDS:

Imagine a single solution for configuring, monitoring, and maintaining malicious software protection across your entire enterprise, including automated responses to client infections, enterprise outbreaks, and network flooding. You can achieve all that for the same price as most companies pay for antivirus protection alone. Microsoft Services can help turn that vision into reality.
Deployment for Microsoft Forefront Client Security takes your organization from the requirements gathering stage to a fully deployed pilot implementation. We will provide your operations staff with training, best practices, and lessons learned from other engagements.

◼ BENEFITS:

Built on the same highly successful Microsoft protection technology already used by millions of people worldwide, Forefront Client Security helps guard against emerging threats, such as spyware and rootkits, as well as traditional threats, such as viruses, worms, and Trojan horses.

- § **Unified Protection**: Integrated solution for real-time virus and spyware protection
- § **Simplified Administration**: Define one policy to manage client agent protection settings
- § **Visibility and Control**: Stay informed with state assessment scans and security alerts, customize alerts based on incidents and assets

◼ SCOPE:

The service capitalizes on the Microsoft Solution Framework to envision, plan, develop, stabilize (test), and deploy a complete antivirus, anti-spyware, and Security State Assessment solution in your computing environment.

- § **Envisioning** - Services consultants will analyze your existing IT environment, malicious software solutions and requirements to create an accurate vision of your Forefront Client Security goals, business drivers, and solution expectations.
- § **Plan** - Services consultants will work with your staff to create an FCS conceptual design capable of meeting the malicious software management requirements of your organization including your manageability, scalability, reliability, and interoperability requirements.
- § **Develop** - Working with your network and systems engineers, our consultants will develop a detailed FCS solution for your environment including the physical and logical layout of FCS components, components configurations, testing requirements, and deployment plans.
- § **Stabilize** - Next prototype of the solution will be deployed in your test environment to verify design functionality and to train your staff on FCS deployment and operations.
- § **Deploy** - Services consultants will help your staff deploy and configure the pilot implementation into your production environment and build operational guidance for your specific workstation and server environments.

◼ DELIVERABLES:

This engagement includes the following key deliverables:

§ Vision and Scope Document	Document defining the exact solution scope
§ Solution Architecture and Design Documents	Documents detailing the architecture of the solutions that will be deployed in the customer environment
§ Solution Test Plan Document	Document defining the lab environment and testing strategy that will be used during the engagement
§ Deployment Plan Document	Document detailing the deployment strategy of the solutions within the customer environment
§ Implementation Operations Guide Documents	Documents defining the implementation guidance as well as management and support tasks for the solutions being deployed

Data Protection using AD Rights Management Services (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Windows Server 2008 Active Directory Rights Management Services	Identity & Access

Data Protection using Active Directory Rights Management Services (AD RMS) provides the processes, technology, and people expertise for enterprise organizations to build an integrated data protection system that helps augment an organization's existing data protection strategy and policies.

■ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for identity and access management.   Participation will vary depending on the sessions and will be communicated as part of the engagement.

■ BUSINESS NEEDS:

Electronic communications and files are ubiquitous today. The ease of transmitting e-mails and information also increases the risk of unauthorized viewing and distribution. Leaks of confidential information can result in lost revenue, compromised ability to compete, unfairness in purchasing and hiring decisions, diminished customer confidence, and more. Security methods such as firewalls and Access Control Lists (ACLs) help prevent unauthorized access to information. Encrypted delivery helps protect information in transport. These methods, however, stop protecting the information once the authenticated individual has accessed or received it.

■ BENEFITS:

Data Protection using Active Directory Rights Management Services (AD RMS) can help customers:
- § Protect sensitive data
- § Enable sharing of sensitive data
- § Simplify management of data protection

Specific benefits include:
- § Defining persistent data protection usage policies
- § Protecting intellectual property and sensitive information from unauthorized disclosure and tampering internally and externally
- § Improving compliance with internal and external regulations by lowering the risk of data leaks
- § Reducing the risk of intellectual property loss, which can result in a compromised ability to compete
- § Achieving compliance with internal security policies

■ SCOPE:

This engagement follows the Microsoft Solutions Framework beginning with an Envisioning Workshop and an evaluation of customer security policies, document management policies/procedures and identification of persistent data protection requirements. An assessment of the network topology, Active Directory environment, and Messaging and Portal systems will be done to understand the customer's environment. Based on the business evaluation and environmental assessment, a solution will be designed that meets the customer's specific persistent data protection requirements. The solution will be tested in a lab environment and will include detailed implementation planning and scheduling. A limited deployment will be conducted in the customer's production environment. The solution will allow the customer to:
- § Define organization wide persistent protection policies
- § Use the predefined policy templates to protect sensitive company information
- § Eliminate unauthorized viewing and distribution of sensitive corporate data

■ DELIVERABLES:

This engagement includes the following key deliverables:

§ Vision and Scope Document	Document defining the exact solution scope
§ Solution Architecture and Design Document	Document detailing the architecture of the solution that will be deployed in the customer environment
§ Solution Test Plan Document	A document defining the lab environment and testing strategy that will be used during the engagement
§ Customer Presentation	Presentation describing the sub-offerings and its technologies
§ Implementation Operations Guide	Document describing the implementation and operations details for the deployed solution

Directory Synchronization Services (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Identity Lifecycle Management	Identity and Access Management

Directory Synchronization Services is a comprehensive consulting engagement that uses Microsoft Identity Lifecycle Manager 2007 to simplify digital identity management and help maintain data integrity. It allows customers to better maintain the appropriate level of access for their user; employees, customers, business partners, and contractors get the information they need, when they need it while streamlined processes free IT administrators for other tasks.

TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for access management and id management. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

Digital identity management can be challenging in today's dynamic workplaces. With diverse operating systems and multiple identity management processes, making changes to identity stores—when someone joins, leaves, or changes roles in a company—can be complicated and time-consuming. With the need to comply with privacy and security regulations, inefficient manual processes and decentralized identity management can even put a company at risk. Now, if your organization has deployed—or is ready to deploy—Microsoft Identity Lifecycle Manager 2007 (ILM) and Active Directory, we can help you manage your identity management issues with a comprehensive consulting approach. Your IT staff can gain the skills to more efficiently manage and maintain digital identities across their enterprise, improving security and productivity while helping to lower your administrative costs.

BENEFITS:

Microsoft Identity Lifecycle Manager 2007 (ILM 2007) provides an integrated and comprehensive solution for managing the entire lifecycle of user identities and their associated credentials. It provides identity synchronization, certificate and password management, and user provisioning in a single solution that works across Microsoft Windows and other organizational systems. As a result, IT organizations can define and automate the processes used to manage identities from creation to retirement. Specific benefits include:

§ Boosting efficiency by integrating with existing infrastructures to automate and centralize identity lifecycle processes and tools that were historically disparate and manual.

§ Improving operational efficiency by gaining a single view of a user across multiple systems.

§ Incorporating strong authentication tools seamlessly with end-to-end lifecycle management of smart cards and digital certificates.

§ Reducing integration and customization costs by providing a single foundation for all core identity lifecycle management.

§ Improving security and compliance with the ability to enforce and track identities across the enterprise.

§ Reducing help desk costs by providing people with self-help tools to manage routine tasks, such as changing passwords or resetting smart card PINs.

SCOPE:

Microsoft Services Identity Lifecycle Management solution delivers a set of consistent services that have been proven in our many successful engagements. These services include: Environmental Assessment, Architecture and Design, Lab Validation, Implementation, Solution Documentation
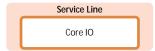
DELIVERABLES:

This engagement includes the following key deliverables:

§ Vision and Scope Document	Document defining the exact solution scope
§ Solution Architecture and Design Document	Document detailing the architecture of the solution that will be deployed in the customer environment
§ Solution Test Plan Document	A document defining the lab environment and testing strategy that will be used during the engagement
§ Deployment Plan Document	Document detailing the deployment strategy of the solution within the customer environment
§ Implementation / Operations Guide Document	Document defining the implementation guidance as well as management and support tasks

Policy-Based Network Access Services (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	Windows Server 2008; Network Access Protection	Security & Networking

The Policy-based Network Access Services solution provides the processes, technology, and people expertise for enterprise organizations to deploy Network Access Protection (NAP), a policy enforcement platform built into Microsoft Windows Vista™ and Windows Server 2008, to inspect, assess, ensure compliance to policy, and remediate, where necessary, endpoints (e.g. laptops) attempting to access networked resources, such as applications, data, and information. Network Access Protection is designed to protect both remote and local users from viruses, worms, and malicious software by helping to verify and directly update any computer attempting to access the network while restricting the network access of non-compliant clients. This set of technologies allows an IT administrator to keep endpoints healthy and provides flexible control of policy definition.

■ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for anti-malware and networking technologies.   Participation will vary depending on the sessions and will be communicated as part of the engagement.

■ BUSINESS NEEDS:

Exposure of client devices to malicious software, such as viruses and worms, continues to increase. These programs can gain entry to an unprotected or incorrectly configured host system, and then use this system as a staging point to propagate to other devices on the corporate network. Network administrators therefore need a platform that will mitigate the threat of unhealthy, potentially malware-infected computers connecting to and infecting the corporate network.

■ BENEFITS:

Policy-based Network Access Services can help you:
§ Simplify management of network protection
§ Limit exposure of your corporate network to malware and other threats

Specific benefits include the ability to:
§ Validate the health of a computer connecting to the network
§ Enforce minimum health requirements for network access
§ Use network isolation techniques to limit network access based on computer health
§ Configure automatic remediation of non-compliant computers
§ Report client health state changes and automatically change connection state

■ SCOPE:

This engagement follows the Microsoft Solutions Framework beginning with an Envisioning Workshop and an evaluation of customer environment and network protection requirements. The assessment includes analysing the network topology, Active Directory environment, and client systems to understand your environment and how the solution will be applied. Based on the business evaluation and environmental assessment, a solution will be designed that meets your specific network protection requirements. The design will be based on the Network Access Protection feature of Windows Server 2008. Two enforcements methods are presented in the offering; NAP with IPSec enforcement, and NAP with 802.1x enforcement. The solution will be tested in a lab environment and will include detailed implementation planning and scheduling.

■ DELIVERABLES:

This engagement includes the following key deliverables:

§ Vision and Scope Document	Document defining the exact solution scope
§ Solution Architecture and Design Document	Document detailing the architecture of the solution that will be deployed in the customer environment
§ Solution Test Plan Document	A document defining the lab environment and testing strategy that will be used during the engagement
§ Deployment Plan Document	Document detailing the deployment strategy of the solution within the customer environment
§ Implementation / Operations Guide Document	Document defining the implementation guidance as well as management and support tasks

Strong Authentication using Smartcards (SIAM Portfolio)

Service Line	Duration	Product	IT Capability
Core IO	Variable	ILM 2007 & AD Certificate Services	Identity and Access Management

Strong Authentication using Smart Cards sub-offering is based of Smart Card Lifecycle Management, which in turn is based on Microsoft Identity Lifecycle Manager (ILM) 2007, and enables an organization to deploy strong, two factor authentication, encryption and signing services to users. Microsoft Certificate Lifecycle Manager (CLM), a component of Microsoft Identity Lifecycle Manager 2007 (ILM 2007), is a policy and workflow driven system that helps organizations manage the life cycle of digital certificates and smart cards.

TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff responsible for access management and smartcards.

BUSINESS NEEDS:

The solution enables customers to reduce the risks associated with single factor authentication while at the same time keeping down the costs and risks of a two factor token based deployment. As access to sensitive business data reaches beyond the desktop to corporate extranets, e-mail, and wireless network authentication, many organizations are looking to increase security by deploying a Smart Card solution.

BENEFITS:

This solution allows the customer to:
- Securely store digital certificates and private keys for convenient two-factor authentication computer logon, remote access and other applications.
- Incorporate strong authentication tools seamlessly with end-to-end lifecycle management of smart cards and digital certificates.
- Securely store digital certificates and keys for data encryption and digital signatures.
- Simplify digital certificate and smart card deployment in the enterprise by using services such as Active Directory and Windows Server 2003 Certificate Services.
- Manage deployment and reporting using a centralized Web-based, policy-driven workflow system.

SCOPE:

The Smart Card Lifecycle Management component of this offering will help your customers envision, plan and develop a Smart Card Lifecycle Management infrastructure designed specifically for their environment, using a consistent and standardized methodology based on the best practices collected from organizations worldwide. Smart Card Lifecycle Management solution delivers the following set of consistent services, which have proven successful during our many engagements:
- **Design** A Smart Card Lifecycle Management solution will be designed to meet the requirements identified in a Vision and Scope document, which is based on your current and future business needs.
- **Evaluation** The factors that threaten the security of the solution will be evaluated, and the appropriate countermeasures will be taken.
- **Definition** A detailed implementation plan and deployment schedule will be defined, and deployment checklists and scripts will be customized for your organization.
- **Validation** The proposed solution will be validated in a dedicated test environment, which will be provided by your organization.

DELIVERABLES:

This engagement includes the following key deliverables:
- Vision and Scope Document — Document defining the exact solution scope
- Solution Architecture and Design Document — Document detailing the architecture of the solution that will be deployed in the customer environment
- Solution Test Plan Document — A document defining the lab environment and testing strategy that will be used during the engagement
- Deployment Plan Document — Document detailing the deployment strategy of the solution within the customer environment
- Implementation / Operations Guide Document — Document defining the implementation guidance as well as management and support tasks

Architecture and Design for Microsoft Exchange Server 2007

Service Line	Duration	Product	IT Capability
BPIO	10-30 Weeks	Exchange Server 2007	Communication & Collaboration

This offering will aid an organization in assessing and documenting business and technical requirements in preparation for a deployment of Exchange Server 2007 SP1 infrastructure. It further helps by providing a detailed architecture and planning guidance using proven deliverables an organization gains the necessary knowledge to successfully deploy an Exchange 2007 infrastructure to support their current and future needs

TARGET AUDIENCE:

Participants include business and technical decision makers and IT professionals responsible for Unified Communications environment. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

Organizations have become increasingly dependent on digital communications and find themselves more and more reliant on new communication capabilities. Given the increased complexity and increasing client demands of current messaging systems, the value of expert planning and architecture cannot be understated. Microsoft Services understands that for organizations that want to upgrade to a unified communications platform, building the solid architectural foundation required by Microsoft Exchange Server 2007 is often beyond their level of expertise. However, with the proper guidance from experienced professionals these organizations can get the start they need. By planning a solid architecture and design, Microsoft Services can help your organization avoid problems in areas such as anti-virus, spam, security, high service availability, backup and disaster recovery, storage reliability, and unified messaging

BENEFITS:

When fully deployed, Exchange Server 2007 can provide a complete messaging solution and a solid foundation for a unified communications strategy. This service offering helps you avoid common problems in areas such as anti-virus, spam, security, high service availability, backup and disaster recovery, storage reliability, and unified messaging. Working side-by-side with Microsoft Services consultants your technical staff can learn from our experience in implementing Exchange Server 2007 while employing Microsoft best practices. Through detailed architecture and planning guidance using proven deliverables, you can gain the knowledge required to successfully deploy an Exchange Server 2007 infrastructure that is designed to support your current needs and help prepare you to meet your future needs

SCOPE:

Microsoft Services will help build and configure a proof-of-concept (POC) test lab to validate the solution concept and execute functional and performance testing. This lab will also be used to test migration procedures and practice skills, and provide knowledge transfer for your team. A full scale architecture and design for all solution components will also be developed including general messaging architecture, role based component architecture design, additional architecture designs, project risk assessment and analysis. Microsoft Services will also participate in the production server pilot phase for the pilot group of up to 100 users.

DELIVERABLES:

This engagement includes the following key deliverables:
§ Vision Scope
§ Exchange Functional Specification
§ Test Lab Design and Plan

Architecture and Design for Unified Communications using Microsoft Office Communications Server 2007

Service Line	Duration	Product	IT Capability
BPIO	6 Weeks	Office Communication Server 2007	Unified Communications

An enterprise organization wants to enable IM and Presence capability or wants to upgrade from LCS 2005 on the path to enabling internal and remote access conferencing and voice capabilities of OCS 2007. By enabling IM/Presence and conferencing first the organization gains the ability to deploy the OCS 2007 infrastructure without having to do voice integration. This offering will aid an organization in assessing and documenting business and technical requirements in preparation for a deployment of OCS 2007. By providing an architecture and plan to deploy IM and presence an organization gains the ability to start testing and validating the proposed architecture and to conduct a pilot in preparation for deployment.

TARGET AUDIENCE:

Participants include business and technical decision makers and IT professionals responsible for Unified Communications environment. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

Organizations have become increasingly dependent on digital communications. Though many want to take their communication capability beyond e-mail and scheduling, they often view the leap from a traditional e-mail based environment to fully adopting a unified communication environment as too complex. Often, organizations are simply looking for the right phased approach or just don't know where to start. Moving your organization towards unified communications does not need to be difficult nor does it require full adoption. Microsoft Services understands that building the solid architectural foundation required by Microsoft Office Communications Server 2007 is beyond the level of expertise of many organizations yet with the proper guidance from experienced professionals these organizations can get the start they need.

BENEFITS:

At the end of the engagement, you will have an Office Communications Server 2007 solution that has been designed, built, and tested to meet your instant messaging, presence, and conferencing requirements and is successfully providing service to a pilot group of production users. This service offering includes:

§ Office Communications Server 2007 Enterprise pool to accommodate a highly reliable and scalable instant messaging, presence, and conferencing services design.
§ Microsoft SQL Server sizing, including high availability options (SQL Server clustering)
§ High availability and recovery scenarios including load balancing
§ Microsoft Active Directory and DNS assessment and design change recommendations

This service offering will deliver a comprehensive set of design, deployment, and migration documentation in addition to the knowledge gained from Microsoft's best practices and experience from similar deployments.

SCOPE:

Architecture and Design for Microsoft Office Communications Server 2007 from Microsoft Services includes:

§ Installation and configuration in a lab environment.
§ Best practices and breadth of experience from Microsoft.
§ Demonstration of unfamiliar technology, new concepts, and architectural concepts.

DELIVERABLES:

This engagement includes the following key deliverables:

§ Architecture and design of an OCS 2007 infrastructure designed to match its business and technical requirements
§ Vision Scope
§ OCS Functional Specification
§ Limited 250 User production pilot deployment in 2 physical sites
§ Migration Plan

Proof of Concept for Unified Communications: IM, Presence and Conferencing

Service Line	Duration	Product	IT Capability
BPIO	1 Weeks	Office Communication Server 2007	Unified Communications

This offering will provide customers with an operational OCS 2007 pool and archiving server in production that will coexist with existing LCS 2005 SP1 pools if one or more are installed. The Proof of Concept deployment of OCS 2007 is unobtrusive allowing customers to add users (or move LCS users) at their own pace while evaluating core features including multi-party Instant Messaging, A/V conferencing, on-premise Web Conferencing (Live Meeting) and Archiving.

Additionally this offering will advise the customer on the next steps for planning an OCS 2007 infrastructure based on their business and technical requirements

TARGET AUDIENCE:

Participants include IT decision makers (CIO, CTO), IT Managers responsible for Unified Communications technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

Organizations have become increasingly dependent on digital communications. Though many want to take their communication capability beyond e-mail and scheduling, they often view the leap from a traditional e-mail based environment to fully adopting a unified communication environment as too complex. Often, organizations are simply looking for the right phased approach or just don't know where to start. Moving your organization towards unified communications does not need to be difficult nor does it require full adoption. Microsoft Services understands that, for many organizations, the hardest part of adopting unified communications is often knowing where and how to begin.

BENEFITS:

There is no substitute for experience, and Microsoft Services can help you ensure that your infrastructure is ready for a full unified communications solution.

Our consultants offer you the advantage of detailed product knowledge gained through our collaboration with the Microsoft Office Communications Server 2007 team. Your staff can benefit from our best practices developed through Microsoft's unified communications strategies and other Microsoft Services engagements. Our methodology and deliverables are highly dependable and can be readily applied to your specific environment. This service offering has been enriched by the delivery of many successful prior engagements.

SCOPE:

Proof of Concept for Unified Communications: IM, Presence, and Conferencing includes:
§ Installation and configuration in your production environment.
§ Best practices and breadth of experience from Microsoft.
§ Demonstration of unfamiliar technology, new concepts, and architectural concepts. Knowledge transfer that enables participants to perform basic administration and configuration of the POC environment

DELIVERABLES:

This engagement includes the following key deliverables:
§ Production Pilot for 100 users for multi-party Instant Messaging, A/V conferencing, on-premise Web Conferencing (Live Meeting) and Archiving
§ Knowledge transfer on administration and configuration for pilot
§ Next steps for Planning UC

Enterprise Portal and Collaboration Decision Accelerator (EPCDA)

Service Line	Duration	Product	IT Capability
BPIO	2-8 weeks	SharePoint	Communication & Collaboration

Microsoft Services Enterprise Portal and Collaboration Decision Accelerator is a comprehensive offering that helps transform the way people and organizations work together through familiar and pervasive workspaces, portals, and emerging social capabilities. By empowering end users with a familiar set of tools, built on an enterprise-ready, scalable and easily managed integrated infrastructure, collaboration solutions from Microsoft can extend the value of your current IT investments while enabling business process innovation.

◼ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for collaboration technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

◼ BUSINESS NEEDS:

The standard Enterprise Portal and Collaboration Decision Accelerator includes:
- § Proof of concept deployment of Office SharePoint Server 2007 in a lab environment.
- § Configuration of collaboration features that helps teams to work together effectively by providing intuitive, flexible, and secure mechanisms for sharing and collaboration.
- § Configuration of portal features that provide the flexibility to personalize the user experience of an enterprise Web site to target content to various audiences, facilitate intuitive navigation, and deliver comprehensive site content management and structural facilities.
- § Guidance through the portal and collaboration features to deepen your understanding to help you evaluate Office SharePoint Server 2007 for your business needs.
- § Best practice-based approach for future implementation of Office SharePoint Server 2007.
- §

◼ BENEFITS:

The Enterprise Portal and Collaboration Decision Accelerator service from Microsoft Services is a comprehensive offering designed to give you the opportunity to evaluate the SharePoint 2007 Enterprise Portal and Collaboration solution in your own environment.

Specific benefits include:
- § Showcasing firsthand that the Enterprise Portal and Collaboration solution can address your business requirements.
- § Mitigating the implementation risks of an Enterprise Portal and Collaboration solution
- § Guidance and knowledge transfer of best practices to customer resources.

◼ SCOPE:

In addition to the base offering which focuses on portal and collaboration features of SharePoint 2007, there are optional add-ons, including:
- § Back End Integration using the Business Data Catalogue.
- § Custom Workflow
- § Customer User Interface and Branding:
- § Custom Authentication Provider
- § Collaboration Integration
- § Upgrade and Migration

◼ DELIVERABLES:

This engagement includes the following key deliverables:
- § Vision/Scope/Requirements
- § Design/Architecture
- § Project & Rollout Plan
- § Final Presentation
- § Final Report

Microsoft Office SharePoint Enterprise Search Decision Accelerator

Service Line	Duration	Product	IT Capability
BPIO	6-8 Weeks	SharePoint	Communication & Collaboration

Microsoft Office SharePoint Server 2007 is the Microsoft enterprise search solution to help you increase productivity and reduce information overload. This provides your employees, partners, and customers with the ability to find relevant content in a wide range of repositories and formats.

∎ TARGET AUDIENCE:

IT Managers and decision makers managing collaboration environments, Business Decision Makers

∎ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from the Enterprise Search Decision Accelerator:
§ Organizations looking to increase productivity through integrated search of data from various sources including Websites, documents, line of business applications
§ Organizations looking to improve the ability to locate information and people throughout your enterprise with powerful search capabilities.

∎ BENEFITS:

Enterprise Search Decision Accelerator from Microsoft Services empowers your people to find information and expertise anywhere in the organization. They enable working professionals to manage and extend search as an integrated part of a broader information management infrastructure. And they combine the simplicity and cost advantages of entry-level solutions with a feature set typically found only in more costly high-end solutions.

∎ SCOPE:

The standard Enterprise Search Decision Accelerator includes:
§ Installation and setup of Microsoft Office SharePoint Server 2007 in a lab environment
§ Installation, configuration, and deployment of the out-of-box (OOB) search functionality including:
  § Setup of shared service providers (SSP), Web applications, and site collections
  § Configuring authentication and authorization services for users and systems
  § Building site collections and sites
  § Assigning appropriate user access to use, configure, and manage enterprise search capabilities
  § Indexing of HTTP/SharePoint sites
  § Creation of a search site to display return results
  § Configuring search web parts and other search related areas
§ Defining relevance of results using authoritative pages and keywords
§ Customization of the advanced Web part
§ Creating styles, importing images, and building the look and feel of Microsoft Office SharePoint Server 2007
§ Documenting and configuring keywords for the content in editorial search document
§ Documenting and configuring best bets in editorial search document
§ Installing additional protocol handlers and iFilters
§ Building Microsoft Office SharePoint Server 2007 master pages, content types, and page layouts
§ Modifying the synonyms and thesaurus for search

∎ DELIVERABLES:

The Enterprise Search Decision Accelerator provides customers with the following:
§ Installation and configuration in a lab environment
§ Desktop search and Microsoft Office integration
§ Customization of key components
§ Documentation to support production deployment

Microsoft Office SharePoint Enterprise Search Decision Accelerator + People Search

Service Line	Duration	Product	IT Capability
BPIO	2 Weeks	SharePoint	Communication & Collaboration

Microsoft Office SharePoint Server 2007 is the Microsoft enterprise search solution to help you increase productivity and reduce information overload. This provides your employees, partners, and customers with the ability to find relevant content in a wide range of repositories and formats.

n TARGET AUDIENCE:

IT Managers and Decision Makers managing collaboration environments, Business Decision Makers

n BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from the Enterprise Search Decision Accelerator:

§ Organizations looking to increase productivity through integrated search of data from various sources including Websites, documents, line of business applications
§ Organizations looking to improve the ability to locate information and people throughout your enterprise with powerful search capabilities.

n BENEFITS:

Enterprise Search Decision Accelerator from Microsoft Services empowers your people to find information and expertise anywhere in the organization. They enable working professionals to manage and extend search as an integrated part of a broader information management infrastructure. And they combine the simplicity and cost advantages of entry-level solutions with a feature set typically found only in more costly high-end solutions.

n SCOPE:

The Enterprise Search Decision Accelerator Plus People Search builds on the standard Enterprise Search Accelerator by extending the search capabilities to include people within your organization, with limited customization. It include:

§ Configuring Microsoft Office SharePoint Server 2007 with people search
§ Completing business data catalogue (BDC) and people search configuration
§ Setup and create BDC definitions for external relational content
§ Configuring search to include BDC data
§ Improving search performance by increasing relevancy
§ Building Extensible Stylesheet Language (XSL) and Extensible Markup Language (XML) into the closed system to demonstrate custom results

n DELIVERABLES:

The Enterprise Search Decision Accelerator provides customers with the following:

§ Installation and configuration in a lab environment
§ Desktop search and Microsoft Office integration
§ Customization of key components
§ Documentation to support production deployment

Backup Operations Service for Microsoft Office SharePoint Server 2007 with Data Protection Manager 2007

Service Line	Duration	Product	IT Capability
BPIO	3 Engagament Scopes, 2-3Wks, 4-4Wks, 4-6Wks	Sharepoint and DPM 2007	Communication & Collaboration

The Backup Operations Service for Microsoft Office SharePoint Server 2007 with Data Protection Manager 2007 is a comprehensive offering that helps customers to confidently prepare the architecture and design to enable a rapid, reliable backup and recovery strategy and solution implementation to protect the data in their SharePoint farms using recommended practices. The objective is to define a solution that meets the service-level requirements of the business. The Backup Operations Sub-Offering will help you preemptively mitigate implementation risks and provide an integrated, extendable, and secure Backup Operations Service for SharePoint 2007 with DPM 2007 solution that enables a rapid and reliable recovery strategy to protect your SharePoint farms and meets the service-level requirements of the business.

◼ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for SharePoint and disaster recovery technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

◼ BUSINESS NEEDS:

Today's business climate is more challenging than ever and businesses are under constant pressure to lower costs while improving overall operational efficiency. In short, businesses are being asked to do more for less. One way to help enterprises of all sizes reduce costs and improve business agility is to change the way data protection is implemented by deploying Microsoft System Center Data Protection Manager 2007 (DPM 2007) which can protect Microsoft Office SharePoint Server 2007 farms.

◼ BENEFITS:

The Microsoft Services Backup Operations Service for Microsoft Office SharePoint Server 2007 with Data Protection Manager 2007 helps you to:
§ Use your test environment to evaluate a more effective, rapid and reliable strategy to backup and recover the data in your SharePoint Server 2007 farms.
§ Properly plan the architecture and design your environment for a successful Backup Operations Service enterprise implementation.

◼ SCOPE:

There are 3 engagement Scopes that are followed progressively (proof of concept is optional):
§ Proof of Concept - Assists customers with validation of the Backup Operations for SharePoint 2007 with DPM 2007 in their lab or test environment to meet their business requirements for protecting the data in their SharePoint farms
§ Architecture and Design - Assists customers with the Architecture and Design for an enterprise environment design that supports the customer's requirements and infrastructure standards
§ Implementation Planning and Execution - Assists customers with the planning, approach, and enterprise implementation of DPM 2007 into the production environment to protect their SharePoint farms

◼ DELIVERABLES:

POC – Vision and Scope	Architecture and Design
POC – Functional Specifications for POC Architecture	Architecture – Final Report
POC – Test Plan	Architecture – Capacity Plan
POC – Functional POC Solution	Implementation – Vision and Scope
POC – Final Report	Implementation – Implementation Plan
Architecture – Vision and Scope	Implementation – Execution
Architecture – Functional Specifications for Architecture and Design	Implementation – Final Report

Technology Consulting

Enterprise Search Technology Planning (ESTP)

Service Line	Duration	Product	IT Capability
BPIO	6-8 Weeks	SharePoint	Search

Confidently prepare for an effective Enterprise Search implementation through proper technology planning and architecture design in preparation for a successful implementation of Enterprise Search. A properly planned and designed Enterprise Search capability is an integral part of your Business Productivity Infrastructure. Enterprise Search Technology Planning helps customers plan for an effective Enterprise Search environment, enabling them to find information and expertise within their organization.

TARGET AUDIENCE:

Participants include IT decision makers (CIO, CTO), IT Directors, IT Managers responsible for Search technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

BUSINESS NEEDS:

The following Key criteria are indicative of customers who would benefit from the Enterprise Search Technology Planning (ESTP):
§ Ineffective Planning
§ Ineffective Infrastructure
§ Slow Search Response
§ Difficulty Finding Information

BENEFITS:

ESTP helps the customer:
§ Integrated solution that empowers individuals to find what they need when and where they need it.
§ Extensible search solution that finds structured and unstructured information and expertise.
§ Enterprise-class search capabilities with advanced indexing features and easy-to-use management console.
§ Secured information with security trimming features for both structured and unstructured information preserving data relevancy by access level.
§ Customizable query and results experience.
§ Ensuring the Enterprise Search design is appropriately sized for the environment's user load, activities and capacity requirements.
§ Planning for an effective Enterprise Search implementation that is optimized and provides secure search results.
§ Knowledge transfer of best practices to customer resources

SCOPE:

§ Architectural Overview – Recommendations for Implementation
§ Server Analysis and Recommendation – Approach for Enterprise Design
§ Load and Activity Estimation – Approach to Define an Enterprise Environment
§ Search and Indexing Requirements Analysis – Increase the Effectiveness of Search
§ Metadata Design – Guidance in Defining Metadata Requirements Search Optimization – Optimize Search Relevance
§ Performance Tuning and Optimization – Guidance on Tuning and Optimization
§ Security Requirements Analysis – Recommendation to Enforce Secure Access
§ Capacity Planning – Recommendations for Capacity Planning

DELIVERABLES:

This engagement includes the following key deliverables:
§ Vision and Scope
§ Architecture and Design
§ Implementation Plan
§ Final Report

Microsoft | Services

Enterprise Content Management Decision Accelerator (ECMDA)

Service Line	Duration	Product	IT Capability
BPIO	2-8 Weeks	SharePoint	Content Management

Microsoft Services Enterprise Content Management Decision Accelerator is a consulting offering designed to give customers the reassurance to deploy the SharePoint Enterprise Content Management solution by providing them an opportunity to evaluate in their environment the ECM solution's capability to meet their business requirements. Microsoft's Enterprise Content Management solution is a comprehensive offering that provides a well integrated solution to manage, publish and better protect documents, e-mails, records, Web content, and automate collaborative business processes. Unlike other solutions, it can be easily adopted by every information worker in an organization, can extend access to business processes across boundaries and helps control IT deployment.

■ TARGET AUDIENCE:

Participants include IT decision makers (CIO, CTO), IT Managers responsible for content management technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

■ BUSINESS NEEDS:

The following Key criteria are indicative of customers who would benefit from the Enterprise Content Management Decision Accelerator (ECMDA):
§ Insufficient Information
§ Ineffective Infrastructure
§ Empower IT
§ Empower Users

■ BENEFITS:

ECMDA helps the customer:
§ Support their business vision
§ Evaluate a Proof of Concept ECM solution in their own test environment
§ Address specific concerns and issues surrounding the POC and the ability for the ECM solution to meet their business requirements
§ Ensure increased quality of implementation by employing best practice based approaches

■ SCOPE:

Base Offering:
§ Content Management - The approximate length of this offering is 10 days.
Add-On Options:
§ Custom Workflow - This offering should take about 5 days to complete.
§ Customer User Interface and Branding - This add-on offering average about 5 days.
§ Enterprise Search - This offering averages about 5 days.
§ Site Variations - This add-on offering averages about 5 days.
§ Upgrade and Migration - This offering averages about 10 days.
§ ReadyECM CDA - This offering averages about 5 days.

■ DELIVERABLES:

This engagement includes the following key deliverables:
§ Vision/Scope/Requirements
§ Design/Architecture
§ Project Plan
§ Installation of SharePoint configure for ECM
§ Implementation of other add-on options
§ Final Presentation
§ Final Report

Envisioning for Messaging and Collaboration Infrastructure (Messaging)

Service Line	Duration	Product	IT Capability
BPIO	4-6 Weeks	N/A	Communication & Collaboration

This service offering, which is based upon our unique Services Delivery Methodology (SDM), makes a comprehensive assessment of your messaging requirements. These requirements are then used to develop a high-level Exchange architecture, define a coexistence and migration plan, and estimate migration costs—including costs for hardware, software, and services.

■ TARGET AUDIENCE:

IT owners of Lotus Notes Platform who have decided to move to Exchange

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Envisioning for the Messaging and Collaboration Infrastructure (Messaging) engagement:
§ Organizations with large or complex Lotus Notes implementations who require a road map and smooth transition to Exchange
§ Customers who require Service Level Agreements for their new Exchange environment
§ Customers who are thinking of moving to Exchange but want to better understand the costs involved
§

■ BENEFITS:

Customers will benefit from Microsoft Consultant's expertise and methodology, while using the global offshore delivery model to minimize costs. Our delivery team will leverage Microsoft best practices and extensive experience to ensure that you have a solid roadmap for your migration.

■ SCOPE:

Messaging is an important component of a unified communications infrastructure. To develop a vision for your messaging infrastructure, you must assess and document your messaging requirements. This includes identifying Service Level Agreements (availability, reliability, and scalability), user locations, the number of servers and mailboxes, and e-mail usage patterns.

§ Data collection to identify the number of mailboxes; storage, network, hardware, and software requirements; and Service Level Agreements (availability, reliability, and scalability) of your messaging infrastructure
§ Data analysis to evaluate your existing WAN and LAN topology, central transfer routes and their communication protocols, and connections to other messaging systems and the Internet
§ High-level architecture to migrate to Microsoft Exchange Server
§ Migration plan development based upon a proven approach for coexistence and migration, project timeline, and cost estimation

■ DELIVERABLES:

The Envisioning for the Messaging and Collaboration Infrastructure (Messaging) deliverables include an assessment based on our data analysis, a high level architecture and a coexistence and migration plan that effectively manages the migration complexities to minimize potential risks, migration costs, and ongoing operating costs.

Envisioning for Messaging and Collaboration Infrastructure (Application)

Service Line	Duration	Product	IT Capability
BPIO	4-6 Weeks	N/A	Communication & Collaboration

The Application Analysis Envisioning Process (AAEP) developed by Microsoft helps you to optimize your applications portfolio by retiring unused or non-critical applications while focusing on the critical applications required for your business. It also helps plan for a reduction in operating costs, allowing you to redeploy critical application development resources to work on critical business priorities.

■ TARGET AUDIENCE:

IT decision makers concerned about the potential risks and expense of migrating from a Lotus Notes and Domino platform

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Envisioning for the Messaging and Collaboration Infrastructure (Application) engagement:
§ Organizations with many or complex Lotus Notes applications and databases
§ Customers running mission critical applications on Domino or in Notes
§ Customers who are thinking of migrating their applications from Lotus Notes but want to better understand the costs involved

■ BENEFITS:

This service offering utilizes unique tools and expertise gained from many application assessments to efficiently conduct an assessment that allows customers to prioritize on the critical applications required for your business. It also uses the expertise of Microsoft Global Services India (MGSI, a subsidiary of Microsoft that specializes in the global delivery of large and complex projects at a very competitive cost) to reduce the costs of migration.

■ SCOPE:

The Application Analysis Envisioning Process (AAEP) developed by Microsoft creates an inventory of Lotus Notes applications. It classifies them based upon complexity, identifies a target platform, and determines if the application should be migrated, retired, or left in place.
§ Data collection to inventory current applications; to identify storage, network, hardware, and software requirements; and to classify applications into quadrants based on complexity and data or process focus
§ Data analysis to evaluate your current plans for migrating identified applications, and to determine which applications to leave in place, retire, or migrate
§ High-level architecture and target solution mapping to migrate to the Microsoft Collaboration infrastructure (includes SharePoint Portal Server, BizTalk Server, and .Net
§ Migration plan to base development on a proven approach for coexistence and migration, project timeline, and cost estimation
§ Proof of Concept to provide a pilot and test migration of a few applications—at your discretion and priced separately

■ DELIVERABLES:

The Envisioning for the Messaging and Collaboration Infrastructure (Application) deliverables include an inventory of current applications, prioritization of applications based on business needs and criticality, a high level architecture, a migration plan with project timelines and cost estimate.

SharePoint Deployment Planning Services (SDPS)

Service Line	Duration	Product	IT Capability
BPIO	5, 10, or 15 Day Engagements	SharePoint	Collaboration

Microsoft Services SharePoint Deployment Planning Services is a software assurance benefit which is a pre-defined paid service that helps customers plan an effective SharePoint deployment by providing initial deployment planning services or a Proof of Concept implementation to evaluate the functionality of SharePoint in their own environment. Customers will work with Microsoft Services to develop a custom SharePoint Server 2007 deployment plan for their specific environment and assess the overall cost for deployment of this technology. This service will provide benefits to the customer as they move to a secure and well-managed collaborative infrastructure. Customers that qualify for 10 and 15 day engagements receive a Proof of Concept implementation centered around a single SharePoint capability.

n TARGET AUDIENCE:

Participants include IT decision makers (CIO, CTO), IT Managers responsible for Search, ECM or Portal and collaboration technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

n BUSINESS NEEDS:

The following Key criteria are indicative of customers who would benefit from the SharePoint Deployment Planning Services (SDPS):

§ Underutilized Software Assurance Benefit
§ Deployment Planning Needs
§ Need to Empower IT
§ Inefficient Process

n BENEFITS:

§ Customer get more value from their Software Assurance Investment
§ High quality, professional , personalized service
§ Evaluate how Office SharePoint Server 2007 can best strengthen business processes in your organizations
§ Receive SharePoint 2007 best practices and tools from Microsoft that can lower cost and optimize infrastructure around its core capabilities
§ Customized road map to deployment

n SCOPE:

§ **5-Day engagement** - The first SharePoint Deployment Planning Session offering that MCS can deliver is a five-day engagement. The first three days include the presentations, discovery, and Architecture Design sessions. The final two days are presented in one of two ways:
   § Option 1 focuses on capturing additional details about the customer's requirements and environment and incorporating those into the Delivery Guide.
   § Option 2 focuses on building a SharePoint virtual environment that remains with the customer for evaluation after the engagement.
§ **10-Day Engagement** - The second SharePoint Deployment Planning Session offering is the 10-day engagement. The deliverables and expectations associated with this offering are more comprehensive. The first three days of the engagement are focused on presentations and discovery, and days four through ten demonstrate how to build a tailored environment that supports the features that the customer identified in the first three days.
§ **15-Day Engagement** - The third SDPS offering is the 15-day engagement. The deliverables and expectations associated with this offering are the most comprehensive. The agenda for the first ten days are the same as the 10-day offering. Days 11 through 15 provide more time for building a tailored environment that supports the features that the customer identified in the first three days.

n DELIVERABLES:

This engagement includes the following key deliverables:

§ Customized Capability Planning
§ Deployment Plan and Environment Customization Plan
§ Proof-of-Concept implementation around a single capability
§ Environment Customization of specific SharePoint 2007 features

Monitoring Service for SharePoint 2007 with System Center Operations Manager

Service Line	Duration	Product	IT Capability
BPIO	3-5 weeks	SharePoint, System Center Operations Manager	Communication & Collaboration

Microsoft Services Monitoring Service for SharePoint 2007 with System Center Operations Manager 2007 is a consulting offering that will help you proactively monitor SharePoint environments. The offering leverages the SharePoint Monitoring Toolkit for employing the Microsoft Services best practices for monitoring SharePoint 2007 using System Center Operations Manager 2007.

▪ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers responsible for collaboration technologies. Participation will vary depending on the sessions and will be communicated as part of the engagement.

▪ BUSINESS NEEDS:

SharePoint Server 2007 has become widely adopted for team collaboration and to facilitate business processes and has also become a mission-critical application for many organizations. The need to reduce downtime of SharePoint Server 2007 environments that support critical enterprise capabilities such as search, portals, collaboration, and content management has become a high priority. However, because many SharePoint Server 2007 implementations have grown outside of the control of normal IT management, these servers are often difficult for IT departments to monitor and manage. This service offering from Microsoft Services can help you meet these IT management challenges by enabling you to proactively monitor and manage many of the components that can influence SharePoint Server 2007 performance and availability

▪ BENEFITS:

Microsoft Services Monitoring Service for SharePoint 2007 with System Center Operations Manager 2007 is a consulting offering that will help you proactively monitor SharePoint environments. The offering leverages the SharePoint Monitoring Toolkit for employing Microsoft Services best practices for monitoring SharePoint 2007 using System Center Operations Manager 2007

The engagement will enable you to:
§ Proactively monitor your SharePoint Server 2007 environments
§ Reduce SharePoint Server 2007 downtime for servers that are running mission critical applications
§ Manage your SharePoint Server 2007 environments more effectively
§ Allow IT to focus on more strategic responsibilities
§ Establish monitoring practices based on your organization's environment and goals

▪ SCOPE:

In addition to the base offering which provides a custom SharePoint proactive monitoring solution for your many SharePoint environments, there are optional add-ons, including:
§ Client Monitoring using Synthetic Transactions for SharePoint Web applications: Provides insight into how Ops Manager 2007 reacts when synthetic stress is placed on your SharePoint monitoring settings and provides an opportunity to adjust alerts and notifications.
§ Publishing Ops Mgr 2007 reports in SharePoint: Publish an Ops Mgr 2007 report with all its parameters selected to a SharePoint site.

▪ DELIVERABLES:

This engagement includes the following key deliverables:
§ Vision and Scope
§ Project Plan
§ Installation of Management Packs from the SharePoint Monitoring Toolkit
§ Implementation of Client Monitoring
§ Implementation of SharePoint Reporting
§ Test Plan
§ Final Report
§ Final Presentation

Application Lifecycle Management Assessment

Service Line	Duration	Product	IT Capability
APO	3 - 5 weeks	.Net	Development

The Application Lifecycle Management Framework from Microsoft Services draws on the 30 years of knowledge we have gained in the application development business and the best practices we have developed from our customer consulting engagements. The Application Lifecycle Management Assessment from Microsoft Services will help you assess your current capabilities and provide you with a roadmap to take you to the next level.

∎ TARGET AUDIENCE:

This service is appropriate for software architects and engineers, developers, testers, and project managers responsible for the design, development, implementation, and management of custom line of .Net applications.

∎ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Lifecycle Assessment:
§ Organizations who wish to reduce inefficiencies in the development process across projects and applications
§ Organizations who wish to manage workflow across development groups, especially with geographically dispersed teams.
§ Organizations who wish to increase management and visibility into project status.
§ Organizations who wish to better manage software defects and the application lifecycle process.

∎ BENEFITS:

The Application Lifecycle Management Assessment from Microsoft Services helps you gain insights into the maturity of your software development capabilities. The understanding that you gain can help you:
§ Create adaptable IT solutions that are built with process and business change in mind, with enterprise-ready scalability to meet future business needs.
§ Establish cohesive technologies and processes across the IT lifecycle.
§ Gain greater project visibility and insight – improving the accuracy of your resource allocation, prioritization, and risk management.

∎ SCOPE:

The Application Lifecycle Management Assessment provides you with a comprehensive report that shows the current state of your development capabilities and provides specific, recommendations you can act on to improve your capabilities, as well as details on expected productivity gains. Specifically, we will provide you with documentation detailing:
§ Process and governance – Includes assessment, integration, reengineering, standards, policies, and compliance.
§ Infrastructure and operations – Includes topology, capacity planning, system configuration, migration, disaster recovery, and security.
§ Lifecycle elements – Includes project management, requirements management, development, source code management, and testing.

∎ DELIVERABLES:

As part of the Application Life Cycle Assessment, we will provide you with documentation detailing:

§ Project Objectives – This document identifies your objectives including specific target metrics for each.
§ Capability Maturity Model – This document outlines your key strengths and opportunities for improvement.
§ Prioritized Initiative – This document articulates your targeted capabilities for each practice area including a prioritized list of process improvement projects.
§ Recommendations – This presentation summarizes the results of the assessment and makes recommendations for process improvements.

Application Lifecycle Management Team Foundation Server Lab Pilot

Service Line	Duration	Product	IT Capability
APO	1 week	.Net	Development

The Application Lifecycle Management Team Foundation Server Lab Pilot enables you to assess capabilities before making a commitment for full installation, which can help you identify business solutions that meet your needs. The experience and knowledge that you gain can help you plan for implementation in the production environment.

TARGET AUDIENCE:

This service is appropriate for software architects and engineers, developers, testers, and project managers responsible for the design, development, implementation, and management of custom line of .Net applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Lifecycle Management Team Foundation Server Lab Pilot:
- Organizations considering implementing Application Lifecycle Management end to end
- Organizations considering Team Foundation Server
- Organizations wishing to assess the features and capabilities of Team Foundation Server prior to full deployment.
- Organizations wishing to develop product and process competencies.
- Organizations wishing to gain experience and knowledge on Team Foundation Server.

BENEFITS:

Your staff can begin to develop and receive training on product and process competencies before full implementation. This pilot can help dramatically increase solution adoption speed and prepare your team for production implementation. With Team Foundation Server, Microsoft Services can help you manage application development by employing the following capabilities:
- Version control – Tracks and provides control over changes to your source files.
- Work item tracking – Captures contextual information about your projects such as requirements, bugs, issues, and tasks.
- Build management – Enables teams to produce interim snapshots of their work on a regular basis.
- Project management – Integrates with leading project management solutions such as Microsoft Office Project.
- Reporting and analytics – Enables you to use business intelligence to analyze data gathered automatically about your projects to make decisions in real time.

SCOPE:

The Application Lifecycle Management Team Foundation Server Lab Pilot enables you to assess capabilities before making a commitment for full installation, which can help you identify business solutions that meet your needs. The experience and knowledge that you gain can help you plan for implementation in the production environment. Process and governance - Includes assessment, integration, reengineering, standards, policies, and compliance.
- Lab set up and installation
- Knowledge transfer and training

Application Lifecycle Build Management Jump Start

Service Line	Duration	Product	IT Capability
APO	4-8 Weeks	.Net	Development

The Application Lifecycle Build Management Jumpstart from Microsoft Services provides you with the necessary platform, tools, and practices to efficiently manage build cycles for software development. In this offering, Microsoft Services extends Microsoft Visual Studio Team System with the processes and automation necessary to help deliver the results that you need.

▪ TARGET AUDIENCE:

This service is appropriate for software architects and engineers, developers, testers, and project managers responsible for the design, development, implementation, and management of custom line of .Net applications.

▪ BUSINESS NEEDS:

Lack of systematic processes creates inefficiencies in development, timelines, and costs. Inconsistent approaches to project lifecycle phases and roles negatively affect design, quality, and code management. The following key criteria are indicative of customers who may benefit from this offering:

§ Organizations concerned with the current state of their applications in development
§ Organizations looking to automate builds.
§ Organizations looking to streamline debugging their applications after a build
§ Organizations looking to improve deployment of applications.

▪ BENEFITS:

The Application Lifecycle Management Build Management Jumpstart from Microsoft Services provides you with the necessary platform, tools, and practices to efficiently manage build cycles for software development. In this offering, Microsoft Services extends Microsoft Visual Studio Team System with the processes and automation necessary to help deliver the results that you need. The Build Management Jumpstart can help you:

§ Automate manual processes to save time and reduce errors.
§ Connect your systems, processes, people, and information in a heterogeneous environment.
§ Create an adaptable solution that is built with process and business change in mind, with enterprise-ready scalability to meet your future business needs.
§ Implement a solution that extends the capabilities of the Microsoft Visual Studio Team System with process and automation customized to your environment to deliver the results that you need.

▪ SCOPE:

The Build Management Jumpstart extends standard Visual Studio Team Foundation Server out-of-box compile and test capabilities to address the functional areas of build configuration, project dependencies, assembly versioning, documentation generation, packaging, and deployment.

§ Employ a standard .NET MSBuild solution.
§ Version and manage software along with your source.
§ Support concurrent development.
§ Support continuous integration.
§ Automate everything needed to take your source to a release environment.

Migration Service for Microsoft SQL Server 2005 (Sybase)

Service Line	Duration	Product	IT Capability
APO	8-14 Weeks	SQL Server 2005	Data Management

Microsoft Services can quickly get you up and running with your robust new data management platform with advanced data analysis and reporting. You can benefit from all that SQL Server 2005 offers, such as higher availability, improved scalability, and increased security. And with Microsoft Visual Studio 2005 and the Microsoft .NET Framework, you can even accelerate the development of business applications as much as 40 percent.

■ TARGET AUDIENCE:

Participants include CIOs and CTOs, VP/IT Directors, TDMs, BDMs, and other strategic IT Managers in Enterprise

■ BUSINESS NEEDS:

Increased competition, complex supply-and-demand chains, outsourcing, tighter regulatory requirements, and the need for quicker response and turnaround times—all create new pressures on today's companies. To maintain a competitive edge, businesses need dynamic, intuitive data management tools, so they can gain insights into their operations, improve business performance, and respond quickly to customers.

If you are facing ever-increasing costs and want to get more value from your investment in your data management software, there has never been a better time to migrate to Microsoft SQL Server 2005 database software. With the Migration Service for Microsoft SQL Server 2005 from Microsoft Services, setting up and migrating your data is dramatically simplified. You gain a comprehensive and scalable data environment that is easy to manage and supports your enterprise needs, including business intelligence and high security.

■ BENEFITS:

§ Build a dynamic data management platform with rich analytics
§ Speed business application development (as much as 40 percent)
§ Experience up to 99.999 percent availability
§ Increase security
§ Simplify IT management

■ SCOPE:

§ Assess the customer's existing environment
§ Come up with a strategy for migrating the environment
§ Migrate the environment to SQL Server 2005
§ Help the customer to sustain the new environment

■ DELIVERABLES:

This engagement includes the following key deliverables:
§ Report
§ Project Plan
§ Migration Document

Migration Service for Microsoft SQL Server 2005 (Oracle)

Service Line	Duration	Product	IT Capability
APO	8-14 Weeks	SQL Server 2005	Data Management

Microsoft Services can quickly get you up and running with your robust new data management platform with advanced data analysis and reporting. You can benefit from all that SQL Server 2005 offers, such as higher availability, improved scalability, and increased security. And with Microsoft Visual Studio 2005 and the Microsoft .NET Framework, you can even accelerate the development of business applications as much as 40 percent.

◼ TARGET AUDIENCE:
CIOs and CTOs, VP/IT Directors, TDMs, BDMs, and other strategic IT Managers in Enterprise

◼ BUSINESS NEEDS:
Increased competition, complex supply-and-demand chains, outsourcing, tighter regulatory requirements, and the need for quicker response and turnaround times—all create new pressures on today's companies. To maintain a competitive edge, businesses need dynamic, intuitive data management tools, so they can gain insights into their operations, improve business performance, and respond quickly to customers.

If you are facing ever-increasing costs and want to get more value from your investment in your data management software, there has never been a better time to migrate to Microsoft SQL Server 2005 database software. With the Migration Service for Microsoft SQL Server 2005 from Microsoft Services, setting up and migrating your data is dramatically simplified. You gain a comprehensive and scalable data environment that is easy to manage and supports your enterprise needs, including business intelligence and high security.

◼ BENEFITS:
§   Build a dynamic data management platform with rich analytics
§   Speed business application development (as much as 40 percent)
§   Experience up to 99.999 percent availability
§   Increase security
§   Simplify IT management

◼ SCOPE:
§   Assess the customer's existing environment
§   Come up with a strategy for migrating the environment
§   Migrate the environment to SQL Server 2005
§   Help the customer to sustain the new environment

◼ DELIVERABLES:
This engagement includes the following key deliverables:
§   Report
§   Project Plan
§   Migration Document

Mission Critical Program

Service Line	Duration	Product	IT Capability
APO	3 Years	SQL Server, BizTalk Server	Variable

The Mission Critical Program provides high-touch, coordinated architectural, operational, and support services throughout the end-to-end lifecycle of enterprises' mission-critical systems to ensure their availability, performance, scalability, and supportability.

◼ TARGET AUDIENCE:

CIOs and CTOs, VP/IT Directors, TDMs, BDMs, and other strategic IT Managers in Enterprise

◼ BUSINESS NEEDS:

Customers are requiring Microsoft's deep commitment and support for their mission critical systems built on Microsoft Server products. They are concerned about the reliability and availability of their core business workloads, and they are also concerned about the level of service and direct support they will receive from product groups.

◼ BENEFITS:

§ Enterprise level confidence
§ Microsoft commitment and accountability for success
§ Guidance and validation directly from Microsoft
§ Early visibility into potential issues
§ Support at the solution level that goes beyond product
§ Continuity throughout the project lifecycle
§ Reduce or prevent downtime
§ Maximize performance
§ Executive level relationship with Microsoft

◼ SCOPE:

MCP is a solution- lifecycle engagement consisting of a pre-sales, activation, and subscription phase. During the pre-sales phase, customer workshops guide the customer toward a prescribed implementation and operations plan as well as get an initial assessment of their technical and operational environment pertaining to the targeted solution. This next phase sets the stage for activation, where architectural and operations design sessions, reviews, and validation assessments occur. Specific guidance is given to the customer during this phase that may require additional investment on the part of the customer to ensure the best possible outcome for the goals of their solution (e.g. system availability, performance, supportability, etc). It also is a prerequisite to receive MCP Solution Support during the subscription phase. Throughout this lifecycle, there is continuity of customer and solution knowledge as well as relationships managed primarily by a designated MCP Solution Manager.

◼ DELIVERABLES:

This engagement includes the following key deliverables:
§ Datasheet
§ Plan
§ Report

Assessment and Roadmap for Service Oriented Architecture

Service Line	Duration	Product	IT Capability
APO	Variable	Variable	SOA & Business Process

The Microsoft Services Assessment and Roadmap for Service Oriented Architecture provides you a decisive, vendor independent perspective on your existing and future SOA capabilities. It delivers a tailored SOA roadmap with prioritised recommendations, supported by documentation of comprehensive enterprise SOA assessment findings, the SOA Maturity Model workshop, and a services inventory with dependencies and adoption levels. This Offering provides a common foundation for SOA success by providing a clear existing and future state of business and IT capabilities needed to implement a SOA. The customised roadmap and guidance will help your organisation prioritise and guide the next twenty-four to thirty-six months of SOA initiatives as well as highlight potential implementation risks.

▪ TARGET AUDIENCE:

CTO, CIO, Lead Architect and VP of Applications. For B2B scenarios also involves the VP of Operations, Business Unit VP and Director of Development

▪ BUSINESS NEEDS:

In today's competitive and fast-changing business environment, it is imperative for organisations to align their business and IT initiatives. Too frequently, the existing IT portfolio does not adequately meet specific business needs, is costly to manage, or is inflexible in the face of business growth and change. Organisations are looking for ways to use existing IT investments to better support overall business goals. The goal of a Service Oriented Architecture (SOA) is to be able to create effective business processes that unite separate systems. SOA facilitates IT agility, helps reduce the cost of integration, and helps simplify composition of new applications.

▪ BENEFITS:

The Assessment and Roadmap for SOA helps you:
§ Establish a solid understanding of the Microsoft approach to SOA and the SOA Maturity Model.
§ Identify your current SOA activities, capabilities and current services.
§ Develop a roadmap for your organisation's SOA transformation by:
  § Identifying priorities and objectives.
  § Mapping appropriate capabilities to practical timelines.
§ Gain valuable insights and recommendations from our skilled Microsoft Services architects and consultants.

▪ SCOPE:

Microsoft Services advocates a pragmatic approach in which your SOA efforts are driven by strategic vision and business needs, and are met through incremental, iterative SOA projects that are designed to deliver on business goals one business need at a time. Aligned with this approach, our offering includes three major components:
§ A business architecture transformation engagement resulting in a business capability heat map to identify high-value yet underperforming capabilities.
§ A SOA maturity assessment based on 300 plus role-based questions that evaluate 36 capabilities that are key to increasing the odds of success and reducing the risk in developing SOA projects.
§ A services inventory assessment to capture and catalogue existing services that are already in your SOA environment.

▪ DELIVERABLES:

The engagement deliverables include:
§ Business capability heat map.
§ Enterprise SOA assessment and roadmap.
§ Supporting guidance and documentation.
§ SOA Maturity Model and other workshops.

Service Oriented Modelling

Service Line	Duration	Product	IT Capability
APO	4 Weeks	Not Applicable	SOA and Business Process

Service oriented modelling (SOM) aligns business value and SOA. Microsoft Services' Service Oriented Modelling offering provides a unified set of integrated tools that enables you to discover key business capabilities as well as SOM modellers to model and transform the business capabilities, business entities, and business processes into services.

■ TARGET AUDIENCE:

CTO, CIO, Lead Architect and VP of Applications

■ BUSINESS NEEDS:

In today's competitive environment, organizations are seeking ways to use IT investments to better support their strategic goals. Service oriented architecture (SOA) can help organizations create more effective work processes that unite separate business systems. The adoption of SOA helps to improve IT agility, reduce integration costs, and simplify new applications. This helps to leverage existing assets, reducing time-to-market to gain competitive advantage in the marketplace. However, organizations often find it difficult to adopt SOA due to the lack of well-defined frameworks, tools, methods, and practices that are complementary to their existing investments and traditional delivery approaches. A solid business driven model is necessary to help realize the maximum value of these technologies and to properly align them with the business drivers and provide the desired business value.

■ BENEFITS:

SOM provides an extensible and customizable modeling framework including core business capability, process, service, and entity models to address specific industry, organizational, and customer needs. Taking advantage of Microsoft Services Business Architecture (MSBA), SOM focuses business goals, priorities, and values and properly aligns them with the definition and implementation of services with a common IT architecture roadmap as defined by the Microsoft Service Oriented Architecture Maturity Model (SOAMM). With SOM, modelling is no longer simply a tool for systems architects and developers. SOM is the bridging technology that begins with key business drivers and ends in the development of agile software.

■ SCOPE:

Microsoft Services' Service Oriented Modelling provides a framework of tools, methods, and practices designed to focus on business capabilities and processes to help organizations deliver valuable service orientation while aligning their IT investments with their business architecture. This four-week offering provides an opportunity for your organization to learn and adopt the SOM process, enabling improved processes, greater productivity, and higher accountability.

■ DELIVERABLES:

The following is a list of key service deliverables:
§ Models
§ Delivery Guide
§ Technical Architecture Guide
§ Installation Guide

Upgrade and Migration Service for Microsoft SQL Server 2005/2008

Service Line	Duration	Product	IT Capability
APO	Variable	SQL 2005/2008	Database Management

The Upgrade Service for Microsoft SQL Server2005/2008 and Migration Service for Microsoft SQL Server2005/2008 are consulting offerings designed to help customers deploy SQL Server 2005/2008 solution by moving them to a robust data environment to meet their business needs. Microsoft's SQL Server 2005/2008 solution is a comprehensive and structured approach to building out and well managed and comprehensive data platform that is scalable and manageable with the lowest cost of ownership. A well designed deployment that follows a structured approach by experts with access to Microsoft product groups lay the foundation for an integrated Data Platform capable of supporting existing applications.

■ TARGET AUDIENCE:

Companies that have SQL Server 2000 and are considering a dynamic data environment or an enterprise implementation of SQL Server 2005/2008 to leverage enhanced data capabilities of a robust Data Engine while mitigating data security risks to enable better business intelligence environment.

■ BUSINESS NEEDS:

Customers with the following needs are the primary beneficiaries of the Upgrade Service for Microsoft SQL Server 2005/2008 and Migration Service for Microsoft SQL Server 2005/2008 Offering:

§ Customers interested in database consolidation to reduce hardware and maintenance costs by standardising database environment.
§ Customers looking to make application upgrades to ensure they full fill current and future business needs.
§ Customers looking to standardise data platforms to mine data for effective Business Intelligence solutions.
§ Customers looking to migrate from Oracle to Microsoft SQL server database environment.
§ Customers looking to migrate from Sybase to Microsoft SQL Server database environment.

■ BENEFITS:

The Upgrade Service for Microsoft SQL Server 2005/2008 and Migration Services for SQL Server 2005/2008 leverage the best practices from hundreds of upgrade and migration engagements worldwide to demonstrate technology expertise and concepts for scalable data manager for SQL Server 2005/2008. Microsoft Services provides assistance in developing a thorough assessment, design and deployment plan to mitigate the implementation risks and smooth transition to SQL Server 2005/2008.

■ SCOPE:

The components for this offering are;
§ Upgrade and Migration Assessment service including solution development and proof of concept
§ Technology infrastructure and supporting operational practices assessment to identify and better align infrastructure to the needs of your business.
§ Architectural design and planning that will Identify and gather high-level technical and business requirements and map Microsoft technology capabilities to each requirement to create a high-level solution architecture blueprint.
§ Deployment services for upgrading previous version of SQL Server including reports and supported applications.
§ Deployment services for Migrating from Oracle and/or Sybase to a Microsoft SQL Server 2005/2008 environment.

■ DELIVERABLES:

Envisioning: Vision and scope document
Planning: Project plan with schedule and resource information and work breakdown structure with task duration
Design:
§ Migration validation or acceptance criteria
§ Migration rollback plan
§ Customer application code freeze plan
§ Migration requirement
Developing: Server and database-level object clean up criteria and procedures

Stabilising
Server and Client Installation and configuration procedures
Failover cluster and SAN configuration
Deploying:
§ Software installation and configuration procedures
§ Upgrade issues
§ Recommended practices documentation
§ Database redesign
§ Operations Guide
§ Training Recommendations

Assessment and Roadmap for Business Intelligence

Service Line	Duration	Product	IT Capability
APO	4 Weeks	SQL Server 2005	Business Intelligence

In this world of stiff corporate competition and advanced IT resources, quality business intelligence (BI) can make all the difference in your success. The top players in your industry have the tools—and know the rules—to be competitive. They have taken advantage of technology improvements that have vastly enriched their ability to obtain and use the information they collect to their benefit. The distinction between the best and the rest may depend on how effective their business intelligence system really is.

■ TARGET AUDIENCE:

CIOs, CTOs, VP/IT Directors, TDM, BDM, & IT Managers.

■ BUSINESS NEEDS:

Find out how you can streamline your business intelligence processes to match your precise business needs with an assessment and roadmap for business intelligence by Microsoft Services. Our experienced consultants will analyze your current status, align your functional goals with your business strategies, then design and document a business intelligence roadmap tailored to your specific company. Because our professionals are experienced with Microsoft and third-party products, they can provide business intelligence (BI) Blueprint and offer complete ecosystem guidance—from the operating system to the end-user interface—regardless of your current architecture.

■ BENEFITS:

Microsoft Services BI assessment and roadmap will help you:

§ Analyze your current data platform and processes.
§ Find ways to maximize your existing IT resources.
§ Align your BI goals with your business strategies.
§ Identify ways to improve user experience company-wide.

■ SCOPE:

The Microsoft Services assessment and roadmap for BI involves a consistent series of steps designed to determine your company's current status and map out how to realize your BI potential. These steps include:

§ **Environmental assessment:** A review covering data management including data warehousing, online analytical processing (OLAP), and data integration; information delivery including dashboards and portals; managed reporting and visualization; query; reporting and analytics including impromptu reporting and Microsoft Office Excel–based OLAP analysis; and performance management including financial modeling, planning, budgeting, scorecards, and dashboards.
§ **Architecture and design:** A BI Blueprint comprising architectural guidance based on your BI needs.
§ **Lab validation:** A proof-of-concept based on Microsoft BI technologies and using sample data from the customer environment.
§ **Documentation and solution development:** A forward-looking BI roadmap tailored to customer needs, along with recommendations for next steps.

■ DELIVERABLES:

With your assessment in hand, you will have a clear picture of the potential your specific business can achieve with a Microsoft BI solution. You will have:

§ A current analysis of your entire data platform, plus results from a future-state gap analysis.
§ A summary of all measurable business statistics and a strategy for employing them.
§ An architectural approach for managing the flow of collected data and other content.
§ A collection of user personas and their detailed experience requirements.
§ Clearly identified goals for a BI project and a defined roadmap for project delivery

Windows Communication Foundation Readiness Training

Service Line	Duration	Product	IT Capability
APO	4 days	.Net Framework 3.5, Visual Studio 2008	SOA and Business Process

Windows Communication Foundation is a set of .Net Framework 3.5 technologies for building and running connected systems. It is a new breed of communications infrastructure built around the Web services architecture. Advanced Web services support in Windows Communication Foundation provides secure, reliable, and transacted messaging along with interoperability. Messaging is not restricted to HTTP transport, but can utilize TCP, Net Named Pipes, MSMQ, Peer Channel, or custom transports as well.

◼ TARGET AUDIENCE:

Participants include architects and developers requiring a deeper understanding of the Windows Communication Foundation.

◼ BUSINESS NEEDS:

After an organization has decided they will be building distributed applications that implement Service Oriented Architecture, they face many decisions on how to build these services. WCF provides a unified foundation for building distributed applications utilizing a range of protocols and transports. Leveraging WCF, these distributed applications can be built rapidly and in an interoperable fashion.

Customers are under pressure to develop new generations of distributed applications, often with existing staffing levels. This WCF 4-day workshop accelerates the customer's development process.

◼ BENEFITS:

Web Centric Programming Model In .Net 3.5, the WCF programming model embraces the Web with REST/JSON/Syndication to help you quickly develop applications that communicate with the broadest range of devices.

Alignment with SOA Maturity Model Are you moving from "Basic" Web Services? This training event will accelerate your move to Microsoft's next generation Web Services stack and enable development of services that move your organization up the SOA maturity curve.

Access to a Microsoft SOA expert During the delivery of this course, you will have ample opportunity to engage directly with your Microsoft instructor, an invaluable opportunity to ask your questions regarding WCF or SOA development.

◼ SCOPE:

The 4-day workshop typically includes the following agenda items:
§ WCF Introduction and Programming Model
§ WCF Hosting
§ WCF Management
§ WCF Reliability / Queuing / Transactions
§ WCF Migration, Interop, Upgrade, and integration
§ WCF Customization
§ WCF Security
§ WCF Web Programming
§ WCF Peer Channel

Decision Accelerators for Microsoft Dynamics CRM

Service Line	Duration	Product	IT Capability
Business Applications	1-4 Weeks	Dynamics CRM	CRM

Decision Accelerators help customers with due diligence to make more informed Microsoft Dynamics CRM implementation investments. Decision Accelerators are generally 1-4 week pre-sales consulting assessments designed to accelerate due diligence. The offerings are designed to help customers determine the degree of fit with Microsoft Dynamics products, validate requirements with their data, review architectural design, estimate high level project costs, prepare an implementation plan and a business case for executive approval of the investment decision.

■ TARGET AUDIENCE:

Business and IT decision makers involved in the implementation of CRM systems.

■ BUSINESS NEEDS:

You are evaluating a Microsoft Dynamics solution for your enterprise: Microsoft Dynamics CRM for customer relationship management. How can you determine if the solution will meet your business and technical requirements? What can you do to maximize the return on your technology investment? Decision Accelerators can help provide the answers. This series of consulting engagements can guide you through the important process of due diligence as you determine how to implement your Microsoft Dynamics solution for the greatest benefit to your business.

■ BENEFITS:

Decision Accelerators can help you with all aspects of your Microsoft Dynamics solution deployment:
Business – evaluate and test your solution to check fit and function with your business needs.
Technical – our consultants can help ensure that the architecture and design provides the scalability and performance you need.
 Investment – you will have the cost details you need to make decisions that lead to optimal return on investment and lower total cost of ownership.

■ SCOPE:

Decision Accelerators are part of Sure Step, a comprehensive methodology that provides a consistent approach and proven tools for deployment of Microsoft Dynamics CRM.
§ **Fit Gap and Solution Blueprint** determines the —degree of fit between your business requirements and existing systems and your new Microsoft Dynamics solution. The resulting blueprint shows how to customize the solution to meet your precise needs.
§ **Proof of Concept** gives your team members the opportunity to pilot the solution with actual data and to contribute input to the deployment planning process.
§ **Architecture Assessment** provides an overall architecture and design for deployment and validates that your solution will be scalable to meet your enterprise requirements.
§ **Scoping Assessment** provides a high-level resource and cost plan, so you have a full understanding of your Microsoft Dynamics solution deployment.
§ **Business Case** prepares the case for why investing in Microsoft Dynamics CRM for customer relationship management makes sense for your enterprise.

■ DELIVERABLES:

The following is a list of some of the key service deliverables provided by the 5 Decision Accelerators.
§ Fit Gap & Solution Blueprint   Determine how effectively the requirements fit with Microsoft Dynamics.
§ Proof of Concept   Validate selected functionality areas with customer data.
§ Architecture Assessment   Assess and finalize the architectural design.
§ Scoping Assessment   Estimate the high-level costs and create a project schedule and a resource plan.
§ Business Case   Prepare a solid business case for the implementation.

Architecture and Design Services for Microsoft Dynamics CRM

Service Line	Duration	Product	IT Capability
Business Applications	1-4+ Weeks	Dynamics CRM	CRM

Architecture and Design services help mitigate risk with Microsoft Dynamics CRM engagements primed by Partners by leveraging Microsoft Services architectural design, technical, and on-going quality management reviews. The service consists of several short engagements that can be purchased individually or as a bundle, depending upon the needs of the partner and customer.

■ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers, technical staff involved in your CRM deployment. Participation will vary depending on the sessions and will be communicated as part of the engagement

■ BUSINESS NEEDS:

After careful evaluation of the match between our products and your needs, your enterprise has chosen Microsoft Dynamics CRM for customer relationship management. Now, you can take proactive steps to ensure that you choose the best technical approach to deploying these solutions. Let us help you mitigate risk and maximize performance by providing independent, third-party reviews of the architecture and design for implementation. We can help ensure fit and functionality for your industry, your business, and your needs.

■ BENEFITS:

§ Improve design, performance and scalability.
§ Ensure smooth integration with other systems.
§ Minimize customization.
§ Reduce total cost of ownership.
§ Receive the "best of both worlds": a partner-led implementation at lower cost while maximizing risk mitigation by engagement Microsoft
§ Gain access to Microsoft Services stack expertise beyond Dynamics

■ SCOPE:

When you choose Architecture and Design, senior consultants with deep knowledge of Microsoft Dynamics CRM will review the proposed architecture, design, and customization of your solution. You will receive guidance to help ensure that your needs are met for performance, scalability, security, and integration with existing systems. You can engage the expert reviews à la carte or as a package:

§ **Architecture**: reviews the overall architecture and infrastructure of your Microsoft Dynamics solutions to help meet your business requirements.
§ **Design**: reviews customizations and integration between Microsoft Dynamics CRM with existing systems.
§ **Performance**: reviews the impact on performance of the architecture, and design, ensuring best practices in your operations.

Scope and effort for each Architecture and Design package may vary from 1 week to more than 4 weeks depending upon your organization's complexity, the number of sites, and the number of solution areas.

■ DELIVERABLES:

The following is a list of some of the key service deliverables provided

§	Architecture Review	Examines the overall architecture and infrastructure to see if they meet your business requirements
§	Design Review	Evaluates the design of the customizations and integrations between Microsoft Dynamics CRM and existing systems, based on various integration scenarios.
§	Performance Review	Assesses the effect on performance of the design and code based on guidance, tools, methods, and best practices.

Implementation for Microsoft Dynamics CRM

Service Line	Duration	Product	IT Capability
Business Applications	6-12+ Months	Dynamics CRM	CRM

Implementation for Dynamics CRM is a Microsoft-led consulting engagement designed to help implement and integrate Microsoft Dynamics CRM enterprise-wide with other products, systems, and new technology. Microsoft provides program management using multiple partners and ISV's to help reduce risk and total cost of ownership.

TARGET AUDIENCE:

Business and technical decision makers involved in the selection of CRM systems.

BUSINESS NEEDS:

§ Extend CRM systems as far around the globe as your business seeks to reach.
§ Smoothly integrate Microsoft Dynamics CRM with your existing systems and technology.
§ Manage multiple work-streams, partners, and vendors to help reduce risk and maximize benefits.
§ Build a self-sufficient team to manage your new, integrated systems.

BENEFITS:

Using the Implementation for Microsoft Dynamics CRM offering along with Microsoft Dynamics Sure Step provides:

§ More predictable engagements, increased productivity, and improved customer satisfaction.
§ Better teamwork with partners through use of a common methodology
§ Single point of accountability for customer success for all Microsoft products and services.
§ Deeper product knowledge across the complete Microsoft stack backed by proven quality and risk management processes.
§ Strong partner channel leverage enables better coordination of multiple ISV's and partners.
§ Global scale including offshore delivery capability with partners and MGSI for multi-country implementations.

SCOPE:

We manage multiples—including sites, partners, countries, languages, and vendors that are local, near shore, or offshore. We can help integrate diverse operations while we minimize risk and cost. We can ensure that your IT staff is equipped to operate your Microsoft Dynamics solution self-sufficiently (although we are always available for support). With our guided implementation of Microsoft Dynamics CRM, you can enjoy the predictability that comes from best practices, so you can focus your energy on the exciting business opportunities ahead.

§ **Standard—**the most typical implementation, with customizations specific to your business, integration with other systems and software, and a moderate number of users, sites, and transactions.
§ **Enterprise—**an implementation encompassing multiple sites and/or countries and involving many customizations, extensive integration with other systems, complicated infrastructure, multiple languages, and a large number of users, and transactions.
§ **Rapid—**a simple implementation, with little or no customization, minimal integration with other systems, and relatively small numbers of users, sites, and transactions.

DELIVERABLES:

The following is a list of some of the key service deliverables provided in a Microsoft Dynamics Sure Step implementation. Some of these deliverables may be completed by MCS and some by a partner depending upon how the engagement is structured:

§ Proposal	§ Functional Requirements Document
§ Statement of Work	§ Functional Design Document
§ Project Charter	§ Technical Design Document
§ Project Kickoff	§ Data Migration Plan
§ Project Plan/WBS	§ Testing Plan
§ Project Status	§ Training Plan
§ Budgetary Estimate Proposal	§ UAT Test Scenarios and Scripts
§ Budget Cost Worksheet	§ Performance Test Scenarios & Scripts
§ Fit Gap Analysis Worksheet	§ Go-live Checklist
§ Risk Management Plan	§ Go-live Cutover Plan
§ Change Control Plan	§ Project Closeout

Decision Accelerators for Microsoft Dynamics AX

Service Line	Duration	Product	IT Capability
Business Applications	1-4 Weeks	Dynamics AX	ERP

Decision Accelerators help customers with due diligence to make more informed Microsoft Dynamics AX implementation investments. Decision Accelerators are generally 1-4 week pre-sales consulting assessments designed to accelerate due diligence. The offerings are designed to help customers determine the degree of fit with Microsoft Dynamics products, validate requirements with their data, review architectural design, estimate high level project costs, prepare an implementation plan and a business case for executive approval of the investment decision.

■ TARGET AUDIENCE:

Business and technical decision makers involved in the selection of Enterprise Resource Planning (ERP) systems.

■ BUSINESS NEEDS:

You are evaluating a Microsoft Dynamics solution for your enterprise: Microsoft Dynamics AX for customer relationship management. How can you determine if the solution will meet your business and technical requirements? What can you do to maximize the return on your technology investment? Decision Accelerators can help provide the answers. This series of consulting engagements can guide you through the important process of due diligence as you determine how to implement your Microsoft Dynamics solution for the greatest benefit to your business.

■ BENEFITS:

Decision Accelerators can help you with all aspects of your Microsoft Dynamics solution deployment:
Business – evaluate and test your solution to check fit and function with your business needs.
Technical – our consultants can help ensure that the architecture and design provides the scalability and performance you need.
 Investment – you will have the cost details you need to make decisions that lead to optimal return on investment and lower total cost of ownership.

■ SCOPE:

Decision Accelerators are part of Sure Step, a comprehensive methodology that provides a consistent approach and proven tools for deployment of Microsoft Dynamics AX.
§ **Fit Gap and Solution Blueprint** determines the ―degree of fit‖ between your business requirements and existing systems and your new Microsoft Dynamics solution. The resulting blueprint shows how to customize the solution to meet your precise needs.
§ **Proof of Concept** gives your team members the opportunity to pilot the solution with actual data and to contribute input to the deployment planning process.
§ **Architecture Assessment** provides an overall architecture and design for deployment and validates that your solution will be scalable to meet your enterprise requirements.
§ **Scoping Assessment** provides a high-level resource and cost plan, so you have a full understanding of your Microsoft Dynamics solution deployment.
§ **Business Case** prepares the case for why investing in Microsoft Dynamics AX for enterprise resource planning.

■ DELIVERABLES:

The following is a list of some of the key service deliverables provided by the 5 Decision Accelerators.
§ Fit Gap & Solution Blueprint   Determine how effectively the requirements fit with Microsoft Dynamics.
§ Proof of Concept   Validate selected functionality areas with customer data.
§ Architecture Assessment   Assess and finalize the architectural design.
§ Scoping Assessment   Estimate the high-level costs and create a project schedule and a resource plan.
§ Business Case   Prepare a solid business case for the implementation.

Architecture and Design Services for Microsoft Dynamics AX

Service Line	Duration	Product	IT Capability
Business Applications	1-4+ Weeks	Dynamics AX	ERP

Architecture and Design services help mitigate risk with Microsoft Dynamics AX engagements primed by Partners by leveraging Microsoft Services architectural design, technical, and on-going quality management reviews. The service consists of several short engagements that can be purchased individually or as a bundle, depending upon the needs of the partner and customer.

■ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers, technical staff involved in your ERP deployment. Participation will vary depending on the sessions and will be communicated as part of the engagement

■ BUSINESS NEEDS:

After careful evaluation of the match between our products and your needs, your enterprise has chosen Microsoft Dynamics AX for customer relationship management. Now, you can take proactive steps to ensure that you choose the best technical approach to deploying these solutions. Let us help you mitigate risk and maximize performance by providing independent, third-party reviews of the architecture and design for implementation. We can help ensure fit and functionality for your industry, your business, and your needs.

■ BENEFITS:

§ Improve design, performance and scalability.
§ Ensure smooth integration with other systems.
§ Minimize customization.
§ Reduce total cost of ownership.
§ Receive the "best of both worlds": a partner-led implementation at lower cost while maximizing risk mitigation by engagement Microsoft
§ Gain access to Microsoft Services stack expertise beyond Dynamics

■ SCOPE:

When you choose Architecture and Design, senior consultants with deep knowledge of Microsoft Dynamics AX will review the proposed architecture, design, and customization of your solution. You will receive guidance to help ensure that your needs are met for performance, scalability, security, and integration with existing systems. You can engage the expert reviews à la carte or as a package:
§ **Architecture**: reviews the overall architecture and infrastructure of your Microsoft Dynamics solutions to help meet your business requirements.
§ **Design**: reviews customizations and integration between Microsoft Dynamics AX with existing systems.
§ **Performance**: reviews the impact on performance of the architecture, and design, ensuring best practices in your operations.
Scope and effort for each Architecture and Design package may vary from 1 week to more than 4 weeks depending upon your organization's complexity, the number of sites, and the number of solution areas.

■ DELIVERABLES:

The following is a list of some of the key service deliverables provided

§	Architecture Review	Examines the overall architecture and infrastructure to see if they meet your business requirements
§	Design Review	Evaluates the design of the customizations and integrations between Microsoft Dynamics AX and existing systems, based on various integration scenarios.
§	Performance Review	Assesses the effect on performance of the design and code based on guidance, tools, methods, and best practices.

Implementation for Microsoft Dynamics AX

Service Line	Duration	Product	IT Capability
Business Applications	Variable	Dynamics AX	ERP

Microsoft Dynamics AX for Enterprise Resource Planning (ERP) you can achieve fast and cost-effective deployment of these solutions when you take advantage of our range of implementation services. Our team of partners can put Microsoft Dynamics AX to work for you quickly, across all of your operations and locations, fully integrated with your existing systems. With our services, your implementation can run smoothly, with better results.

◼ TARGET AUDIENCE:

Business and technical decision makers involved in the selection of Enterprise Resource Planning (ERP) systems.

◼ BUSINESS NEEDS:

Our Sure Step Methodology, templates, and tools can ease the challenging process of deploying, extending, or replacing your ERP system with techniques validated by the well-known Project Management Institute, to help you realize the benefits of your new system sooner. Our offerings take advantage of the Sure Step Methodology for Microsoft Dynamics to enable global delivery, program management, and teamwork across multiple partners for complex engagements.

◼ BENEFITS:

Implementation Services can help you:

- § Extend ERP systems as far around the globe as your business seeks to reach.
- § Smoothly integrate Microsoft Dynamics AX with your existing systems and technology.
- § Manage multiple work-streams, partners, and vendors to help reduce risk and maximize benefits.
- § Build a self-sufficient team to manage your new, integrated systems.

◼ SCOPE:

We manage multiples—including sites, partners, countries, languages, and vendors that are local, near shore, or offshore. We can help integrate diverse operations while we minimize risk and cost. We can ensure that your IT staff is equipped to operate your Microsoft Dynamics solution self-sufficiently (although we are always available for support). With our guided implementation of Microsoft Dynamics AX, you can enjoy the predictability that comes from best practices, so you can focus your energy on the exciting business opportunities ahead.

- § **Standard**—the most typical implementation, with customizations specific to your business, integration with other systems and software, and a moderate number of users, sites, and transactions.
- § **Enterprise**—an implementation encompassing multiple sites and/or countries and involving many customizations, extensive integration with other systems, complicated infrastructure, multiple languages, and a large number of users, and transactions. **Rapid**—a simple implementation, with little or no customization, minimal integration with other systems, and relatively small numbers of users, sites, and transactions.

◼ DELIVERABLES:

The following is a list of some of the key service deliverables provided in a Microsoft Dynamics Sure Step implementation. Some of these deliverables may be completed by MCS and some by a partner depending upon how the engagement is structured:

§ Proposal	§ Functional Requirements Document
§ Statement of Work	§ Functional Design Document
§ Project Charter	§ Technical Design Document
§ Project Kickoff	§ Data Migration Plan
§ Project Plan/WBS	§ Testing Plan
§ Project Status	§ Training Plan
§ Budgetary Estimate Proposal	§ UAT Test Scenarios and Scripts
§ Budget Cost Worksheet	§ Performance Test Scenarios & Scripts
§ Fit Gap Analysis Worksheet	§ Go-live Checklist
§ Risk Management Plan	§ Go-live Cutover Plan
§ Change Control Plan	§ Project Closeout

Customer Care Framework 2008 Jumpstart (CCF)

Service Line	Duration	Product	IT Capability
Industry	3-18 months	CCF	Integration

Microsoft Consulting Services utilizes deep expertise in customer service and contact center to successfully assess, analyze, plan, design and implement customer care software solutions. Microsoft consultants help organizations aggregate information from disparate lines of business applications into a unified desktop, automate customer care applications to drive efficient workflows and increase agent productivity to improve customer satisfaction and retention. In addition, our consultants can further accelerate your project efforts by using reference design specifications, deployment plans and project templates to drive business transformation in your customer care center operations quickly and with reduced costs. CCF 2008 JumpStart can help you to win customer project that decreases average call handling time by improving the Customer Service Representatives (CSR) ability to understand the customer information more quickly and eliminate redundant keystrokes. The final system is easier to use and navigate which reduces CSR training time significantly.

n TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff invested in your organization's customer care functions. Participation will vary depending on the sessions and will be communicated as part of the engagement.

n BUSINESS NEEDS:

An enterprise customer wants to create an interface to an existing suite of customer care applications or improve customer care operations by automating redundant data entry and driving consistent work processes. Microsoft Customer Care Framework JumpStart 2008 provides a significant advantage over competitors in designing, implementing, and integrating a customer's existing customer care applications. We combine proven processes, design specifications, deployment plans, and project templates with deep Microsoft product knowledge, positioning us as the best service option for our customers to consider when they address necessary business transformations in their customer care centers

n BENEFITS:

The JumpStart methodology enables us to deliver solutions through a phased approach which addresses the full sales and delivery cycle, from engagement to performance and closure. The methodology can be tailored to each customer's specific situation, and has several advantages over a blank-slate approach to customer care engagement and delivery:

§ An accelerated solution delivery, Reduced risk, Skills transferred from other Microsoft Consulting Services projects
§ Proven design via: Prescriptive guidance, project success drivers and a solid platform for future projects

n SCOPE:

We can help you achieve your customer care objectives by means of:

§ A single point of delivery and support. The management of local and offshore partners will be included.
§ Deep experience in the Microsoft platform. The knowledge will be customized for customer care operations.
§ A proven process for rapid project completion. The process proceeds from envisioning through planning, developing, stabilizing, and deploying.
§ Quality assurance. We provide expert oversight designed to help reduce risk.
§ Dependable technical support. Designed to meet your readiness needs.

n DELIVERABLES:

The following is a list of some of the key service deliverables provided

§	JumpStart Project Methodology	Process guidance for best practice delivery
§	Project Work Breakdown Structure	Microsoft Project Plan for implementation.
§	Reference Architecture	Best practice architecture for delivery
§	Functional Specification	Detailed documentation of functional specifications as mapped to customer requirements
§	Technical Specification	Detailed documentation of technical specifications as mapped to customer requirements and test deliverables
§	Test Plan	Load Performance Test Plan, System Test Cases, System Plan

Interactive Media Manager (IMM)

Service Line	Duration	Product	IT Capability
Industry	12-20 weeks	Microsoft Office Sharepoint Server 2007	Commnication & Collaboration

Interactive Media Manager (IMM) provides a set of Web parts, workflow templates, a metadata model, and Web services for building collaborative media production solutions as an extension to Microsoft Office SharePoint Server 2007. IMM makes it easier to extend Office SharePoint Server 2007 into scenarios where digital media, rather than documents, are the primary targets of workflow and collaboration. It also provides the building blocks for an end-to-end collaborative media production workflow by using Microsoft and partner technologies.

◼ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff invested in digital media management. Participation will vary depending on the sessions and will be communicated as part of the engagement.

◼ BUSINESS NEEDS:

Communication and collaboration is quickly changing from simple text-based documents to rich multimedia-sharing experiences. Managing thousands of digital assets across their life cycle is an increasing challenge. This affects everyone that manages rich media content—from production companies to enterprises that use streaming media to connect with employees, partners, and customers. The Microsoft Services Interactive Media Manager (IMM) solution is a highly customizable and open platform used to manage rich media content and does not require a complete change in the architecture of core business systems. It addresses the end-to-end content life cycle and interacts well with complementary solutions.

◼ BENEFITS:

Interactive Media Manager helps solve key industry challenges by optimizing content workflow processes, enhancing collaboration, and providing management with insight into real-time production details. It is a solution framework for Microsoft Office SharePoint Server 2007, which you can use to create rich media workflows:

§   IMM Web parts can add rich media manipulation and management capabilities.

§   IMM Workflows can provide a rich set of media-related templates for Windows Workflow Foundation.

§   IMM RDF repository is an innovative metadata model that uses the Resource Description Framework (RDF) and the Ontology Web Language.

§   IMM DAM Web Service can provide easy integration for different digital asset management (DAM) systems (several are supported out of the box).

◼ SCOPE:

Design, implementation and configuration of a production IMM environment including design of custom workflows, a RDF metadata model and integration with existing Digital Asset Management applications.

◼ DELIVERABLES:

The following is a list of some of the key service deliverables provided

§	Reference Architecture	A technical overview of the IMM solution.
§	Customer Presentation	An overview of the key features and benefits of IMM targeted toward the BDM and TDM
§	Proposal	A sample proposal that can be used to scope the baseline engagement.

Microsoft Enterprise Cube for the Telecom industry (MEC)

Service Line	Duration	Product	IT Capability
Industry	20 weeks	Performance Point Server 2007	Business Intelligence

Microsoft Enterprise Cube (MEC) is an end-to-end analysis and collaboration business performance management (BPM) solution. MEC enables communication service providers to bring disparate information together, providing a single source of truth - systems provide data that are authentic, relevant and referable. By incorporating industry and business intelligence (BI) best practices, MEC delivers true people-ready BI solutions. It provides deep insight into existing processes and customer behaviours allowing service providers to improve corporate performance. The core functionality is supported by a rich analytics foundation, which is comprised of Microsoft BI product integration, predefined workflows, domain database schemas and planning services.

∎ TARGET AUDIENCE:

Participants includes IT decision makers (CIO, CTO), IT Managers and technical staff invested in business intelligence. The offering is targeted to organizations in the telecommunications industry. Participation will vary depending on the sessions and will be communicated as part of the engagement.

∎ BUSINESS NEEDS:

Success in the highly competitive telecommunications industry can be determined by a service provider's ability to measure its business performance. Most service providers have vast amounts of subscriber data stored in enterprise resource planning systems, customer relationship management systems, database warehouses, and similar systems. However, these systems frequently operate in isolation, and integrating them is expensive, complex, and time consuming. This disconnected infrastructure causes service providers to spend a significant amount of time analyzing data to identify:

§ Subscribers who spend the most on services.
§ Subscribers who dilute profits.
§ Services that improve subscriber loyalty.
§ Services that are underused.

∎ BENEFITS:

A deployment of the Microsoft Enterprise Cube will enable you to

§ Utilize analytics prebuilt on industry best practices.
§ Integrate your existing customer data sources.
§ Keep your existing data warehouse solution.
§ Realize a quick return on investment (ROI).
§ Speed to production.
§ Minimize training requirements.
§ Lower total cost of ownership (TCO).

∎ SCOPE:

MEC is an end-to-end analysis and collaboration solution that delivers the information that service providers need to cater to the right subscribers. The solution integrates best-in-class online analytical processing and reporting software to give service providers deep insight into subscriber service consumption. This software includes:

§ Microsoft SQL Server 2005 Report Builder: helps analysts create self-service reports and complete data exploration.
§ Microsoft Office PerformancePoint Server 2007: helps service providers analyze and plan their business, and simplifies the extended data model and reporting.
§ Microsoft Office SharePoint Server 2007: renders business data results and provides enterprise search capabilities so analysts can search for data across business systems.

∎ DELIVERABLES:

The following is a list of some of the key service deliverables provided

§ Proof of Concept	§ MEC Implementation Guide
§ Business Productivity Study	§ MEC Project Plan
§ MEC Delivery Guide	§ Requirements Matrix
§ MEC Operations Guide	§
§	§

Maximize the availability and efficiency of your IT infrastructure

The Microsoft Support and Health Offerings provide customers who have significant investments in Microsoft technology with customized and pre-packaged support that can provide proactive services to improve IT Health, reactive services when things go wrong, and various levels of Support Account Management.

The Microsoft Support Lifecycle policy provides consistent and predictable guidelines for product support availability at the time of product release.

Support Options

Premier Support	Designed to provide pre-packaged and customizable support services for your organization. This is the most comprehensive and prevalent choice for large businesses.
Premier Foundation	A new, entry-level, pre-packaged Premier Support Offering for your organization. This is a value-based, entry-level choice for large businesses.
Essential Support	Helps cover your foundational support requirements with a pre-packaged offering. This is a typical choice for midsize businesses.

Key Benefits Available: (Benefit level varies based upon agreement)	Proactive services Support and workshops Problem resolution support around-the-clock coverage Critical situation escalation	Rapid onsite support Knowledge transfer Microsoft Premier Online TechNet with online concierge Direct relationship	Designated account representative Remote or onsite Proactive information distribution

Microsoft | Services

Application Lifecycle Management: Project Management Workshops

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	2 days	Yes	200	VSTS	Development

The Microsoft Solutions Framework (MSF) offers guidance for working with people and processes – based on the proven practices of Microsoft – to help teams and organizations become more successful in delivering business-driven technology solutions. To assist project managers apply the MSF using the Visual Studio Team System (VSTS), Microsoft offers the following two-day workshops:

§ Project Management with MSF for Agile Software Development Process Workshop
§ Project Management with MSF for Capability Maturity Model Integration (CMMI) Software Development Process

∎ TARGET AUDIENCE:

Participants include project managers and other staff applying the Microsoft Solution Framework (MSF) to project management.

∎ BUSINESS NEEDS:

Consistently delivering high-quality technology solutions on time and on budget is challenging. By building on MSF and the Visual Studio Team System process templates, Microsoft Services application lifecycle management workshops are designed to increase a customer's knowledge and productivity. This workshop is geared for customers that want to gain knowledge in using Microsoft Services Application Lifestyle Management through personalized delivery, not as broad and general information.

∎ BENEFITS:

§ Customers learn how to apply project management techniques to MSF Agile projects using Microsoft best practices and VSTS.
§ Customers sharpen the competitive edge of their application development team to help predictably deliver business-critical applications.

∎ SCOPE:

The two types of Project Management workshop are:

 Project Management with MSF for Agile Software Development Process Workshop: This workshop is geared to teams that focus on agile software development, and conveys understanding of how to apply project management techniques to agile projects using the Visual Studio Team System. Topics presented in this two-day workshop include:

§ Agile project management in general
§ MSF for Agile Software Development: an Agile 2.0 methodology for software development
§ Visual Studio Team System (VSTS) overview
§ MSF meta-model, Process templates and process guidance
§ The Agile project management pattern
§ Cycles, iterations, and releases, MSF Agile project metrics
§ Retrospectives and project learning and how traditional project management techniques apply
§ Incremental delivery of architecture and testing

 Project Management with MSF for CMMI Software Development Process Workshop: This workshop is geared to teams that focus on incremental and iterative software development. MSF for CMMI Software Development Process Improvement is a methodology that was built by extending MSF for Agile Software Development to enable teams to achieve CMMI level 3 compliance with the least possible effort. This workshop helps customers understand how to apply this methodology in their organization. Topics presented in this two-day workshop include:

§ Agile project management in general
§ CMMI basic concepts
§ MSF for Agile Software Development—an Agile 2.0 methodology for software development
§ Visual Studio Team System overview
§ MSF meta-model, Process templates and process guidance
§ How MSF CMMI extends MSF Agile
§ The agile project management pattern
§ Cycles, iterations, and releases
§ MSF CMMI project metrics and reports
§ Standard CMMI Appraisal Method for Process Improvement (SCAMPI) assessments—and how MSF CMMI satisfies the criteria
§ Retrospectives and project learning and how Project Management Institute (PMI) techniques apply to MSF CMMI

Microsoft Operations Manager 2005 Advanced Workshop

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	2 day	Yes	300	MOM 2005	Desktop, Device & Server Management

The Microsoft Operations Manager (MOM) 2005 Advanced Workshop provides participants with a deeper understanding of Microsoft Operations Manager (MOM) 2005 and what it can offer them in the monitoring of their infrastructure. The Workshop will provide a technical drill-down into various aspects of the MOM technology, with a strong emphasis on hands-on Labs. Upon successful completion of this workshop, participants will have the confidence to take control of their MOM infrastructure and extend its monitoring reach.

■ TARGET AUDIENCE:

This workshop is designed for MOM Administrators who are responsible for maintaining the MOM infrastructure and ensuring the ongoing availability of the MOM service itself.

■ BUSINESS NEEDS:

The MOM 2005 Advanced Workshop is aimed at customers with IT organizations that are interested in deepening the knowledge and expertise of their MOM Administrators. This will allow them to better respond to their enterprise business requirements with greater confidence and speed. In addition, this will help to maximise the potential of a MOM investment and hopefully lead to greater ROI and TCO from the MOM technology.

■ BENEFITS:

After completing this workshop, MOM administrators will have a better understanding of the following:
§ Development of custom reports and management packs
§ Advanced troubleshooting techniques
§ Scripting and debugging within the Microsoft Operations Manager (MOM) 2005 environment
§ Monitoring of Unix Servers

■ SYLLABUS:

The following is an outline of the material to be covered at this workshop:

§ Module 1 – Architecture
§ Module 2 – Database Management
§ Module 3 – Custom Management Pack Development
§ Module 4 – Advanced Configuration
§ Module 5 – Advanced Rule Development
§ Module 6 – Extending MOM Monitoring
§ Module 7 – Advanced Troubleshooting
§ Module 8 – Notification SA
§ Module 9 – Developing Reports
§ Module 10 – Scripting in Microsoft Operations Manager (MOM) 2005
§ Module 11 – MOM Best Practices

■ PRE-REQUISITES:

The target candidate should ideally have 6-12 months of Microsoft Operations Manager (MOM) 2005 Administrative experience.

Systems Management Server 2003 Deployment & Configuration Workshop

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 day	Yes	200	SMS 2003	Desktop, Device & Server Management

This 3 day instructor-led course provides students with the knowledge and skills to manage Microsoft Systems Management Server (SMS). Students will learn how to configure SMS components and how to manage the ongoing operations of an SMS infrastructure.

▪ TARGET AUDIENCE:

This course is intended for SMS Administrators who are responsible for configuring and managing one or more SMS sites and all supporting systems. They have one to three years of experience supporting multiple desktop and server computers running Microsoft Windows 2000 or Microsoft Windows 2003 in medium to large enterprise organizations.

▪ BUSINESS NEEDS:

Organizations that are looking to gain additional benefits by leveraging the advanced features of Systems Management Server 2003.

▪ BENEFITS:

After completing this workshop, you will understand the advanced features of Microsoft Systems Management Server 2003 and how to install, configure, and manage these areas:

§ Software Distribution
§ Inventory
§ Software Metering
§ Internet Information Services (IIS)
§ SMS Site Systems
§ Roaming Topics
§ Patch Management
§ Embedded Clients and Devices

▪ SYLLABUS:

The Workshop consists of 6 modules covering the key features of Systems Management Server 2003. This workshop includes classroom lecture sessions with an accompanying workbook, and hands-on lab sessions with an accompanying lab manual.

Workshop course outline:
§ SMS Site Hierarchy , Features , Installation and Configuration
§ SMS Site System roles and features
§ SMS Client installation methods and troubleshooting client installation.
§ Software Distribution techniques and deploying Software using SMS
§ Patch Management using Systems Management Server 2003.
§ Software Metering

▪ PRE-REQUISITES:

Participants need to have sound knowledge and experience with SMS administration, concepts and process flows.

Systems Management Server 2003 Troubleshooting Workshop

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 day	Yes	300	SMS 2003	Desktop, Deivce & Server Management

This two day instructor-led course provides participants with the knowledge and skills to troubleshoot Microsoft Systems Management Server (SMS) 2003. Participants would learn about the different log files used for troubleshooting SMS Server and Client related issues and also identify common issues with regard to SMS Site Systems Installation, Advanced Client Installation and Issues with SMS Client features like Inventory and Software Distribution.

n   TARGET AUDIENCE:

IT staff responsible for administration and support of Systems Management Server 2003.

n   BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending this workshop.
§ Organizations who wish to develop their troubleshooting skills to ensure that their organization's SMS infrastructure is more reliable
§ Customers who are considering migration to Systems Management Server 2003
§ Organizations who are concerned about understanding and troubleshooting Systems Management Server 2003
§ Customers who have experienced critical situations related to Systems Management Server 2003

n   BENEFITS:

After completing this workshop, you will understand how to isolate and troubleshoot problems in Systems Management Server 2003

n   SYLLABUS:

The workshop consists of 7 modules covering Systems Management Server 2003 troubleshooting tips and techniques. This workshop includes classroom lecture sessions with an accompanying workbook, and hands-on lab sessions with an accompanying lab manual.

Workshop course outline:
§ SMS Site Configuration Review
§ Troubleshooting Systems Management Server 2003 Site Installation and Site System Installation
§ Troubleshooting SMS Advanced Client installation
§ Troubleshooting Software Distribution
§ Troubleshooting Patch management
§ Troubleshooting Site to Site Communication
§ Troubleshooting Software metering

n   PRE-REQUISITES:

Participants need to have clear understanding of Systems Management Server 2003 Architecture and features, hands-on experience with SMS Admin console with regard to common administrative tasks like inventory management, Software Metering, Package Distribution, Patch management and setting up multiple Sites.

Using Windows PowerShell Workshop

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	5 days	Yes	300	Windows Server 2003	Desktop, Device & Server Management

With the release of Exchange Server 2007, Microsoft made available a powerful new command line environment for Windows. Called Windows PowerShell, it is a rich new programming language and interactive, scriptable shell, designed for use by administrators. "Using Windows PowerShell" is a five day workshop that seeks to unleash PowerShell's potential, and gives administrators greater control and automation of system administration tasks. Other products that leverage Windows Powershell include System Centre Operations Manager 2007, Data Protection Manager V2, and Virtual Machine Manager, as well as being included in Windows Server 2008.

n   TARGET AUDIENCE:

As the Microsoft Exchange 2007 administrator tools are built upon Microsoft PowerShell, Exchange administrators are going to naturally gravitate to this workshop. Bear in mind though that network administrators can certainly benefit today from Windows PowerShell Scripting as well.

n   BUSINESS NEEDS:

Exchange and network administrators who want to significantly reduce the time and effort spent in performing many tasks by learning how to automate these through Windows PowerShell Scripting.

n   BENEFITS:

Upon successful completion of the workshop, participants will be equipped to automate the setup, deployment, and management of Windows machines. In addition, it will provide attendees with an understanding of various commands (cmdlets) and the basics of programming through modelling of fundamental techniques.

n   SYLLABUS:

Each topic is reinforced by lab exercises, and all major topics are reinforced by one or more labs. The following is a list of the modules that are covered in this workshop:

§   Module 1 – Overview of Windows PowerShell
§   Module 2 – Using Windows PowerShell CMDLETS
§   Module 3 – Leveraging PowerShell Providers
§   Module 4 – Using PowerShell Scripts
§   Module 5 – Using WMI
§   Module 5 – Querying WMI
§   Module 7 – Working with Active Directory
§   Module 8 – Using ADO
§   Module 9 – PowerShell and Exchange

n   PRE-REQUISITES:

At least 1 year experience with administering Windows/Exchange servers.

Support & Health

Windows Critical Problem Management Workshop

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	1 day	Yes	300	Windows Server 2003	Desktop, Device & Server Management

The Windows Critical Problem Management Workshop provides 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. These best practices are presented in a concise format with several hours of hands-on learning.

◼ TARGET AUDIENCE:

Senior IT Staff responsible for Microsoft Windows Server Platform

◼ BUSINESS NEEDS:

The Windows Critical Problem Management Workshop is designed for senior IT staff with in-depth understanding of Windows concepts. The workshop focuses on understanding and troubleshooting issues with emphasis on Windows architecture. It also provides participants with the skills to both proactively troubleshoot and prepare for the debugging of critical problems.

◼ BENEFITS:

The Windows Critical Problem Management Workshop provides participants with skills and techniques that will enable them to implement processes and utilize tools to realise the following objectives in their production environment:
§   Reduce time to restore service - optimize troubleshooting techniques and ensure all critical systems are properly configured for debugging before a problem occurs
§   Reduce time to resolution - manage service packs and hot fixes more effectively
§   Reduce mean time to resolution - provides the skills required to make quick and effective decisions about engaging Premier Support
§   Reduce recurrence through effective proactive troubleshooting techniques

◼ SYLLABUS:

The following lists of proactive and reactive troubleshooting concepts are a sample of the possible topics for modules for this workshop (the modules are subject to change):

Proactive Troubleshooting Concepts:
§   High-availability best practices
§   Combining people, process, and technical resources for environment management
§   Methods to avoid problems through effective monitoring and management
§   Important error messages and key performance monitor counters

Reactive Troubleshooting Concepts:
§   Windows architecture
§   Windows blue screens
§   Decoding log files
§   Troubleshooting steps, escalation process, and issue post-mortems
§   How to most efficiently prepare systems for troubleshooting

Critical Problem Management Concepts:
§   Windows architecture
§   Windows blue screen
§   Crash cart setup
§   Symbol setup
§   Creating and maintaining a repository server
§   Performing a user-mode debug by using WinDBG
§   Analyzing Dr. Watson logs
§   Performing a live debug by using the kernel-mode debugger
§   What information is important during the debugging process and how to more efficiently manage a critical problem to a quicker resolution

◼ PRE-REQUISITES:

At least 1 year administering or developing Windows servers/applications

Strategic Enterprise Operations Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	Lifecycle
Required	3 days	Yes	300	N/A	Operations

The Strategic Enterprise Operations 3-day Workshop*PLUS* course combines key elements of the Microsoft Operations Framework Essentials and Microsoft Operations Framework Changing Quadrant courses with real-world Microsoft Operations Consulting experience to produce a rich learning experience centred on improving Information Technology (IT) operational efficacy. Students will learn about and discuss IT operations challenges; available process frameworks and standards such as the IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF); end-to-end services; the MOF Process Model; and risk, change, release, and configuration management.

◼ TARGET AUDIENCE:

§ IT managers and/or directors charged with reducing costs and improving availability.
§ IT professionals who seek to improve the operation of their systems.
§ IT service delivery managers responsible to the business for the performance of a solution or system.
§ Microsoft Operations Framework Essentials alumni seeking to take their MOF knowledge to the next level.

◼ BUSINESS NEEDS:

This workshop is useful for organizations planning to implement or improve operational processes. These improvement initiatives may be driven by cost-efficiency, service improvement, or as a realization that repeated, preventable incidents are causing the IT organization to lose credibility with their business.

◼ BENEFITS:

The three-day workshop will help attendees to:
§ Understand Service Maps
§ Explore the MOF Process Model, including:
  § Risk Management
  § Change Management
  § Release Management
  § Configuration Management
§ Experience the Talkeetna operational simulation

◼ SYLLABUS:

This workshop runs for a FULL 3 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.
§ Incoming Assessment - Students take a 25-question quiz that provides a baseline of their knowledge.
§ Module 1: Challenges Facing IT Operations
§ Module 2: IT Service Management – Guidance and Standards
§ Module 3: Understanding an End-to-End Service
§ Module 4: MOF Process Model
§ Module 5: Actualising MOF to Customers
§ Module 6: Risk Management
§ Module 7: Change Management
§ Module 8: Release Management
§ Module 9: Configuration Management
§ Outgoing Assessment -Students complete the quiz again and compare Incoming with outgoing results to measure knowledge transfer.
§ Action Planning session - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

◼ PRE-REQUISITES:

ITIL familiarity desirable

Active Directory: Troubleshooting Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	Active Directory	Identity & Access Management

The Active Directory: Troubleshooting 4-day Workshop*PLUS* course provides students with the skills required to understand and successfully troubleshoot Active Directory Installation, Group Policies, and Logon Failures within Active Directory File Replication Service, and Active Directory Replication. Students learn the tools used in Active Directory troubleshooting and gain the skills required to accelerate time to resolution. Hands-on lab exercises reinforce key learning.

◼ TARGET AUDIENCE:

IT Staff responsible for Active Directory infrastructure. Participants must be committed to attend all days in its entirety, as each module builds on the module before.

◼ BUSINESS NEEDS:

Customers experiencing the following symptoms may find this workshop beneficial:
§ Customers who face lengthy Active Directory service outages
§ Customers who recently started / are planning new Active Directory deployments
§ Customers who face Active Directory performance issues
§ Customers who find that they are experiencing many issues in their Active Directory deployment

◼ BENEFITS:

After completing this course, attendees will be able to:
§ Understand Active Directory components and services.
§ Troubleshoot during Active Directory installation, including resolving DNS-related problems
§ Identify the typical events, alerts, and symptoms indicating potential Active Directory issues.
§ Diagnose and trace problems to the core computer or service causing the difficulty
§ Troubleshoot Active Directory replication, with and without File Replication Service (FRS).
§ Understand Active Directory Forests

◼ SYLLABUS:

This workshop runs for a FULL 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

§ **Incoming Assessment** - Students take a 25-question quiz that baselines their knowledge.

§ **Module 1: Active Directory Installation Wizard** Introduces the DCPromo tool. Students identify the causes of failures for it to complete. Introduces the tools and terminology required for completion of all subsequent modules.

§ **Module 2: Group Policy Processing** Provides information on the structure of group policies as they exist on clients and on servers, and introduces additional tools specific to Group Policy support. Students describe a course of action required to resolve failures of Group Policy application.

§ **Module 3: Client Logon** discusses the potential causes of clients being unable to authenticate against domain controllers and what steps are necessary in order to resolve such problems.

§

§ **Module 4: File Replication Service** examines the method by which files in sysvol and DFS volumes are replicated. Students learn to track the progress of such files and understand possible causes of failure.

§ **Module 5: Active Directory Replication** Focuses on the mechanics by which directory changes are transferred among domain controllers, and highlights the distinctions between the differing naming contexts. Tools that allow students to observe and monitor replication are also introduced.

§ **Module 6: Flexible Single Master Operations** Provides material on how to identify key domain controller roles and the implications of their unavailability. Students learn how to recover.

§ **Outgoing Assessment** - Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.

§ **Action Planning session** - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

◼ PRE-REQUISITES:

§ Senior IT staff possessing at a minimum MCSE-level certification in Microsoft Windows 2000, OR
§ Operating environment infrastructure architects with a solid understanding of Active Directory, OR
§ Windows 2000/2003 Server administrators with a solid understanding of Active Directory, OR
§ Escalation support staff (top-tier only).

IIS 6.0 Critical Problem Management Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 days	Yes	300	IIS 6.0	Desktop, Device & Server Management

The IIS 6.0 Critical Problem Management 3-day Workshop*PLUS* course provides participants with skills and techniques that will enable them to implement processes, and utilize tools to ensure that all critical systems are properly configured for debugging. Thus avoiding reboots to enable debug support, before a critical problem occurs. The course also shows students how to reduce mean time to resolution by teaching the skills to diagnose the causes of many critical problems and the skills to make quick and effective decisions about next steps.

TARGET AUDIENCE:

This course is targeted at IIS 6.0 application developers and IIS 6.0 web server administrators and/or their support staff who have an overall stake in the functionality and stability of an IIS web server.

BUSINESS NEEDS:

The IIS 6.0 Critical Problem Management Workshop is designed for IT staff with a reasonable understanding of IIS concepts. The workshop focuses on understanding and troubleshooting issues with emphasis on IIS architecture. It also provides participants with the skills to both proactively troubleshoot and prepare for the debugging of critical problems.

BENEFITS:

At the completion of the IIS 6.0 Critical Problem Management Workshop students will be able to effectively:
§ Recognize and determine what type of problem they are encountering and which tools to implement for each type of problem.
§ Use basic commands of each of the common troubleshooting tools provided for troubleshooting IIS problems.

SYLLABUS:

This workshop runs a *full* 3 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Incoming Assessment:
§ Students take a 25-question quiz that baselines their knowledge.
Module 1:
§ Windows Architecture. Provides a basic understanding of the components that make up the User space and the Kernel space within the Windows architecture. Explains how to deal with exceptions in User space and Kernel space.
Module 2:
§ IIS 6.0 Architecture Presents the internal architecture of IIS 6.0. Describes how various features of IIS can be used in maintaining web servers and how these can be used in troubleshooting issues.
Module 3:
§ Troubleshooting Tools. Discusses in detail the many tools that can be used for troubleshooting common IIS problems. Focuses on the tools used by Microsoft support engineers and how they can be applied to resolve a variety of issues.
Module 4:
§ Problem Analysis. Provides an opportunity to apply newly learned knowledge. Emphasizes free-form troubleshooting labs that provide practical experience in troubleshooting realistic problem scenarios.
Outgoing Assessment:
§ Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.
Action Planning Session:
§ Students develop Action Plans to improve real-world situations and/or implement proactive measures.

PRE-REQUISITES:

To ensure the high-quality knowledge transfer expected by the attendees of this 3-day Workshop*PLUS* , class size is limited to a maximum of 16 students who meet the following criteria:
§ At least 1 year experience in administering or developing IIS 6.0 servers or applications.
§ Experience as escalation support staff (top-tier only).

Windows Server 2003: Automation and Administration Using Scripting WorkshopPLUS

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	5 days	Yes	300	Windows Server 2003	Desktop, Device & Server Management

The Windows Server 2003: Automation & Administration Using Scripting 5-day WorkshopPLUS course provides students with hands-on experience required to automate their Windows Server 2003 and Windows XP environments by leveraging the power of Visual Basic Scripting (aka VBScript), WMI, and ADSI. Over 30 hands-on labs form an integral part of this ground-up immersion in VBScript. Upon completion of this course, students will understand scripting concepts well enough to read and write scripts that manage user accounts, gather important configuration information from computers, and manage services on Windows Server 2003 servers.

■ **TARGET AUDIENCE:**

Windows 2003 system administrators – Anyone desiring to automate the installation, configuration and management of their Windows environments

■ **BUSINESS NEEDS:**

Windows Administrators and Consultants are confronted with numerous time-consuming activities on a daily basis. Whether it is going through thousands of users in Active Directory Users and Computers to grant dial-in permissions to a specific group of end-users or changing profile storage locations to point to a newly added network server; these everyday tasks must be completed. In enterprise environments, the ability to quickly write and deploy a script could make the difference between a task that takes a few hours, and one that takes a few weeks.

■ **BENEFITS:**

The Windows Server 2003: Automation & Administration Using Scripting workshop will equip attendees with the tools to harness the power of VBScript. By breaking the concepts into easy to complete, simple to understand lessons, the learner will quickly gain the skills to write custom scripts to manage, monitor, and control their Windows Server 2003 environments.

■ **SYLLABUS:**

The following is an overview of the sections that comprise this workshop

Incoming Assessment - Students take a 25-question quiz that baselines their knowledge.

Module 1: Starting from Scratch Learn the four parts of a script, how to declare variables, use Option Explicit, and basic error handling.

Module 2: Getting in the Loop Use "for each next", define constants, and implement collections. Use "sleep", "do while", and "do until".

Module 3: Adding Intelligence Use "if then", "if then elseif", "select case", and intrinsic constants.

Module 4: The Power of Many Command line arguments, arrays, and named arguments.

Module 5: The Power of Many More Convert a text file into an array, delimited strings into arrays, and work with dictionaries.

Module 6: Working with the File System Create the file system object. List files, create files, and verify file existence. Work with properties and attributes.

Module 7: Fun with Folders Create folders, delete folders, and verify folders existence.

Module 8: Why Windows Management Instrumentation? Connect to a WMI provider. Learn about namespaces, classes, and providers. Create and run WMI queries.

Module 9: WMI Continued Alternative ways of creating a moniker. Querying WMI, impersonation levels, and privileges.

Module 10: Using WMI Queries Return all properties from all instances, some properties from all instances, all properties from some instances, and some properties from some instances.

Module 11: Introduction to Active Directory Services Interfaces ADSI binding, providers, and namespaces. Create OUs and users.

Module 12: Reading and Writing for ADSI Delete users and OUs. Modify users and create groups.

Module 13: Searching Active Directory
Connect and query Microsoft Active Directory. Control how data is returned.

Module 14: Configuring Networking Components...
Use WMI to configure networking components through text input files.

Outgoing Assessment - Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.

Action Planning session - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

■ **PRE-REQUISITES:**

At least 1 year administering or developing Window servers/applications

Windows Server 2003: Clustering Essentials Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 days	Yes	300	Windows Server 2003	Desktop, Devices & Server Management

The Windows Server 2003: Clustering Essentials 3-day Workshop*PLUS* course provides students with the knowledge and skills necessary to effectively administer and support Microsoft Cluster Server (MSCS). This course will focus on the new features in Windows Server 2003 Clustering, technical details, architecture, disaster recovery, and troubleshooting.

TARGET AUDIENCE:

Windows 2000 & 2003 System Administrators

BUSINESS NEEDS:

§ Companies that have implement Windows clustering and want to develop further knowledge.
§ Companies that are in the process or planning to deploy Windows clustering
§ Companies that have experienced ongoing issues with their implementation of Windows clustering

BENEFITS:

At the end of this course, participants will be able to:
§ Install and configure Windows 2003 Cluster Server.
§ Understand the clustering architecture.
§ List and describe all features and components of Windows 2003 Cluster Server.
§ Understand dialogs and UI options of the product.
§ Troubleshoot key problem areas.
§ Incorporated best practices in the workplace.

SYLLABUS:

This workshop runs a FULL 3 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

§ **Incoming Assessment - Students** take a 25-question quiz that baselines their knowledge.
§ **Module 1: Introduction to Server Clustering -** This module is designed to give an introduction into cluster technology and to explain what Microsoft Windows Server 2003, Windows Clustering provides in this context. The central concepts and design of the cluster service are described, and the terminology it uses is introduced.
§ **Module 2: Configuration of Cluster Service and Resources -** This module explains the cluster service specific components. Hands-on experience is provided in configuring resources, network components, file/print shares, and registry replication.
§ **Module 3: Geographically Dispersed Clusters -** This module discusses the requirements, challenges, and implementation of cluster configuration at multiple sites and how Windows Clustering can be used to provide a disaster recovery environment for mission-critical data and applications.

§ **Module 4: Troubleshooting and Disaster Recovery** - This module consists for the greater part of hands-on experience in troubleshooting the most common clustering related issues, including a thorough breakdown of the steps needed to solve these issues.
§ **Module 5: Best Practices -** Students will learn the best practices of deploying and maintaining clustered environments.
§ **Outgoing Assessment -** Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.
§ **Action Planning session -** Students develop Action Plans to improve real-world situations and/or implement proactive measures.

PRE-REQUISITES:

§ Participants must have completed Microsoft Windows 2000 or Windows Server 2003 training or have working knowledge of the products.
§ Students should be familiar with general Windows 2003 architecture, security, networking, and diagnostic tools prior to attending the Microsoft Cluster Server course.
§ Students need to have a good understanding of Storage management in Windows

Defence in Depth: Securing Windows Server 2003 Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 days	Yes	300	Windows 2003	Security & Networking

The Defence in Depth: Securing Windows Server 2003 3-day Workshop*PLUS* course provides students with the skills required to ensure that host servers are secure and protected from unwanted access or intrusion. This workshop covers security threats, countermeasures, and Windows Server 2003 strategies, tools, and best practices for helping to comprehensively secure the server from file system, applications, and server communications across the network. The workshop also focuses on the use of the security-rich features of Windows Server 2003 to help detect and defend against security threats that target your most valuable organizational assets.

n TARGET AUDIENCE:

This workshop is appropriate for system architects and engineers responsible for security design, implementation, and management. Windows 2000/2003 Server administrators with solid understanding of network operations and management.

n BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from a Defence in Depth: Securing Windows Server 2003 workshop:

§ Organizations who wish to better protect their Windows environment from unwanted access or intrusion.

§ Organizations who are concerned about Windows Server 2003 security.

§ Customers who have experienced critical situations related to Windows Server 2003 security.

§ Customers who are to be subjected to internal or external security, compliance or regulatory assessments.

n BENEFITS:

Microsoft has created this course to help organizations better protect their Windows environment from unwanted access or intrusion. The three-day workshop will help attendees to:

§ Understand typical security threats and the most effective Windows Server 2003 countermeasures against them

§ Protect the server against unauthorised access during and after the login and authentication process

§ Harden the host against risks from unnecessary software or non-secure settings

§ Ensure the security of data in transmission

§ Properly secure applications using appropriate Windows Server 2003 tools and techniques

n SYLLABUS:

This workshop runs a FULL 3 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

§ **Incoming Assessment -** Students take a 25-question quiz that baselines their knowledge.

§ **Module 1: Security Foundations -** Covers potential security threats and the most effective countermeasures.

§ **Module 2: Securing the Perimeter -** Teaches how to help defend the physical and network perimeter against intrusion. Also learn about Network Access Quarantine and Network Access Protection.

§ **Module 3: Detecting Intrusions -** Shows how to audit and detect rogue events.

§ **Module 4: Securing Server Access -** Provides information on the logon access and authentication processes, and the security issues that arise after users are connected.

§ **Module 5: Hardening the Host -** Focuses on ways to help decrease the potential attack space. These sessions include implementation of the Windows Firewall, rendering the TCP/IP stack resistant to exploitation, and removing unnecessary software.

§ **Module 6: Data Confidentiality -** Provides best practices for helping to secure in-flight data between two hosts. Methods include encryption of files and folders and ensuring authenticated communications.

§ **Module 7: Securing Applications -** Covers the major server roles and provides the policies and the templates for more secure and effective application use including IIS, DNS, and Terminal Services.

§ **Outgoing Assessment -** Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.

§ **Action Planning Session -** Students develop Action Plans to improve real-world situations and/or implement proactive measures.

n PRE-REQUISITES:

§ At least one year experience in designing secure networking solutions for Windows 2000 Server or Windows Server 2003.

Exchange Server 2003: Troubleshooting Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	3 days	Yes	300	Exchange 2003	Communication & Collaboration

The Microsoft Exchange Server 2003: Troubleshooting Workshop*PLUS* course provides attendees with the knowledge and practice to successfully troubleshoot Exchange Servers. The modules in this workshop focus on mail flow and performance monitoring. Each group of modules is designed to provide participants with the concepts, tools and hands-on troubleshooting procedures for helping to ensure that Exchange Server yields high performance, high efficiency, and high availability mail messaging for your organization. This course teaches the tools and techniques to help enable you to optimize the performance of your Exchange servers and ensure that mail flow is optimized both for internal and external mail transfer.

■ TARGET AUDIENCE:

IT staff responsible for the administration of Exchange Server 2003.

■ BUSINESS NEEDS:

Organizations who wish to develop their troubleshooting skills to ensure that their organization's messaging infrastructure is more reliable and/or have experienced critical situations related to Exchange Server 2003

■ BENEFITS:

After completing this course, you will be able to:
- § Understand message flow and dependencies.
- § Understand message routing topologies, both internal and external to the organization.
- § Understand Exchange transport protocols.
- § Understand and troubleshoot message flow dependencies, such as DNS and Active Directory.
- § Troubleshoot network connections.
- § Identify the symptoms and causes of poor performance.
- § Apply the correct performance monitoring tools to a specific symptom.
- § Isolate the cause of specific performance degradation.
- § Correct identified problems.

■ SYLLABUS:

Module 1: Introduction to Message Flow - Learn the relationship between routing topology and efficient mail flow, and the basics of transport protocol dependencies.
Module 2: Understanding Exchange and Active Directory - Learn how Exchange and Active Directory are integrated, how the LADP protocol is used to perform queries on data, and how the Recipient Update Service is used to generate and update address lists.
Module 3: Troubleshooting Network Connectivity - Understand how to monitor traffic between computers and capture information for troubleshooting.
Module 4: Troubleshooting Name Resolution - Understand DNS fundamentals and the tools by which to troubleshoot name resolution problems.
Module 5: Troubleshooting Active Directory - Understand expected directory service performance, as well as the tools for troubleshooting related performance problems.
Module 6: Understanding Message Flow - Understand the details of messaging transport protocols and message transfer from local to internet clients.

Module 7: Troubleshooting Message Flow - Evaluate and troubleshoot their existing routing topology in order to ensure maximally efficient mail flow.
Module 8: Performance Monitoring Tools - Use the appropriate tools to identify heavy mail loads, slow request responses, and other problems. Also, learn how to configure MOM and other Performance Monitoring Tools.
Module 9: Isolating the Causes of Performance Degradation - Learn the standard causes of degraded system performance and be able to isolate the specific cause that has led to the observable symptoms.
Module 10: Performance Troubleshooting - Learn how to troubleshoot performance issues based on reported symptoms.
Module 11: Microsoft Exchange Server Best Practices Analyser Tool v2.5 - Install the Microsoft Exchange Server Best Practices Analyser Tool on a client computer that runs Microsoft .NET Framework 1.1 or on a server that runs Exchange Server.
Module 12: Microsoft Exchange Server Performance Troubleshooting Analyser Tool v1.0 - Use Exchange Server Performance Troubleshooting Analyser to determine the most likely cause of the bottleneck, and then create step-by-step instructions to address the performance problem.

■ PRE-REQUISITES:

- § One year of experience administering an Exchange system. Exchange Server 2000 or 2003 experience is ideal.

Exchange Server 2003: Troubleshooting and Disaster Recovery Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	5 days	Yes	300	Exchange 2003	Communication & Collaboration

The Exchange Server 2003: Troubleshooting & Disaster Recovery 5-day Workshop*PLUS* course provides participants with the knowledge and practice to successfully troubleshoot Exchange Servers. The modules in this workshop focus on mail flow, performance monitoring, and practice in recovering from disaster scenarios. Each group of modules is designed to provide participants with the concepts, tools and hands-on troubleshooting procedures for helping to ensure that Exchange Server yields high performance, high efficiency, and high-availability mail messaging for your organization. This course teaches the tools and techniques needed to optimize the performance of Exchange servers to ensure that mail flow is optimized both for internal and external mail transfer as well as teaching how to recover from certain disaster situations. This course includes an Incoming Assessment to baseline knowledge and an Outgoing Assessment to measure knowledge transfer. Advice about general disaster planning and server management is not included.

n   TARGET AUDIENCE:

Senior IT staff responsible for the administration of Exchange Server 2003 The information is also useful for administrators supporting Microsoft Exchange 2000.

n   BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from this workshop:
§ Organizations who wish to have more secure Exchange Server 2003 backup and recovery capabilities.
§ Customers who are considering migration to Exchange Server 2003.
§ Organizations who are concerned about Exchange Server 2003 disaster recovery.
§ Customers who have experienced critical situations related to Exchange Server 2003.

n   BENEFITS:

The five-day workshop will help attendees to:
§ Understand message flow and dependencies.
§ Understand message routing topologies, both internal and external to the organization.
§ Understand and troubleshoot message flow dependencies, such as DNS and Active Directory.
§ Recognize the symptoms of poor performance, and identify the causes of poor performance.
§ Isolate the cause of specific performance degradation.
§ Learn how to recover public folders and recover storage groups.
§ Learn how to recover from server loss and restore to different hardware.
§ Learn how to recover clustered servers.

n   SYLLABUS:

This workshop runs a FULL 5 days. Students should anticipate consistent start and end times for each day.

§ Incoming Assessment
§ Introduction to Message Flow.
§ Understanding Exchange and Active Directory.
§ Troubleshooting Network Connectivity.
§ Troubleshooting Name Resolution.
§ Troubleshooting Active Directory.

§ Database Essentials.
§ Database Disaster Recovery Technologies.
§ Understanding Message Flow.
§ Troubleshooting Message Flow.
§ Performance Monitoring Tools.
§ Isolating the Causes of Performance Degradation.
§ Performance Troubleshooting Basics.

§ Server Loss.
§ High Availability.
§ Sample Disaster Recovery Document.
§ Microsoft Exchange Server Performance Troubleshooting Analyser.
§ Outgoing Assessment
§ Action Planning session

n   PRE-REQUISITES:

This course requires that students meet the following pre-requisites:
§ Windows 2000 MCSE or equivalent experience.
§ 3 years experience architecting or administrating large enterprise IT. environments running Microsoft Exchange
§ Basic knowledge and experience in Database technologies and concepts.

Exchange Server 2003: Database Recovery Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	400	Exchange 2003	Communication & Collaboration

The Exchange Server 2003 Database Recovery 3-day Workshop*PLUS* course provides students with the skills required to successfully back-up, restore, repair, and recover Exchange Server 2003 databases. Technical reviews of Exchange architecture, transaction log mechanics, and the "Online Backup" API are combined with hands-on labs and exercises to offer a targeted and practical classroom experience.

■ TARGET AUDIENCE:

Senior IT staff responsible for the administration of Exchange Server 2003 The information is also useful for administrators supporting Microsoft Exchange 2000.

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Exchange Server 2003: Database Recovery Workshop:
§ Organizations who wish to have more secure Exchange Server 2003 backup and recovery capabilities.
§ Customers who are considering migration to Exchange Server 2003.
§ Organizations who are concerned about Exchange Server 2003 disaster recovery.
§ Customers who have experienced critical situations related to Exchange Server 2003.

■ BENEFITS:

The three-day workshop will help attendees to:
§ Understand the basic architecture of an Exchange Server 2003 system
§ Understand ESE database fundamentals relevant to data recovery
§ Locate and inventory data sets
§ Utilize data recovery and analysis tools
§ Analyse existing data for relevance and integrity
§ Organise the data into appropriate restoration locations
§ Manipulate and process the data to recover the maximum amount of relevant information.

■ SYLLABUS:

This workshop runs a FULL 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

§ **Incoming Assessment** - Students take a 25-question quiz that baselines their knowledge.

§ **Module 1: Exchange 2003 Fundamentals** - Provides an overview of Exchange's architecture and structure. Students are introduced to the terms Organization, Administrative Group, Routing Group, and Storage Group. The functionality of the Recipient Update Service will be explained, and students will learn about the way that Active Directory accounts are assigned to Exchange mailboxes.

§ **Module 2: Transaction Log Replay -** Covers how transaction logs interact with the database files under a variety of conditions. Students learn about transaction logging by making file copy backups of various databases. Students restore these files and successfully integrate new information into the databases by replaying transaction logs into them.

§ **Module 3: Online Backups -** Provides information on working with online backups and using Microsoft Windows NT Backup to create online backups. Also described are the different types of backups, the internal backup process for online backups, how to successfully restore from an online backup, and setting backup cycles.

§ **Module 4: Recovery Storage Groups -** Explains the problems solved by the Recovery Storage Group, and gives students enough detail about how the Recovery Storage Group works so that they will be able to use it creatively and appropriately.

§ **Outgoing Assessment -** Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.

§ **Action Planning session -** Students develop Action Plans to improve real-world situations and/or implement proactive measures.

■ PRE-REQUISITES:

This course requires that students meet the following pre-requisites:
§ Windows 2000 MCSE or equivalent experience.
§ 3 years experience architecting or administrating large enterprise IT. environments running Microsoft Exchange Server
§ Basic knowledge and experience in Database technologies and concepts.

Support & Health

Exchange Server 2007: Clustering Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	Exchange 2007	Communication & Collaboration

The Exchange Server 2007: Clustering 4-day Workshop*PLUS* course provides participants with the knowledge and skills necessary to effectively administer and support an Exchange Server 2007 cluster implementation. This course will cover the architecture changes and new clustering features such as Single Copy Cluster, Cluster Continuous Replication and Standby Continuous Replication. After covering the changes and new features the focus will be on installation, configuration and administration, monitoring and troubleshooting.

■ TARGET AUDIENCE:

Exchange Server administrators that are planning to implement or manage cluster configurations on Exchange Server 2007.

■ BUSINESS NEEDS:

Exchange Server 2007 offers clustering enhancements that can translate into better business continuity and uptime by providing both service and database redundancy.

■ BENEFITS:

- § Gain deeper understanding of the new clustering features and architecture for Exchange Server 2007
- § Learn how to manage failovers in different scenarios
- § Incorporate best practices in the workplace
- § Troubleshoot key problem areas

■ SCOPE:

This workshop runs a full 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

- § **Incoming Assessment** - Students take a 25-question quiz that baselines their knowledge.
- § **Module 1: Introduction to Windows Clustering** - Introduces the various flavours of Windows Server Clustering and provides an overview of the technical concepts and cluster specific components. Students will build a cluster at the end of this module.
- § **Module 2: Single Copy Cluster** - Provides an in-depth understanding of the Exchange Single Copy Cluster (SCC) components. This module guides the attendees through a step-by-step SCC installation and configuration. SCC administration, monitoring, troubleshooting concepts, tools and best practices are explained and demonstrated, and used during specific lab exercises **Module 3: Continuous Replication Technology** - Provides detailed information on the improvements in terms of cluster architecture. Discussed are the architecture of an Exchange Server 2007 cluster implementation, the various resources available and the Exchange resources cluster dependencies.
- § **Module 4: Cluster Continuous Replication** - Guides attendees through the planning and deployment phases of a Cluster Continuous Replication (CCR) solution. Provides in-depth information on how to implement CCR, how to manage failovers in a number of different scenarios, how to monitor a CCR solution and how to troubleshoot CCR issues.
- § **Module 5: Standby Continuous Replication** - Guides attendees through the planning and deployment phases of a Standby Continuous Replication (SCR) solution. Contains step by step instructions on how to implement such a solution while applying the Microsoft best practices, how to manage failovers in a number of different scenarios, how to monitor a SCR solution and how to troubleshoot issues related to this solution.
- § **Outgoing Assessment** - Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.
- § **Action Planning Session** - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

Microsoft | Services

Exchange Server 2007: Database Recovery Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	Exchange 2007	Communication & Collaboration

The Exchange Server 2007: Database Recovery WorkshopPLUS course provides participants with the skills required to successfully back-up, restore, repair, and recover Exchange Server 2007 databases. Technical reviews of Exchange architecture, transaction log mechanics, and the "Online Backup" API are combined with hands-on labs and exercises to offer a targeted and practical classroom experience. This course is scoped to Exchange 2007, with most material also applying to Exchange 2003. Version differences will be noted during instruction and/or in the workbook.

■ TARGET AUDIENCE:

Exchange Server administrators that are seeking 300-level knowledge of database recovery practices. Participants should have in-depth, hands-on experience with Exchange 2003 or 2007 before enrolling in the class.

■ BUSINESS NEEDS:

Students learn how to provide quick and confident response to Exchange database-recovery situations, thus reducing the time required for service restoration and the need to involve Premier in routine recovery scenarios. This course includes an Incoming Assessment to baseline knowledge and an Outgoing Assessment to measure knowledge transfer. Advice about general disaster planning and server management is not included.

■ BENEFITS:

Through the course of this WorkshopPLUS, you will
- § Understand the basic architecture of an Exchange Server 2007 system.
- § Understand ESE database fundamentals relevant for data recovery.
- § Develop in-depth understanding of the recovery process and troubleshoot recovery failures.
- § Diagnose Exchange Server database and log file failures.
- § Utilize data recovery and analysis tools.
- § Learn how to reduce downtime when performing Exchange Server database recovery.
- § Use the Exchange Disaster Recovery Analyzer (ExDRA) to investigate database failures.
- § Review and utilize SP2-specific database-recovery features

■ SCOPE:

This workshop runs a full 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.
- § **Incoming Assessment** - Students take a 25-question quiz that baselines their knowledge.
- § **Module 1: Exchange 2007 Fundamentals** - Provides an overview of Exchange architecture and structure. Students are introduced to the terms Organization, Administrative Group, Routing Group, and Storage Group. Explains the functionality of the Recipient Update Service. Covers how Active Directory accounts are assigned to Exchange mailboxes.
- § **Module 2: Transaction Log Replay** - Covers how transaction logs interact with the database files under a variety of conditions. Students learn about transaction logging by making file copy backups of various databases. Students restore these files and successfully integrate new information into the databases by replaying transaction logs into them.
- § **Module 3: Online Backups** - Provides information on working with online backups and using Microsoft Windows NTBackup to create online backups. Describes the different types of backups, the internal backup process for online backups, how to successfully restore from an online backup, and setting backup cycles.
- § **Module 4: Recovery Storage Groups** - Explains the problems solved by the Recovery Storage Group. Provides enough detail about how the Recovery Storage Group works so that participants know how to use it creatively and appropriately.
- § **Module 5: Database Recovery Center** - Explains the problems solved by the Database Recovery Center.
- § **Outgoing Assessment** - Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.
- § **Action Planning Session** - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

SharePoint Server 2007 Administration and Troubleshooting Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	SharePoint	Communication & Collaboration

The Microsoft Office SharePoint Server 2007: Administration and Troubleshooting 4-day Workshop*PLUS* course addresses the depths of Microsoft Office SharePoint Server 2007 (MOSS) deployment, configuration, security, operations, backup & restore, and troubleshooting. MOSS administrators will walk away with a firm grasp of the technical concepts required to successfully operate this world-class collaboration infrastructure.

n TARGET AUDIENCE:

SharePoint Administrators

n BUSINESS NEEDS:

§ Enhance the administration and troubleshooting skills of key MOSS staff
§ Gain a better understanding of MOSS deployment and compose a better upgrade or migration plan
§ Improve the health of the MOSS infrastructure and reduce the frequency and severity of incidents

n BENEFITS:

Acquire skills and techniques to help perform the following tasks:

§ Understand the mechanics of MOSS deployment and the various upgrade/migration options
§ Learn recommended best practices for building a farm
§ Configure operations and applications management, and the shared service provider
§ Deep-dive into farm, web application, site, and content security
§ Operations, operations, operations!
§ Prepare for and Recover from a disaster
§ Identify symptoms, configure diagnostic logging and troubleshooting best practices

n SYLLABUS:

This workshop runs a full 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

§ **Incoming Assessment** - Students commence with a 25-question quiz that baselines their knowledge.
§ **Module 1 – Overview:** Review basic topics such as MOSS architecture and features, the distinct members of the MOSS family and product administration.
§ **Module 2 – Deployment:** Explore upgrade and migration options and then walk through the setup process.
§ **Module 3 – Configuration:** Configure Operations Management, Application Management, the Shared Service Provider, and SSP Administration.
§ **Module 4 – Security:** Understand Farm, Web Application, Site, and Content security options – including authentication, authorisation, policies, and capabilities like Information Rights Management.
§ **Module 5 – Operations:** Investigate monitoring solutions System Monitor, MOM 2005 and SCOM 2007. Review performance measurement and tuning techniques. Deep-dive into Search administration. Wrap-up with content reorganization, content deployment, and software updates.
§ **Module 6 - Backup & Restore:** Understand how to respond to either a content restoration request or a system recovery scenario using the tools provided in MOSS.
§ **Module 7 – Troubleshooting:** Review the tools and techniques used by Microsoft Premier Field Engineers to investigate and troubleshoot common scenarios.
§ **Outgoing Assessment** - Students re-take the quiz and compare Incoming with Outgoing results to measure knowledge transfer.
§ **Action Planning Session** - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

n PRE-REQUISITES:

At least 1 years experience with administering MOSS 2007 or SharePoint Portal Server 2003 is recommended.

SQL Server 2000: Performance Tuning and Optimization Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	SQL Server 2000	Data Management

The SQL Server 2000: Performance Tuning & Optimization 4-day Workshop*PLUS* course provides information on SQL Server 2000 general architecture, index and page structures, performance troubleshooting tools, memory architecture, programming efficiency, and optimization techniques. The course takes an in-depth look at analyzing performance counters, SQL profiler/trace output, blocking scripts, and key system tables. Tools such as Performance Monitor, Lazy Writer, and PSSDIAG (a unified data collection tool developed by Microsoft SQL Server support) are covered in detail. This course also explores stored procedure optimization, T-SQL programming best practices, auto-parameterization, lock escalation, statistics, memory structure, and sysachaeobjects.

■ TARGET AUDIENCE:

SQL Server Database Administrator, Database Architect, Capacity Planning Specialist, Quality Assurance Tester, Senior Help Desk Specialist. Database Application Developers, ISV Program Managers.

■ BUSINESS NEEDS:

This course is suitable for organizations looking to develop knowledge on current tools and techniques to assist with performance tuning their SQL Server 2000 environment.

■ BENEFITS:

Upon completion of this course, students will be able to understand:

- § SQL Server 2000 Architecture
- § SQL Server 2000 Table & Index Structure
- § Performance Data Collection Tools
- § SQL Server 2000 Performance Bottlenecks
- § SQL Server Locking Concepts
- § Optimization
- § Programming Efficiency
- § SQL Server Memory Architecture

■ SYLLABUS:

This workshop runs a full 4 days. Students should anticipate consistent start and end times for each day.

Module 1: SQL Server 2000 Architecture
Provides a brief overview of SQL Server architecture and defines its primary components.

Module 2: SQL Server 2000 Table & Index Structure
Covers the behaviour of different index structures, naming of several indexing features, resolution of index fragmentation, and the features of the Index Tuning Wizard.

Module 3: Performance Data Collection Tools
Introduces virtual system tables and functions, DBCC commands, SQLDIAG, Performance Monitor, Blocker Script, SQL Profiler, and PSSDIAG.

Module 4: SQL Server 2000 Performance Bottlenecks
Introduces bottlenecks, why bottlenecks occur, and how to analyze bottlenecks.

Module 5: SQL Server Locking Concepts
Covers locks and lock manager concepts, batch and transaction concepts, locks and applications concepts, how to formulate and implement locking resolutions, and message transfer from local to internet clients.

Module 6: Optimization
Focuses on how the query optimizer works, query optimizer statistics, execution plan caching, monitoring query performance, reading execution plans, and suboptimal plans.

Module 7: Programming Efficiency
Covers how to optimally leverage stored procedures, query best practices, use connection pooling, and explore database design factors that affect performance.

Module 8: SQL Server Memory Architecture
Communicates how the OS manages memory, covers how the SQL Buffer Pool is sized, and the allocations that make up the buffer pool, and provides an overview of AWE and how buffers are mapped and unmapped.

Outgoing Assessment
Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.

Action Planning session
Students develop Action Plans to improve real-world situations and/or implement proactive measures.

■ PRE-REQUISITES:

At least 1-2 years experience with administering SQL Server.

SQL Server 2005 for Administrators Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	SQL Server 2005	Data Management

The SQL Server 2005 for Administrators 4-day Workshop*PLUS* course provides participants with the opportunity to gain experience and confidence through interactive, break-fix labs designed provide students with hands-on experience for optimizing the management of SQL Server 2005 in a daily work environment. The course will also examine the new features of SQL Server 2005 and introduce techniques and tools to help participants install, configure, secure and maintain Microsoft SQL Server 2005.

TARGET AUDIENCE:

SQL Server administrators looking to improve their skills with SQL Server 2005.

BUSINESS NEEDS:

SQL Server 2005 offers a range of features, from high availability and robust scalability to advanced business intelligence tools, designed to empower users across an organization through a more secure, reliable, and productive data management platform. These capabilities cannot be properly leveraged without knowledgeable IT staff.

BENEFITS:

Participants will improve their knowledge of
- § Differences between SQL Server 2000 and SQL Server 2005
- § Installation and upgrade, High availability and Disaster Recovery
- § New tools and monitoring , Indexes, Security, Replication, Clustering

SCOPE:

- § **Incoming Assessment** - Students take a 25-question quiz that baselines their knowledge.
- § **Module 1: Introduction and Overview of SQL Server 2005** - The module provides a brief overview of the new enhancements and features of Microsoft SQL Server 2005, such as SQL Server Management Studio, database mirroring, and database snapshots. These features are further described in detail in the subsequent modules.
- § **Module 2: Installation, Upgrade, and Migration to SQL Server 2005** - This module describes the various methods available for migration to Microsoft SQL Server 2005. It also covers information related to important pre and post tasks that should be performed as part of an upgrade process. In addition, the module introduces the Upgrade Advisor tool that is used during the upgrade process.
- § **Module 3: Tools** - This module will help you familiarize yourselves with the SQL Server Management Studio interface and its various elements such as Object Explorer and Solution Explorer. It teaches how to use SQL Configuration Manager to control SQL Server and also provides information about the SQLCMD utility and the SQL Management Objects (SMOs).
- § **Module 4: Tools for Monitoring SQL Server 2005 Performance** - This module provides detailed information related to various tools available to a database administrator. It covers the new and powerful features of SQL Server 2005. Introduces the new Profiler Trace and the various enhancements made to it. Provides information about the database and server reports and how to use them to pin-point various issues on your SQL Server. **Module 5: Managing Database Indexes -** This module introduces various new indexes available in SQL Server 2005 such as Indexes with Included Columns and how you can use this feature. Also teaches the new commands and functionalities that are used to manage indexing.
- § **Module 6: Security** - This module introduces the new concepts around security and the hierarchical security model in SQL
- § Server 2005.
- § **Module 7: Disaster Recovery** - This module covers the new disaster recovery functionality of SQL Server 2005. Explains the enhancements made to the backup and restore functionality such as Online Restore and page-level restore. Also explains the options used to restore your database even if the restore is erroring out. In addition, the new disaster recovery technologies such as Database Mirroring and Database Snapshot are covered.
- § **Module 8: Clustering** - This module provides an overview of clustering. Focuses on the enhancements made to clustering in SQL Server 2005.
- § **Module 9: Replication** - This module describes the various types of enhancements made to SQL Server 2005 replication. Teaches the new Peer-to-Peer replication
- § **Outgoing Assessment** - Students complete the quiz again and compare Incoming with Outgoing results to measure knowledge transfer.
- § **Action Planning Session** - Students develop Action Plans to improve real-world situations and/or implement proactive measures.

SQL Server 2005: Performance Tuning & Optimization Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	300	SQL Server 2005	Data Management

The SQL Server 2005: Performance Tuning & Optimization 4-day Workshop*PLUS* course provides information on SQL Server 2005 general architecture, index and page structures, Locking and Concurrency, Tools and monitoring of SQL Server performance using SQL Management Studios, an introduction to DMV's, Query optimization, Scalability and inside to SQL OS, Memory architecture and programming efficiency. The course takes an in-depth look at Analyzing performance counters, New Profiler Event Features, blocking, and key Dynamic Management Views for performance tuning. Tools such as Performance Monitor and sqldiag (a unified data collection tool developed by Microsoft SQL Server support) are covered in detail. This course also explores stored procedure optimization, T-SQL programming best practices, auto-parameterisation, lock escalation, statistics, memory structure, and CLR basics. This course includes a detailed workbook and hands-on labs.

■ TARGET AUDIENCE:

SQL Server Database Administrator, Database Architect, Capacity Planning Specialist, Quality Assurance Tester, Senior Help Desk Specialist. Database Application Developers, ISV Program Managers.

■ BUSINESS NEEDS:

This course is suitable for organizations looking to develop knowledge on current tools and techniques to assist with performance tuning their SQL Server 2005 environment.

■ BENEFITS:

Upon completion of this course, students will be able to understand how to:

§ Explore SQL Server 2005 Architecture
§ Investigate SQL Server 2005 Table & Index Structures
§ Discover Performance Tools and Monitoring Techniques
§ Understand Dynamic Management Views (DMVs)
§ Optimize Queries
§ Improve Scalability
§ Examine Memory Management
§ Improve Programming Efficiency

■ SYLLABUS:

This workshop runs a FULL 4 days. Students should anticipate consistent start and end times for each day.

§ **Incoming Assessment -** Students take a 25-question quiz that baselines their knowledge.
§ **Module 1: SQL Server 2005 Architecture provides** a brief overview of SQL Server architecture and defines its primary components such as disk, memory, CPU and network.
§ **Module 2: Dynamic Management Views** Introduces Dynamic Management Views
§ **Module 3: SQL Server 2005 Tools and Monitoring** Introduces SQL Management Studio reports, new SQL profiler events, Analyzing statistics, and viewing query plans.
§ **Module 4: SQL Server 2005 Table & Index Structure** covers the behaviour of different index structures, naming of several indexing features, Index usage and missing indexes.

§ **Module 5: Locking and Concurrency** Focuses on Lock concepts and introduces dynamic memory tables, lock partitioning, and database options.
§ **Module 6: Memory Management** Discusses how the SQL OS manages memory. Covers how the SQL Buffer Pool is sized and the allocations that make up the buffer pool, and looks at AWE changes.
§ **Module 7: Query Optimization** Describes how the Query Optimizer uses indexes and other information to determine the most efficient method of accessing data.
§ **Module 8: Programming Efficiency** examines how to optimally leverage stored procedures, query best practices, and explore database design factors that affect performance.
§ **Module 9: Scalability** covers partitioning tables, SQL OS, Tempdb usage and triggers and dbcc checks.
§ **Outgoing Assessment -** Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.
§ **Action Planning session -** Students develop Action Plans to improve real-world situations and/or implement proactive measures.

■ PRE-REQUISITES:

The target audience should have 1-2 years experience with SQL Server. The workshop is not aimed at developers who wish to learn in depth CLR and programming in TSQL. The Course is targeted at 300 Level.

Support & Health

Advanced .NET Debugging Workshop*PLUS*

Premier Status	Duration	Software Assurance	Level	Product	IT Capability
Required	4 days	Yes	400	.Net Framework 1.1 / 2.0	Development

The Advanced .NET Debugging 4-day Workshop*PLUS* course develops the skills required 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.

■ TARGET AUDIENCE:

This course is targeted at senior developers, testers, and third-tier escalation support-personnel with application development and debugging experience.

■ BUSINESS NEEDS:

§ Companies that are about to embark on a major testing phase of a .Net development project.
§ Companies running .Net applications in production and that experience failures that are difficult to diagnose and troubleshoot.
§ Senior Developer and Testers who want to develop deeper technical skills and knowledge around .Net debugging

■ BENEFITS:

You will learn basic Win32 usermode debugging using WinDbg. In troubleshooting the .NET environment using debuggers, students will also learn how to examine a managed module, how Garbage collection (GC) works and examine Common Library Runtime (CLR) internals. Each module has review questions that test the knowledge transfer of the objectives. At the end of the course, students will be able to setup and use a debugger to locate issues in their .NET applications.

■ SYLLABUS:

This workshop runs a *full* 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.
Incoming Assessment. Students take a 25-question quiz that baselines their knowledge.
Module 1: Introduction to .NET Debugging. Explains the differences between Unmanaged (native) and managed (.NET) debugging, and explore the tools required for successful debugging.
Module 2: CLR Fundamentals. Explores the physical layout of a managed assembly, the native CLR structural hierarchy, managed objects, and the role that JIT compilation plays in managed execution.
Module 3: .NET Memory Management. Examines .NET memory management including the Garbage Collector (GC) and Finalisers.

Module 4: Troubleshooting Hangs. Defines, parses, and troubleshoots "hang" scenarios in WinForms and ASP.NET applications.
Module 5: Troubleshooting Exceptions. Dives into the different types of exceptions, including those that go unhandled in WinForms and ASP.NET applications.
Module 6: Additional Debugging Tools. Reviews additional tools and debugging scenarios.
Outgoing Assessment. Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.
Action Planning session. Students develop Action Plans to improve real-world situations and/or implement proactive measures.

■ PRE-REQUISITES:

§ Development experience in .NET environment
§ Development experience in Win32 C/C++ programming
The workshop contains Level 400 content. Please review the Target Audience information (above), and contact your Microsoft Services representative to ensure that this workshop is appropriate to the student's experience and technical expertise.

Microsoft | Services

Operations Strategic Review (OSR)

Premier Status	Duration	Product	IT Capability
Not required	1 Week	N/A	IT & Security Process

The Operations Strategic Review (OSR) develops a high level, infrastructure Optimization roadmap for process improvement in support of IT's business-validated vision, strategy and project plans. This includes defining and scheduling immediate actions, for pressing needs, as well as longer term continuous improvement programs. The roadmap is developed by actively working with leadership and your IT team to identify and address opportunities for business-aligned service level improvements. The OSR includes defining and scheduling immediate actions, for pressing needs, as well as longer term continuous improvement programs that address people, process and technology in order to meet the technology demands of the business.

◼ TARGET AUDIENCE:

CIO, IT Director, Operations Manager, Services Owners, Business Liaisons, Architects, and business stakeholders supported by IT

◼ BUSINESS NEEDS:

The OSR addresses an issue that is critical within IT departments today: according to CIO Magazine's "2006 State of the CIO" survey "integrating/enhancing systems and processes" is the top technology priority for Chief Information Officers (CIOs). The success of an IT service requires excellent technology, people, and processes to accomplish this task. Moreover, industry analysts report that 80% of unplanned downtime is due to people and process issues.

◼ BENEFITS:

The Operations Strategic Review (OSR) identifies measurable IT improvement programs that address people, process and technology, reducing those costs and improving quality over time through continuous improvement.

◼ SCOPE:

The Microsoft Services Operations Consultant will work with your team to review past process assessment documentation, discuss current process status, meet with relevant process owners, and ultimately make observations as to whether the processes are currently in a state to adequately support the environment. The scope for the process discussions, as related to the your Microsoft environment, will include:

- § Change Management
- § Configuration Management
- § Release Management
- § Patch Management
- § Incident Management

- § Problem Management
- § Availability Management
- § Asset Management
- § Service Level Management

◼ DELIVERABLES:

The output of the engagement is a high level presentation of the engagements accomplishments and an achievable strategic roadmap that documents key business goals, strategies and related service projects addressing key business aligned IT initiatives.

The Infrastructure Optimization roadmap identifies specific, customer-validated service improvement projects that address immediate opportunities (short term) and progressive improvements over the two-year timeframe (long term) in people, process and technology.

Service Management Assessment (SMA)

Premier Status	Duration	Product	IT Capability
Not required	4 Weeks+	N/A	IT & Security Process

Service Management Assessment (SMA) is designed to help you better quantify and communicate the business value of IT service improvement initiatives by addressing the assessment of IT services and processes — not just processes maturity in the way that some traditional service management assessments do. SMA is based on extensive research and practical experience; it leverages many current IT standards, including ITIL, MOF, COBIT, Six Sigma, TQM, and ISO 15504. SMA goes well beyond a typical ITIL/MOF Assessment by focusing on people, process, and technology in the context of a managed service portfolio. The Service Management Assessment focuses on defining business aligned problem statements for improved communication between IT and its business customers. Producing a prioritised, business-justified roadmap for improving the effectiveness, efficiency, and quality of your IT service portfolio outlining structured Service Improvement Programs (SIPs) clearly tied to business objectives

■ TARGET AUDIENCE:

IT and Business Stakeholders

■ BUSINESS NEEDS:

As companies struggle to survive in a highly competitive world with issues of globalisation, compliance, and cost efficacy, they have become increasingly dependent on their IT service providers to deliver standardised, quality services. At the same time, many organizations are requiring their IT departments to maintain, or even to decrease, their current budgets, despite expectations of continuously improving IT services.

■ BENEFITS:

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
§ Helps your business select, deselect, and prioritise justifiable improvements
§ Provides a documented roadmap for action with built-in progress checkpoints
§ Provides specific guidance for improvement

■ SCOPE:

The SMA diagnostics act as a lens for viewing your IT service portfolio to identify problems and opportunities. Each problem assessed can be considered from each of the seven viewpoints below to obtain a precise problem or opportunity definition and business impact. The diagnostics include:

§ **Stakeholder.** Used to examine typical key stakeholder constituencies, their concerns and interests, and the impact of the problem on those people.
§ **Customer View.** Examines perceived and expected service from the customer and user perspective.
§ **Provider View.** Examines the impact on overall business by examining the internal factors and components directly affecting services from the perspective of the IT service provider.
§ **Platform and Lifecycle.** Locates problems and opportunities within specific platforms, platform components, or lifecycle phases.
§ **Governance.** Examines how governance is affected in terms of process governance mechanisms, including process-critical success factors (CSFs) and key performance indicators (KPIs).
§ **Performance.** Identifies the best practices and artefacts of process from the level of performed actions and also identifies issues due to missing or inadequate practices and artefacts.
§ **Capability.** Locates problems associated with process capabilities. It examines capability maturity within the context of the CMM, ISO 15504, COBIT, and Gartner models.

■ DELIVERABLES:

The final deliverable is a roadmap of improvement projects that address the prioritised problems. In order to ensure effective implementation of the roadmap, 30, 60, 90, 180, and 360 day checkpoints are built into the engagement's Roadmap Execution phase.

Desired Configuration Monitoring (DCM)

Premier Status	Duration	Product	IT Capability
Required	3 - 5 Weeks	Various	IT & Security Process

Microsoft IT and Microsoft Services have developed Desired Configuration Monitoring (DCM), a by-product of Microsoft IT's many years of experience maintaining the company's own systems and processes. DCM is designed to help you achieve significant, measurable, and sustained improvements in the performance of your Microsoft Technologies. The Configuration Management processes and the Microsoft Systems Management Server 2003 DCM tool will provide you the ability to define, maintain and implement a configuration management solution to help you optimize the operations and management of your Microsoft Technologies. DCM is available for Exchange Server 2003/2007, SQL Server 2000/2005, SharePoint Portal Server 2003, Windows Server 2003 core services (AD, DNS, DHCP, and WINS) and Windows Server 2003 Baseline Security. The engagement can be tailored to cater for a single technology or combined technologies to provide better cost efficiencies.

TARGET AUDIENCE:

Primary team members that assume lead responsibility for ongoing system management and operations of the selected Microsoft technologies. IT Process Owners: Configuration, Change and Release Management. SMS Subject matter expert.

BUSINESS NEEDS:

Whether accidental or intentional, flawed configurations can undermine performance, lead to unplanned downtime, and threaten the very processes that drive business results. One wrong setting for your Windows core services can result in replication failures, user authentication issues, group policy mismanagement, printer driver inconsistencies, and a host of security vulnerabilities. Not surprisingly, it is difficult for IT groups to predict, deploy, and manage the impact of change without effective measurement and accountability tools.

BENEFITS:

DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools, and templates to manage their Microsoft environment at optimal levels of performance. Specifically, DCM helps enable IT to:
§ Reduce the costs associated with non-standard configurations
§ Raise accountability through clear performance standards, precise measurement, and active communications
§ Pre-empt problems by building effective plans for less disruptive change, product releases, and configuration management
§ Create a culture of proactive management where accountability drives clear goals
§ Transform change management from a reactive task into a planned and predictable activity

SCOPE:

The scope of the DCM process includes:
§ Selected technology definition and dependencies.
§ Configuration Management process planning.
§ Change Management process planning.
§ Release Management process planning.
§ Forward schedule of change planning.
§ Change and Release Calendar.
§ Change, Release, and Configuration Management Scorecard.

DELIVERABLES:

The following is a list of the key project service deliverables that will be delivered within this project:
§ Services Map
§ Release Policy and Release Plan
§ Change and Release Calendar (Forward Schedule of Change)
§ Change, Release, and Configuration Management Scorecard
§ Installation of the Microsoft Systems Management Server 2003 DCM configuration Templates

Proactive Monitoring with Microsoft Operations Manager (PMM)

Premier Status	Duration	Product	IT Capability
Required	Variable	MOM 2005	IT & Security Process

An offering from the Microsoft Operations Center of Excellence, Proactive Monitoring with Microsoft Operations Manager (PMM) combines the implementation of incident and problem management processes with technical tools and reports to tune Microsoft Operations Manager (MOM) for your environment. After deploying the reports and conducting the tuning activities, Microsoft IT successfully eliminated more than 25,000 alerts per week and reduced the alert-to-ticket ratio by 300%. These changes have resulted in much higher productivity for the first-line support personnel. They can now focus on resolving issues rather than wondering whether an alert is a "real" or not. As the operational process implementation progresses, PMM technical resources implement tools that allow you to see the most problematic alerts. In addition, you will be able to efficiently create a scorecard which defines your alert-to-ticket ratio, alerts per server per day, and number of critical, error, and service unavailable alerts created by MOM.

■ TARGET AUDIENCE:

IT Operations staff responsible for monitoring and resolving incidents; first line support teams, MOM Subject Matter Expert(s)

■ BUSINESS NEEDS:

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 — to ignore the real issues. These situations can easily cause service outages, costing your business significant resources and lost productivity.

■ BENEFITS:

In collaboration with your monitoring and relevant technology (AD, Exchange, etc..) teams, PMM from Microsoft helps you to:

Efficiently utilize IT resources –

§ Reduce both the time spent identifying and resolving issues, and the number of issues requiring investigation by simplifying and streamlining the _identification_, _understanding_ and _resolution_ processes for the issues potentially causing service outages

§ IT Professional can spend less time managing crises and more time delivering new services to the business.

Reduce Complexity and Cost – Simplify identification of issues, streamlines the process for determining the root cause of the problem, and facilitates quick resolution to restore services and to prevent potential IT problems

Move from Reactive to Proactive – Reduce operational costs by implementing optimized monitoring process and tools **to** increase efficiency and enable IT teams to become proactive

■ SCOPE:

PMM is currently available for Exchange and Active Directory and is being updated to support other technologies. Please check with your Services Representative for availability. The Project is delivered in two streams;

Process Component-Operations Consultant

§ Process White Board Sessions

§ Service Map

§ Incident Escalation Matrices

§ Major Problem Review

§ Role Definition

Technology Component MOM SME

§ Verify MOM infrastructure Install Tuning Reports

§ Tuning Recommendations

§ Baseline Recommendations

§ Integration Recommendations

■ DELIVERABLES:

Process Stream
Incident/Problem Management

§ Service Map

§ Major Problem Review Process

§ Alert Walk-thru and Incident Matrices

Define Sustained Engineering Team

§ Sustained Engineering Team Created

§ Alert Categorisation

MOM Rules Record of Change

§ PMM Score Card

§ MOM Rules Record of Change

Technology Stream:
Management Pack Implementation Review

§ Where do I spend most of my time?

§ Gather changes to MPs

§ Exchange MP Wizard Deployment Walk Through

Data Gathering

§ Gather data with custom reports

§ Develop Alert to ticket ratio

§ Best Practice Session

Microsoft IT Customer Rules

§ Introduce MSIT Custom Exchange Rules

Tuning Process:
Install Alert Helper Management Pack

§ Using custom reports and sustained engineering team, determine alerts to tune

§ Tune Alerts –

  § Evaluate the Data

  § Fix the problem

  § Adjust a threshold

  § Consolidate events

  § Set an Override

  § Modify a Script

  § Modify Script Parameters

  § Disable the rule

Service Level Management (SLM) for Exchange, Windows and SQL

Premier Status	Duration	Product	IT Capability
Required	2-4 Weeks	Exchange/Windows/SQL	IT & Security Process

Microsoft Services Service Level Management (SLM) for Exchange, for Windows Core Services (AD, DNS, WINS, DHCP), and for SQL 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, 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.

TARGET AUDIENCE:

Primary team members that assume lead responsibility for ongoing system management and operations of the Exchange, Windows, and SQL Services. IT Process Owners: Configuration, Change and Release Management. MOM Subject matter expert

BUSINESS NEEDS:

High availability of Microsoft infrastructure services is vital to business survival. Even short periods of service outages can have a costly business impact, leading to lost leads and sales, reduced employee productivity and efficiency, declining customer service, and excessive IT support time. This makes defining, agreeing upon, and reporting availability and performance of key infrastructure services a critical IT service management component.

BENEFITS:

This service helps set performance standards and establish new reporting and monitoring systems. With the help of these services, IT groups can:
- Raise accountability through clear performance standards, precise measurement, and active communications.
- Pre-empt problems by using the same approach used by Microsoft's IT department, which achieves high levels of availability.
- Create a culture of iterative improvement, in which accountability replaces blame and clear goals replace uninformed decisions and crisis-by-crisis fixes

SCOPE:

The scope of the SLM process includes:
- Exchange-based e-mail service definition and modelling to identify service dependencies.
- OLA planning and preparation between your IT departments and functions.
- SLA planning and preparation between your IT department and business units.
- Scorecard planning.
- Service Review Meeting preparation and planning.
- Service Manager Role definition.

The SLM engagement can be delivered for a single or multiple technologies. Currently SLM is available for Exchange Server 2003, Windows Server 2003 Core (AD, WINS, DNS, and DHCP) and SQL Server 2000. Support for additional technologies is being developed, please check with your Services Representative on availability. A Scoping exercise is performed to accurately estimate the required effort prior to engagement start.

DELIVERABLES:

The following is a list of the key project service deliverables that will be delivered within this project:

- Services Map
- Operating Level Agreement (OLA) Template
- Service Level (SLA) Templates
- Service Review Meeting Planning Guide

- Microsoft Operations Manager 2005 SLA Scorecard V2
  - A dashboard of key metrics regarding component availability.
  - Key measures that include detailed information about resource usage and items that might be affecting the infrastructure's ability to meet and maintain service levels.
  - Configuration Templates

Software Update Management (SUM)

Premier Status	Duration	Product	IT Capability
Not required	2 - 3 Weeks	N/A	IT & Security Process

The Microsoft Services Software Update Management (SUM) process creation engagement provides your organization 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 Operations' team improve business operations and decrease incidents, while quickly and efficiently deploying software updates in your company. SUM is based on Microsoft Operations Framework (MOF) and Microsoft Solutions for Management (MSM), established and field-tested methods for this engagement.

◼ TARGET AUDIENCE:

IT and Business Stakeholders

◼ BUSINESS NEEDS:

If you meet one or more of the following criteria, you are an ideal candidate for this engagement:
§ Your organization is exposed to undue risk by not deploying updates and security patches in a timely manner.
§ A software update management tool deployment or change has occurred
§ Recent software update activities have led to significant downtime, unplanned outages, or required extraneous efforts.
§ You are interested in confirming that existing software update management procedures follow Microsoft best practices

◼ BENEFITS:

The Microsoft Services Software Update Management (SUM) solution provides a comprehensive approach that:
§ Enables you to better manage your complex IT environment and help reduce support and operations costs with a field-tested and repeatable software update management process.
§ Streamlines your software update management cycle and creates a disciplined process that helps to quickly and efficiently deploy software updates in your IT environment.

◼ SCOPE:

Implementation Phases
With the Software Update Management process, a structure will be created to clearly assess the current situation, identify new updates, evaluate and plan deployment, and then put the actual deployment of the update into effect. The result: a reduction in the support and operations costs of implementation with a process that can be easily communicated, and that improves business operations. The three phases are as follows:
Evaluate: The Evaluate phase consists of an onsite presentation that covers the goals and objectives of the engagement with an examination of the existing environment, resulting in recommendations that use Microsoft and industry best practices. Microsoft Services will work with your people to identify gaps in the current Software Update Management process and provide prescriptive recommendations, leveraging the MOF.
Create: During this phase, you will establish and document your new Software Update Management process, discussing best practice concepts and how they relate to your organization's specific challenges. This phase builds upon the MOF working sessions' previously defined actions in the Evaluate phase.
Test and Optimize*: In this phase, workshop participants and the Microsoft Operations Consultant will collaborate to test and optimize the actions taken in the Create phase. During a series of calls or onsite meetings scheduled at 30, 60, and 90 days after the conclusion of the Create phase, the Microsoft Operations Consultant will help facilitate the process, provide process improvement guidance, and provide corrective actions for implementation.
*Note: SUM can be delivered with or without the Test and Optimize phases

◼ DELIVERABLES:

Provides a customer with best practices and specific recommendations for implementation. Including :
§ Prioritised Problem statements
§ Process guidance & Resource Planning

Risk Assessment Program for Active Directory (ADRAP)

Premier Status	Duration	Product	IT Capability
Required	1 Week+	Active Directory	Identify & Access Management

The Risk Assessment Program for Active Directory (ADRAP) is an in-depth analysis of an organization's Active Directory. Working with Senior IT staff members and engineers in charge of supporting the Active Directory environment, Microsoft's own highly experienced engineers collect and analyse a series of data points to identify potential problems areas. After the engagement, organizations can effectively utilize the Active Directory Snapshot Tool to diagnose vulnerabilities within their environment for maximum performance.

◼ TARGET AUDIENCE:

Senior IT staff members and engineers in charge of supporting and managing the Active Directory environment

◼ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an ADRAP engagement:

§ Organizations who wish to assess the general health of their Active Directory infrastructure and operational processes to ensure maximum efficiency.

§ Customers who want an easier way to review and analyse information on performance, security and disaster recovery

§ Organizations who are concerned about operational Active Directory problems.

§ Customers who have experienced critical situations related to Active Directory.

All customers who have had an Active Directory Health Check before are encouraged to schedule this improved engagement with updated content and new tools.

◼ BENEFITS:

§ Maintain maximum efficiency – Leveraging collective knowledge accumulated from over 2,000 worldwide deliveries and operation within Microsoft's own IT organization, Microsoft ADRAP has a platform to make your business meet its Active Directory performance goals.

§ Reduce Support Costs – Expose vulnerabilities in your Active Directory infrastructure and operational processes before they impact your business. Improve your environment's uptime and lower support costs. Proactive diagnosis of the causes, not just the symptoms

§ Practical Recommendations – Solutions for each of the performance level-risks are identified and articulated as a roadmap. By covering operations, configuration, and architecture, effective remediation improves efficiency within your Active Directory system

◼ SCOPE:

The scope and time to complete the ADRAP is based on the number of Domain Controllers (DCs) to be assessed. Our engineers provide analysis of a comprehensive set of data relating to Active Directory, including:

§ Directory Service Replication
§ File Replication Service
§ Name Resolution
§ Domain Controllers Health

§ AD Database Analysis
§ Accounts
§ Backup and Disaster Recovery Strategy

◼ DELIVERABLES:

At the completion of the engagement, participants will be able to proactively identify and diagnose potential issues within their production AD environments. The ADRAP is delivered at a location of your choice complete with documentation, reports, and prescriptive guidance based on the reported findings. Follow-up days are available upon request. Active Directory Snapshot tool stays with you. Our goal is to ensure ongoing performance needs of your organization are met. As part of the engagement, our engineers will enable your own staff to utilize the Active Directory Snapshot Tool. This tool will remain available for use within your organization for up to one year following the engagement of our engineers.

Microsoft Operations Manager Health Check Program (MOMHC)

Premier Status	Duration	Product	IT Capability
Required	1 Week +	MOM 2005	Desktop, Device & Server Management

The Microsoft Operations Manager Health Check (MOMHC) is an insight into the health of your Microsoft Operations Manager 2005 (MOM 2005) environment. This multi-day engagement uses a variety of tools to collect data and statistics of the most important and critical aspects of your Microsoft Operations Manager 2005 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 MOM and SQL Server.

◼ TARGET AUDIENCE:

The MOMHC is designed for senior IT staff in charge of the daily support and maintenance of production MOM environment.

◼ BUSINESS NEEDS:

Customers that have experienced critical situations/downtime as a result of operational and/or configuration issues and seek to review the health of their environment and implement Microsoft recommended best practices for Microsoft Operations Manager 2005.

◼ BENEFITS:

- § 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 MOM functionality and ability to troubleshoot failures
- § Identify any warnings or red flags that may be adversely affecting users
- § Understanding of common problems and common mistakes made by administrators
- § Understanding supportability best practices

◼ SCOPE:

Review

The MOM architecture is reviewed and compared against current MS best practices. Any critical problems found will be addressed and resolved in compliance with your change management protocol. If time and internal processes delay the resolution of the problems, assistance can be scheduled at a later date. The health of the operational components of MOM are scrubbed for errors, single points of failure and proper configuration:

Design and Global Settings
- § Design Summary
- § OS and HW configuration
- § Security Settings
- § SQL Settings
- § Agent Configurations
- § Global Settings
- § Management Group Settings
- § Management Pack Deployed

Management Server Health
- § Check Management Servers
- § Check SQL Servers
- § Check Mail Notifications
- § Performance and Scalability
- § Check Reporting
- § MOM Client Health
- § Check unhealthy Clients

Knowledge Transfer

During the engagement, participants are provided with information that will enable them to take action to optimize their production MOM environment. The effort and costs to complete the MOM health Check will depend on the number of Management Groups, MOM Clients and Environments. Once a request is submitted an estimate, will be provided and agreed prior to work commencing.

◼ DELIVERABLES:

A comprehensive report that includes all of the findings and recommendations is written by the engineer. The MOM Health Check Report details all of the findings including all work that was performed and remediate onsite including outstanding issues that need attention. The different sections of the report show snapshots and recommendations for all the facets of the MOM Hierarchy, Server and Client configurations, Reporting and the health assessment of both the MOM servers and the clients

Systems Management Server Health Check Program (SMSHC)

Premier Status	Duration	Product	IT Capability
Required	1 Week+	SMS 2003	Desktop, Device & Server Management

The Systems Management Server Health Check (SMSHC) is an insight into the health of your SMS environment. This multi-day engagement uses a variety of tools to collect data and statistics of the most important and critical aspects of your SMS 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.

■ TARGET AUDIENCE:

The SMSHC is designed for senior IT staff members and engineers in charge of supporting and managing the SMS environment

■ BUSINESS NEEDS:

Enterprises that are seeking to assess and mitigate their risk and exposure to Systems Management Server vulnerabilities and gain insight and knowledge around Microsoft best practice guidelines for security.

■ BENEFITS:

During the engagement, participants are provided with information that will enable them to take action to optimize their production SMS environment. Specific Benefits include:

§ Improved ability to identify symptoms and/or potential problems before it affects production
§ A review of critical processes to achieve minimum downtime due to disaster recovery
§ Understanding of SMS functionality and ability to troubleshoot failures
§ Identification of any warnings or red flags that may be adversely affecting users
§ Understanding of common problems and common mistakes made by administrators
§ Understanding supportability best practices

■ SCOPE:

The scope of the engagement is to perform a health check of the clients SMS environment in order to provide a greater level of integrity, and minimise potential issues before they surface. The consultant will hold meetings during the engagement to review interim and final findings that will form part of the final report. 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.

The effort required to complete the SMSHC will depend on the number of Management Groups. Prior to the start of the engagement, your Technical Account Manager will confirm the cost and duration.

■ DELIVERABLES:

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 organization's SMS environment.

Microsoft Baseline Security Compliance

Premier Status	Duration	Product	IT Capability
Not required	Variable	N/A	Security & Networking

A Microsoft Services compliance maturity assessment will provide you with an evaluation of your current process for baseline security compliance—the minimum acceptable security policies for your company's needs. At the end of the assessment, you will receive a findings and recommendations report outlining action items that will enable your people to improve your security compliance maturity level. Gaining greater knowledge of your organization's assets and associated security risks will help you to reduce the risk of costly security incidents and regulatory non-compliance. This assessment is application agnostic and is can be applied across any assets

TARGET AUDIENCE:

Technical Decision Makers, IT Managers, System Architects, Security Engineers, and IT operational staff

BUSINESS NEEDS:

Today's IT Directors and Chief Security Officers are tasked with making effective use of their company's compliance investments. The dual challenges are to improve the effectiveness of regulatory compliance efforts and to reduce the risk of costly security incidents – all in a cost-effective manner. At the same, executives understand the stakes are high – executives can be personally liable for non-compliance and security incidents resulting in lost or stolen data or interruption of service can have dire impacts on the company's reputation and finances. While no IT environment can be completely protected against attacks such as viruses, worms, and denial of service, an effective security compliance program can provide your people with the information needed to better protect IT assets and computing resources across the organization.

BENEFITS:

We will help improve your people's knowledge of security compliance methodologies and best practices for asset management and measurement of security baselines. You benefit from the deep level of compliance and security experience Microsoft has gained as one of the most closely observed and regulated companies in the IT industry. Microsoft offers the best source of in-depth product knowledge and by sharing our best practices, we will help to enhance your company's ability to monitor adherence to security policies and help improve the effectiveness of your security controls.

SCOPE:

Maturity Assessment
- Identification and classification of information assets
- Monitoring, reporting, and oversight processes
- Enforcement and remediation processes
- Creation of baseline security metric samples based on the interviews and reviews
- Report findings and recommended actions for improvement

Knowledge Transfer
- Definition of baseline security requirements and checks
- Non-compliance and exception handling
- Process measure and improvements
- Compliance reporting

Compliance Automation Plan
- Identification of compliance management database elements
- Survey of applicable technologies
- Work Breakdown Structure for deploying an automation system

Proof of Concept
- Methodology training
- Demonstration of techniques for automating compliance reporting
- Provides sample compliance reports

DELIVERABLES:

This service will deliver an automated compliance monitoring plan and will demonstrate where and how the baseline compliance process can be automated in a consistent and scalable way to help you monitor adherence to security policies, improve the effectiveness of your security controls, and reduce auditing costs.

Microsoft Security Health Check Program (SECHC)

Premier Status	Duration	Product	IT Capability
Required	1 week+	N/A	Security & Networking

Security Health Check (SECHC) is a proactive security engagement. The main goal of the SECHC is to avoid security compromises on hosts, and network environments using supported Microsoft operating systems and services. No changes in the customer environment are made during the engagement. The Security Health Check is an assessment-only engagement which provides recommendations based on Microsoft official security guidance. SECHC has a continuously updated checklist for hosts configurations, security processes and network environment. SECHC processes and tools were designed to assess one geographic location, one network segment and one chosen host per role. These hosts can serve as models for baseline security analysis that can be replicated to all other hosts in the network with the same role. Around 70% of SECHC checks are related to hosts and these checks are repeated for each host. The remaining 30% is related to network architecture, anti-virus processes and patch management processes. SECHC can be delivered remotely or onsite, according to customer needs.

TARGET AUDIENCE:

Technical Decision Makers, IT Managers, System Architects, Security Engineers, and IT operational staff

BUSINESS NEEDS:

Enterprises that are seeking to assess and mitigate their risk and exposure to security vulnerabilities and gain insight and knowledge around Microsoft best practice guidelines for security.

BENEFITS:

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

SCOPE:

The engagement scope is dependent on the number of host servers to be assessed. Your Technical Account Manager will assist in determining the costs and effort required. The Security Health Check can be delivered on-site or remotely;

Onsite Deliveries

The Security Health Check begins before the engineer is onsite. After an initial scoping call, you will receive tools to verify that target machines are not already compromised. If the target hosts does not show any evidence of compromise, more tools are sent to the customer to collect data about environment and hosts configurations. A Microsoft engineer can confirm findings and configurations with you. Each configuration will be compared to the relevant Microsoft guidance, and any gaps between the current practices and this guidance will be reported.

Remote Deliveries

Remote deliveries will follow the same steps and will work pretty similar to onsite deliveries. All interaction between the Microsoft Engineer and customer will leverage e-mails, conference calls and live meetings. This delivery mode is targeted to customers who do not have time or infrastructure to accommodate an engineer onsite for three to five days. Files and tools exchange will use current Microsoft file transfer infrastructure, which provides a secure way to transmit and store confidential information.

Once an engineer arrives at your site, onsite deliveries will take three days onsite for a scope of up to 5 hosts. One extra day is needed for each additional group of up to 3 hosts. Remote deliveries will follow the same course of any remote support case currently handled by our phone support teams. The duration will depend on customer engagement. The maximum number of hosts for both types of deliveries is 10.

DELIVERABLES:

You will receive a final report listing all gaps found, related recommendations, official references, and evidences collected. The report will also include a scorecard of the environment, which gauges how adherent the environment is to Microsoft best practices. You will also receive a CD including all presentations, documents, data collected, full checklist, relevant Microsoft white-papers and relevant Microsoft free tools used during the engagement.

Risk Assessment Program for Exchange (EXRAP)

Premier Status	Duration	Product	IT Capability
Required	1 Week	Exchange 2003/2007	Communication & Collaboration

This past year, Microsoft IT achieved their 99.99% availability Service Level Agreement (SLA). The Exchange Centre of Excellence (ECoE) believes in sharing Microsoft IT best practices and through the Risk Assessment Program for Exchange (ExRAP) will compare your company's deployment and operational practices to Microsoft IT. The Microsoft Risk Assessment Program for Exchange is the first step to getting your Microsoft Exchange Server system working at peak capacity. The program is designed to help identify key areas of performance level risk that may impact your organization now and in the future. At the heart of this program is an evaluation and assessment of your Exchange Server infrastructure and operational processes. The result of the program is an Exchange "Get Well" plan approved by you and implemented with assistance from your Microsoft Technical Account Manager (TAM). The program brings together expertise from various groups across Microsoft to address the broad scope of your critical issues. The entire process takes approximately four days and typically requires a one day commitment from you for an onsite evaluation.

n   TARGET AUDIENCE:

An Exchange administrator and IT Operations staff will be required at various points during the engagement.

n   BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from a Risk Assessment for Exchange (ExRAP) engagement:
§   Organizations who wish to assess the general health of their Exchange infrastructure and operational processes to ensure maximum efficiency.
§   Customers who want to baseline against best practice benchmarks.
§   Organizations who are concerned about operational messaging problems.
§   Customers who have experienced critical situations related to Exchange.

n   BENEFITS:

Utilize Practical Recommendations – The program provides possible solutions for each of the performance level risks identified in order to assist you in running an enterprise-class Exchange messaging system. You will receive operations, configuration, and architectural recommendations aimed at improving the operational efficiency of your Exchange environment.

n   SCOPE:

Phase 1. Data Collection
§   A high-level architectural and operational interview will be conducted with your IT staff to help assess your operations and monitoring efficiencies. The questions will be sent to you in advance so you can gather the right resources for the interview.
§   Microsoft Exchange Server Best Practice Analyser, Exchange Performance Troubleshooting Analyser, Exchange Data Collector and other read-only analysis tools will be run in your production environment (Exchange, Active Directory, DNS, Networking, etc.) to collect detailed information about the current state of your environment.

Phase 2. Analysis
§   The data collected in phase one will be analysed by Microsoft's Exchange Server Center of Excellence and the accredited resource. An Exchange Server Final Assessment and Health Check Report, and Key Findings Report with areas for improvement will be produced and delivered to you by your Microsoft Account Team.

Phase 3. Remediation
§   The areas for improvement will be approved by you and implemented with assistance from your TAM and accredited resource to actively drive improvements into your Exchange Server environment. This may include such areas as design, operations, training, management, monitoring, and change control enhancements. Microsoft will also provide articles, whitepapers, and recommendations for further training and programs to help you understand and minimise your performance level risk.

n   DELIVERABLES:

An Exchange Server Final Assessment and Health Check Report, and Key Findings Report with areas for improvement will be produced and delivered to you by your Microsoft Account Team. The program provides recommendations for each of the risks identified in order to assist you in running an enterprise class messaging system using Exchange. You will receive short-term, quick fix ideas along with long-term operations, configuration and architectural recommendations aimed at reducing critical situation volumes and improving your satisfaction with Exchange Server.

Microsoft BizTalk Server Health Check Program

Premier Status	Duration	Product	IT Capability
Required	1 Week +	BizTalk Server 2006	Development

The Microsoft BizTalk Server Health Check Program is the first step to getting your Microsoft BizTalk Server system working with minimal risk. The program is designed to help identify key areas of risk that may impact your organization now and in the future. At the heart of this program is an evaluation and assessment of your BizTalk Server infrastructure and operational processes. The result of the program is BizTalk Server Report approved by you and implemented with assistance from your Microsoft Technical Account Manager (TAM).

■ TARGET AUDIENCE:

The Microsoft BizTalk Server Health Check is designed for the BizTalk Server and SQL Server staff members and engineers in charge of supporting and managing the BizTalk Server environment.

■ BUSINESS NEEDS:

Customers that have experienced critical situations/downtime as a result of operational and/or configuration issues and seek to review the health of their environment and implement Microsoft recommended best practices for BizTalk Server 2006.

■ BENEFITS:

Help Maintain Maximum Efficiency: The Microsoft BizTalk Server Health Check Program leverages Microsoft's own IT organization's knowledge. By sharing our internal expertise, we hope to help you reach your ideal BizTalk Server performance and stability goals.
Help Reduce Support Costs: The Microsoft BizTalk Server Health Check Program helps expose vulnerabilities in your Bizalk Server 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 optimize productivity and uncovering potential issues before they affect users and drive up support costs.

■ SCOPE:

Part I: Data Gathering
§   Schedule conference call with customer to ensure all parties are prepared for the onsite visit.
§   Discuss prerequisites for onsite visit.
Servers:
§   Performance baseline Identification of possible bottlenecks during normal operating hours and load.
§   General BizTalk Server and Environment specific configuration
§   Event logs
Operations: Backup & restore, disaster recovery policies, etc
Network Architecture: General architecture review considering performance and reliability of the servers involved.
Application: Evaluation of key architectural points: configuration for fault tolerance and load balancing, deployment, etc

Part II: Data Analysis and Reporting
After the completion of this health check, a report is provided with the findings and recommendations to ensure the health of your organization's BizTalk Server environment. After the gathered information is analysed, recommendations are made in the report. Any critical problems found will be discussed to determine the next course of action. If time and internal processes delay the resolution of the problems, assistance can be scheduled at a later date. We will also provide a scorecard on different aspects of the health of your BizTalk Server environment.

■ DELIVERABLES:

§   The Microsoft BizTalk Server Health Check Report details all of the findings including all work that was performed and remediated onsite including outstanding issues that need attention.
§   The different sections of the report focus the reviewer and the customer on all the key aspects of BizTalk Server deployment including: Deployment Configuration, Development, Search, Disaster Recovery, Operations, Performance, and Security

Risk Assessment Program for SQL Server (SQLRAP)

Premier Status	Duration	Product	IT Capability
Required	1 Week+	SQL Server 2005/2000	Data Management

The Risk Assessment Program for SQL Server (SQLRAP) is designed to analyse your organization's SQL Servers. The assessment encompasses the following aspects of the operations of your SQL Server: database maintenance, security, performance, configuration, and clustering. The assessment is designed to be tailored around your specific needs. It is divided into two phases: An overview checklist designed to quickly spot possible problem areas and a set of detailed sections to investigate in-depth issues involving performance, security, disaster recovery, and clustering. The overview checklist requires approximately two hours of interview per server/cluster with your Database Administrator (DBA)/developer. You can then choose which of the detailed sections to further investigate. A full assessment typically requires one day on-site for data collection and one to two days for offsite reporting per SQL instance, depending on the extent of issues. A list of the issues, descriptions, risks, and recommended mitigation will be provided with the SQL Server Risk Assessment report.

n TARGET AUDIENCE:

IT Decision makers, and implementation teams (DBA and operations staff) involved in designing, implementing, and supporting the SQL Server infrastructure, processes and policies.

n BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an SQLRAP engagement:
- § Organizations who wish to assess the general health of their SQL Server infrastructure and operational processes to ensure maximum efficiency.
- § Customers who want to baseline against best practice benchmarks.
- § Organizations who are concerned about operational database problems.
- § Customers who have experienced critical situations related to SQL Server.

n BENEFITS:

The Risk Assessment Program for SQL Server (SQLRAP) provides you with skills and techniques for implementing processes and analysis tools within your production environment. For example, the assessment will:
- § Determine if your disaster recovery plan can meet your Service Level Agreement (SLA).
- § Help you understand how to troubleshoot common performance problems.
- § Help you understand how to troubleshoot SQL Server clustering problems.
- § Uncover security exposure due to improperly assigning SQL Server permissions.
- § Help you understand and avoid common problems and mistakes made by administrators.

n SCOPE:

The engagement scope and costs are based on the number of instances of SQL server to be assessed. Once the scope has been agree the Microsoft Engineer will perform on-site activities as follows:
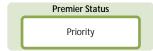- § **Operations and procedures:** Interview with the DBA/developer to cover the overview checklist. Detailed sections that require additional investigation might be identified at this stage.
- § **Configuration and log scraping:** Collect Event Viewer logs, SQLDiag, and stack dumps. Enumerate configuration.
- § **Performance:** Collect data with Perfmon, Blocker, and SQL Trace for general operating system, SQL Server, and application performance issues.
- § **Data Analysis:** The gathered information is analysed and compared to best practices. All issues will be reported with description, risks, and recommended mitigation. If time and internal processes delay the resolution of the risks, further assistance can be provided during scheduled downtime.
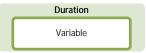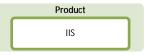
n DELIVERABLES:

The Microsoft engineer delivers a detailed Final Assessment Report and reviews it with your employees, identifying key areas of risk while training them about SQL Server best practices. Participants are then taught how to diagnose and troubleshoot issues with the tools used in the Data Gathering phase. At the completion of the assessment program, participants will be able to proactively identify and diagnose potential issues within their SQL environments.

Internet Information Services Health Check (IISHC)

Premier Status	Duration	Product	IT Capability
Priority	Variable	IIS	Desktop, Device & Server Management

The Internet Information Server Health Check (IISHC) is an insight into the health of your IIS environment. This engagement uses a variety of tools to collect data and statistics of the most important and critical aspects of your IIS environment.

◼ TARGET AUDIENCE:

Participants include Senior IT staff members and engineers in charge of supporting and managing the IIS environment.

◼ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an IISHC engagement:

§ Organisations who wish to assess the general health of their IIS infrastructure and operational processes to ensure maximum efficiency.

§ Customers who want to baseline against best practice benchmarks.

§ Organisations who are concerned about performance problems in IIS.

§ Customers who have experienced critical situations related to IIS.

◼ BENEFITS:

Help Maintain Maximum Efficiency

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

Help Reduce Support Costs

The Health Check Program helps expose vulnerabilities in your IIS 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 optimize productivity and uncovering potential issues before they affect users and drive up support costs.

Utilize Practical Recommendations

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

◼ SCOPE:

Part I: Data Gathering Servers

§ Performance baseline–identification of possible bottlenecks

§ General IIS server and environment specific configuration–registry and metabase settings

§ Web sites and virtual directories–SSL, security and application settings

§ Process isolation mode–reliability versus performance, General COM + configuration

§ HTTP.sys stack if applicable , TCP/IP settings , Event logs , Security–recommendation of specific tools as applicable (like IISLockdown and URLScan)

Operations

§ Backup and restore, disaster recovery policies, and other protections

§ Logging practices

Network Architecture

§ General architecture review considering performance and reliability of the servers involved

§ Communication between IIS and servers–performance, reliability, and security evaluation

§ Communication between clients and IIS–performance, reliability, and security evaluation

Application

§ Evaluation of key architectural points: WinDNA, configuration, authentication, deployment, and other elements

§ ASP/ASP.NET configuration (registry and machine configuration settings)

Part II: Data Analysis and Reporting After the completion of this health check, a report is provided with the findings and recommendations to ensure the health of your organization's IIS environment. After the gathered information is analyzed, recommendations are made in the report. Any critical problems found can be discussed to determine the next course of action. If time and internal processes delay the resolution of the problems, assistance can be scheduled at a later date. Microsoft can also provide a scorecard including different aspects of the health of your IIS environment.

Microsoft Identity Integration Server Health Check (MIISHC)

Premier Status	Duration	Product	IT Capability
Exclusive	Variable	MIIS	Desktop, Device & Server Management

Identity and access management become more complex as digital identities take on an increasingly important role in specifying how users interact with computer networks. As Microsoft Identity Integration Server (MIIS) deployments become more complex to meet the growing demand of managing digital identities, configuration changes can make your environment vulnerable. The MIIS Health Check reviews existing deployments to provide you with best practice guidelines for you to use to provide a more flexible, secure, and dependable solution to identity management. The evaluation consists of reviewing your current MIIS configuration as well as business processes around managing MIIS custom components.

n TARGET AUDIENCE:

The MIIS Health Check is designed for your team-members who implement and maintain your MIIS environment, your developers who are responsible for writing custom extensions, and your MIIS database administrators.

n BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an MIISHC engagement:
§ Organisations who wish to assess the general health of their MIIS infrastructure and operational processes to ensure maximum efficiency.
§ Customers who want to baseline against best practice benchmarks.
§ Organisations who are concerned about performance problems in MIIS.
§ Customers who have experienced critical situations related to MIIS.

n BENEFITS:

Help Maintain Maximum Efficiency The Microsoft MIIS Health Check uses the Microsoft IT organization's knowledge. By sharing our internal expertise, we hope to help you reach your ideal performance goals.

Help Reduce Support Costs The MIIS Health Check helps expose vulnerabilities in your MIIS infrastructure and operational processes. When resolved, the result can be improved uptime and lower support costs. Diagnostics reveal causes, not just symptoms, helping you to take a proactive approach to reducing problems. This includes helping to identify problems related to productivity and uncovering potential issues before they affect users and drive up support costs.

Use Practical Recommendations The program provides possible solutions for each of the risks identified to assist you in operating an enterprise MIIS deployment. You are provided operations, configuration, and architectural recommendations aimed at improving the operational efficiency of your MIIS servers.

n SCOPE:

Phases of the Health Check Program:

Part I: Data Gathering
§ Interview with MIIS team to discuss architecture. This time can also be used to discuss any current or recurring issues.
§ Configuration data collection includes:
§ Event logs - Run history - Management agent exports - Server configuration export - Database statistics - Security information
§ Collect data using performance monitor during normal management agent run cycle.

Part II: Data Analysis and Reporting After gathering the information, the data will be analyzed using a combination of resource kit and custom tools. The time can also be used to transfer knowledge for the tools used to help manage the MIIS environment. All issues or concerns discovered can be reported Phases of the Health Check Program:

Public Key Infrastructure Health Check (PKIHC)

Premier Status	Duration	Product	IT Capability
Exclusive	1 Week	Windows Server 2003 R2	Security & Networking

The Public Key Infrastructure Server Health Check Program (PKIHC) provides insight into the configuration of the customer's Windows PKI environment. This on-site engagement uses a variety of tools and surveys to gather data for key aspects of the PKI environment. The PKI Health Check consists of analysing the PKI configuration against published Microsoft PKI best practices by using a checklist of elements that are essential, to help you properly configure and secure your environment. Areas of focus will include not only server configurations and design, but also include health status, physical and logical security controls, group policy design and preparation for your future PKI needs.

■ TARGET AUDIENCE:

The PKI Health Check is designed for team members who implement and maintain the PKI environment, and the group members who are involved in the use of certificates, such as those members of desktop support teams, infrastructure Teams and security groups.

■ BUSINESS NEEDS:

The PKI Health Check Program is a proactive Service for Premier Support customers that want to:
§ Assess and address security vulnerabilities in their PKI infrastructure and operational processes.
§ Analyse their PKI configuration against published Microsoft PKI best practices to improve operational efficiencies and
§ maximize system uptime.

■ BENEFITS:

Help Maintain Maximum Efficiency The Microsoft PKI Health Check uses Microsoft IT organisation's knowledge. By sharing our internal expertise, we hope to help you reach your ideal PKI goals.

Help Reduce Support Costs The Microsoft PKI Health Check helps expose vulnerabilities in your PKI infrastructure and operational processes. When resolved, the result can be improved uptime and lower support costs. Diagnostics reveal causes, not just symptoms, helping 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.

Use Practical Recommendations The program provides possible solutions for each of the risks identified to assist you in operating an enterprise PKI deployment. We provide operations, configuration, and architectural recommendations aimed at improving the operational efficiency of your PKI configuration.
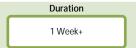
■ SCOPE:

Part I: Data Gathering
Prior to arriving onsite, the customer is asked to complete an operational survey outlining several aspects of his or her PKI environment. Once onsite, an engineer works with the customer to collect configuration and health information from all of the Certificate Authorities. Some of the tools used for the Health Check include:
§ **Cerutil**–display, verify, and report on the PKI Configuration and its elements.
§ **PKIView**–diagnose and display the health of the overall PKI.
§ **PKIHC_Collect**–collect and analyse PKI configuration data and status.
§ **PKIHC_Parse**–analyse and report on key PKI configuration items.

Part II: Data Analysis and Reporting After the gathered data is analysed, a custom report is generated that documents the PKI configuration and contains a prioritised list of recommendations. Working in conjunction with the Premier Technical Account Manager and the onsite engineer, the customer can develop a remediation plan to address any identified issues. Additional services or onsite engagements can be arranged to assist, upon request, with any remediation.

Cluster Server Risk Assessment Program (CSRAP)

Premier Status	Duration	Product	IT Capability
Exclusive	1 Week+	Windows Server	Desktop, Device & Server Management

Microsoft Windows Cluster Server is a high-availability component for Server based applications and services. When properly configured and maintained, it can provide a solid, high-availability platform for mission critical business applications that require minimal service disruption. Microsoft Cluster Server Risk Assessment Program (CSRAP) has been developed to proactively perform an in-depth analysis of your Server cluster configuration and operational procedures. This can identify potentially disruptive risks that can be mitigated through recommended best practices, ensuring your environment complies with the best possible configuration.

■ TARGET AUDIENCE:

This program is designed for senior IT staff responsible for the daily operations, support, and maintenance of the MSCS environment and the IT staff responsible for planning future MSCS implementations.

■ BUSINESS NEEDS:

Microsoft CSRAP provides a critical insight into the current configuration of your server cluster environment and your operational procedures. During this assessment process, attention is focused on the risks that make your environment susceptible. Microsoft engineers can help provide you with risk remediation steps for maximising the reliability of your high availability investment.

■ BENEFITS:

Maintaining Maximum Efficiency - By using the collective knowledge accumulated from proactive and reactive customer engagements, Microsoft CSRAP has developed the intellectual property required to help your business meet its high availability goals.

Reducing Support Costs - CSRAP can expose vulnerabilities and incorrect configurations in your cluster servers and operational processes before they affect your business. This proactive diagnosis of the causes and not just the symptoms can help you optimise your productivity, improve your environment's uptime, and reduce support costs.

Practical Recommendations - CSRAP provides a remediation recommendation for each of the risks identified during an engagement. After evaluating the operations, configuration, and architecture areas, a roadmap of remediation recommendations are created which can help you improve the availability of your cluster servers.

■ SCOPE:

During the CSRAP engagement, a comprehensive set of data pertaining to Cluster Servers is collected and analysed in-depth. This includes the following areas:

Storage Configuration
§   Driver model for storage interface
§   Disk redundancy

Network Configuration
§   Network interface
§   Network priority
§   Multicast

Security Configuration
§   Cluster service account
§   Administrative privileges
§   Authentication and Kerberos Configuration

Operating System Configuration
§   Boot environment configuration
§   Standardisation of service packs and recommended hot fixes across nodes
§   Standardisation of driver versions across nodes

Cluster Service Configuration
§   Resources and groups
§   Quorum cluster properties
§   Cluster log configuration

Disaster and Recoverability
§   Supportability best practices
§   Recovery best practices
§   Node, cluster, and site recovery procedures

Risk and Health Assessment Program for Microsoft Office SharePoint Server (MOSSRAP)

Premier Status	Duration	Product	IT Capability
Exclusive	Variable	Sharepoint Server 2007	Communication & Collaboration

Microsoft Office SharePoint Server 2007 and Windows SharePoint Services 3.0 are increasingly used to store business-critical data and as a development platform for business-critical applications. A poorly functioning SharePoint environment increases the burden on your administrators and lowers the productivity of your users, causing significant impact to your business.

◼ TARGET AUDIENCE:

This program is designed for senior IT staff responsible for the daily operations, support, and maintenance of the MOSS environment and the IT staff responsible for planning future MOSS implementations.

◼ BUSINESS NEEDS:

The Risk and Health Assessment Program for Microsoft Office SharePoint Server (MOSSRAP) has been developed to provide in-depth analysis of your Office SharePoint Server and Windows SharePoint Services configurations, custom code, and operational procedures, uncovering areas that are 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.

◼ BENEFITS:

Maintain Maximum Efficiency
MOSSRAP leverages experience from thousands of customers and the Microsoft internal IT organization to help you meet your performance and reliability goals with your SharePoint Products and Technologies.
Reduce Support Costs
MOSSRAP is designed to proactively identify configuration errors, operational weaknesses, and other problems before they affect your business. This can help you optimize productivity, improve uptime, and reduce support costs.
Benefit from Practical Recommendations
Microsoft engineers provide remediation recommendations for each of the risks identified during an engagement. Implementing these recommendations will improve the operation and efficiency of your SharePoint server farm.

◼ SCOPE:

The Risk and Health Assessment Program for Microsoft Office SharePoint Server (MOSSRAP) utilizes a data collection tool that gathers an extensive amount of information about your SharePoint topology. This tool runs in tandem with the SharePoint Snapshot Tool for additional data collection and analysis. Data relating to the operation of your server farm is gathered from your IT staff through the Operational Excellence survey. The engagement provides comprehensive analysis of the following areas:

Office SharePoint Server/Windows
§ Adherence to capacity planning guidelines
§ Related SQL Server/ Internet Information Services (IIS) configuration
Operations:
§ Monitoring
§ Change control
§ Patching procedures
§ Backup/restore best practices
§ Recovery procedures, from farm-level to item-level

SharePoint Services Customizations:
§ Custom and third-party Web Parts
§ Site definitions
§ Best practices for coding against Office SharePoint Server/Windows SharePoint Services

Security:
§ Security hotfixes
§ Antivirus
§ Service accounts
Performance:
§ Web interfaces
§ Index/application servers
§ Database servers

Support & Health

Virtual Server Health Check (VSHC)

Premier Status	Duration	Product	IT Capability
Exclusive	Variable	Virtual Server 2005	Desktop, Device & Server Management

The Virtualization Health Check (VHC) is an insight into your virtualization infrastructure planning as well as the configuration of your Virtual Server environment.

TARGET AUDIENCE:

The Virtualization Health Check is designed for senior IT staff members and engineers in charge of supporting and managing the Virtual Server 2005 environment.

BUSINESS NEEDS:

The Microsoft Virtualization Health Check is available only for Premier Support customers and provides guidance at many levels of your organization. Whether as a CIO, a mid-level IT manager, or an IT administrator, you will receive support and guidance to help you increase your operational efficiency, maximize system uptime, and reduce costs - all of which lead to more effective use of Microsoft Virtual Server.

BENEFITS:

Help Maintain Maximum Efficiency
The Microsoft Virtualization Health Check leverages Microsoft's own IT organization's knowledge. By sharing our internal expertise, we hope to help you reach your ideal performance goals.

Help Reduce Support Costs
The Microsoft Virtualization Health Check helps expose vulnerabilities in your virtual server 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 optimize productivity and uncovering potential issues before they affect users and drive up support costs.

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

SCOPE:

Phases of the Health Check Program:

Part I: Data Gathering
- Host Machine
- OS Configuration
- Disk Configuration
- Network Configuration
- Virtual Server Configuration
- Virtual Server Event Logs
- Virtual Machine
- Configuration
- Virtual Network
- Configuration

Part II: Data Analysis and Reporting
After the gathered information is analyzed, 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 review, a report is provided with the findings and recommendations to ensure the health of your organization's Virtual Server environment.

Advanced Win32 User Mode Debugging

Premier Status	Duration	Product	IT Capability
Exclusive	4 Days	N/A	Development

The Advanced Win32 User Mode Debugging four day Microsoft Services course provides a background on Win32 User Mode processes and explains different debug scenarios and troubleshooting strategies, discusses debug symbols and how to verify symbols, discusses how to map from source code to assembly, explains Watson and how to interpret DRWSTN32.LOG files, explains how to debug USER.DMP files, and provides information on advanced debugging techniques. Participants will learn how to debug problems using CDB, WinDBG and, to a lesser extent, Visual Studio as well as a variety of other tools. Hands-on lab exercises reinforce key learning.

▪ TARGET AUDIENCE:

Senior developers, testers, and support desk personnel.

▪ BUSINESS NEEDS:

Companies experiencing failures that are difficult to diagnose and troubleshoot.
Senior Developer and Testers who want to develop deeper technical skills and knowledge around Win32 User Mode debugging.

▪ BENEFITS:

Upon completion of this course, participants will be able to:
- § Diagnose causes of Win32 program failures and how to identify the faulting instruction
- § Understand the Basics of Assembly Language
- § Understand Call Stacks and Structured Exception Handling
- § Understand the use of debugging Symbols and the benefit of using a Symbol Server for Debugging
- § Perform interactive and Post-mortem debugging to isolate Win32 crashes and hang issues
- § Identify the most common Debugging scenarios and what steps needed for issue resolution

▪ SYLLABUS:

This workshop runs a full 4 days. Students should anticipate consistent start and end times for each day.
- § User Mode Debug Training Overview
- § Background on Win32 Processes
- § The Debug Process
- § Debuggers and Debugger Setup
- § Basics of Assembly Language and Call Stacks
- § Symbols and Symbol Server Setup
- § Understanding Structured Exception Handling
- § Post-Mortem Debugging
- § Interactive Debugging
- § Common Debug Scenarios
- § Debugging Special Situations

▪ PRE-REQUISITES:

At least one years experience in programming in any language and a good understanding of the language's basic data structures and constructs.

Performance Tuning for BizTalk Server

Premier Status	Duration	Product	IT Capability
Exclusive	Variable	Biztalk Server 2004/2006	SOA & Business Process

Like many companies, your BizTalk Server solution most likely connects a wide variety of internal and external systems — which means there are many areas for potential performance degradation. In addition, as you develop your business critical applications, the need to increase the scope of your current BizTalk implementation becomes crucial. Tuning for improved performance and better scalability often results in inconsistent degrees of success. Without a structured performance tuning program, your efforts to boost stability and scalability might be limited.

▪ TARGET AUDIENCE:

The programme is designed for the BizTalk Server and SQL Server staff members and engineers in charge of supporting and managing the BizTalk Server environment.

▪ BUSINESS NEEDS:

Like many companies, your BizTalk Server solution most likely connects a wide variety of internal and external systems — which means there are many areas for potential performance degradation. In addition, as you develop your business critical applications, the need to increase the scope of your current BizTalk implementation becomes crucial. Tuning for improved performance and better scalability often results in inconsistent degrees of success. Without a structured performance tuning program, your efforts to boost stability and scalability might be limited.

▪ BENEFITS:

Microsoft Services Performance Tuning for BizTalk Server helps you:
§ Improve the performance and stability of your applications integration environment.
§ Ready your BizTalk solution for optimal scalability allowing it to adjust to load changes without compromising   performance.
§ Become self-sufficient in the identification of performance opportunities.
§ Develop reliable performance management practices.

▪ SCOPE:

Microsoft Services Performance Tuning for BizTalk Server consists of a set of consistent services that have been deployed successfully. These include:

§ **Production load analysis:** Simulations to check system performance and identify problem areas.
§ **Hardware configuration:** Review and modify system parameters to allow BizTalk to adjust to load changes without compromising performance.
§ **BizTalk tuning:** Confirmation that BizTalk parameters and adapter configurations have been properly set up.
§ **Application-level tuning:** Verification of orchestrations, databases, and other solution components.

▪ DELIVERABLES:

§ Microsoft Services Performance Tuning for BizTalk Server consulting engagement gives your people the tools, methods, and practices with which to enhance the performance and stability of your BizTalk Server 2004/2006/2006 R2 solution. By using Microsoft Services' expertise and proven methodology, we will help you get the most out of your BizTalk deployment and prepare your environment to scale for future needs.
§ The extensive experience of Microsoft in performance tuning engagements can mitigate performance risks before going to, or during, production. Our proven approach and methodology are highly dependable and readily applied to your environment.

Project Server 2003 Health Check (PSHC)

Premier Status	Duration	Product	IT Capability
Exclusive	3-5 days	Project Server 2003	Desktop, Device & Server Management

The Microsoft Project Server Health Check (PSHC) is an insight into the health of your Project Server 2003 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 analyze the data collected, make recommendations based on best practices and potentially avoid any problems from surfacing in the future.

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 Organization is strongly encouraged to factor in usability statistics and provide best practices information.

BUSINESS NEEDS:

The Microsoft Project Server Health Check Program is available only for Premier Support customers and provides guidance at many levels of your organization. Whether as a CIO, a mid-level IT manager, or an IT administrator, you will receive support and guidance to help you increase your operational efficiency, maximize system uptime, and reduce costs – all of which lead to more effective use of Microsoft Project Server.

BENEFITS:

During the engagement, participants are provided with information that will enable them to take action to optimize 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 common mistakes made by administrators.
§ Understanding supportability best practices.
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.

SCOPE:

Part I: Data Gathering

§ Interview with the deployment team to discuss architecture/design, intended use and configuration of Project Server.
§ Log scraping - Collect Event Viewer logs, web.configs, 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 , MPSReport, SpSitemanager , SmokeTest
§ Microsoft Baseline Security Analyzer - Patch, Hotfix and Service Pack information
§ Database Performance using Query Analyzer to review project thresholds - Performance Usage Analysis, Average Thresholds
§ Disaster Recovery review and recommendations - Supply best practices according to customer environment.
§ Administration review: Cube Builds, Active Directory Synchronization, Customizations, Permissions and security Templates

Part II: Data Analysis and Reporting

§ After the gathered information is analyzed, 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 organization's EPM environment.

Application Virtualization Health Check (App-V HC)

Premier Status	Duration	Product	IT Capability
Exclusive	3-5 days	App-V	Desktop, Device & Server Management

The Microsoft Application Virtualization Health Check (App-V HC) is designed to evaluate and remediate production Application Virtualization implementations to ensure productive use. It includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations. The offering was developed as a direct result of performing reactive onsite work and allows us to leverage that knowledge in a proactive manner to identify and resolve problems before they produce an outage or critical situation.

◼ TARGET AUDIENCE:

The App-V HC is designed for senior IT staff in charge of the daily support and maintenance of production App-V environment.

◼ BUSINESS NEEDS:

Microsoft Application Virtualization (App-V) transforms applications into centrally-managed virtual services that are never installed and don't conflict with other applications. App-V streams applications on-demand to desktops, servers and laptops. It changes application management from a series of tedious, manual tasks into an automated, streamlined process. App-V dramatically accelerates application deployment, upgrades, patching and terminations by eliminating time-consuming processes and simplifying the application management lifecycle.

◼ BENEFITS:

The App-V HC provides the IT staff with information about the App-V environment that will enable them to take action to optimize App-V per Microsoft best practices. The key features for this review are as follows:
§ All tools and processes used designed for minimal performance impact and non- invasive to production systems.
§ Configuration review of the servers, clients and sequencer.
§ Full architecture review with regards to capacity, bandwidth, performance, fault tolerance, and Disaster Recovery / Business Continuity.
§ A procedural review of sequencing, replication, administration and upgrades.
§ A current health review and report on errors and trends in the environment.

◼ SCOPE:

Review
§ Perform a detailed analysis of an organization's Application Virtualization environment.
§ Review Application Virtualization configuration.
§ Improve availability by eliminating single points of failure and by verifying that fault tolerant designs are in place.
§ Improve Application Virtualization performance.
§ Reduce service outages and subsequent downtime by identifying current or imminent issues.
§ Impart knowledge and skills to administer, manage, and troubleshoot Application Virtualization.
§ Provide tools and methodologies changes can be added in order to cache the database in RAM.

Knowledge Transfer
§ Focused specifically on their current implementation which drives retention of the concepts since it is something they are familiar with.
§ Provides "Instant Gratification" and a tool plus knowledge they can apply immediately to their day to day job.
§ Participants are educated in developing more apt supportable sequenced applications.

Reporting
§ The App-V Report details all of the findings including all work that was performed and remediated onsite including outstanding issues that need attention.
§ The different sections of the report show snapshots before and after the health check plus acts as a great blueprint of the customers environment that is re-used for future visits and support calls
§ The Report can help customers understand performance impacts that there sequenced applications are having.

Terminal Services Health Check (TSHC)

Premier Status	Duration	Product	IT Capability
Exclusive	2-4+ days	Windows Server Terminal Services	Desktop, Device & Server Management

The Microsoft Terminal Services Health Check (TSHC) provides critical insight into the health, consistency and performance of your Terminal Services environment. This multi-day engagement leverages the expertise of Microsoft's Premier Field Engineers, who use tools to collect data and server metrics to analyze key aspects of your Terminal Server deployment. Analysis is focused on maximizing server scalability, reliability, performance and health following Microsoft best practices. Relevant settings are verified as consistent across the farm for the given hardware in use, thus allowing you to extract the most for your investment in your Terminal Services deployment across all of your servers equally.

■ TARGET AUDIENCE:

The TSHC is designed for Terminal Services administrators in charge of supporting and managing a wide range of deployments from single server to a large farm of Terminal Servers.

■ BUSINESS NEEDS:

The Microsoft Terminal Services Health Check leverages Microsoft's own IT organization's knowledge. By sharing our internal expertise, we hope to help you reach your ideal performance goals. The program helps expose limitations in your Terminal Services deployment 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 optimize productivity and uncovering potential issues before they affect users and drive up support costs.

■ BENEFITS:

During the engagement, participants are provided with analysis and prescriptive guidance of the following areas to validate or take action to optimize their Terminal Services deployments:

§ Disk subsystem performance and best practices
§ System/Memory tuning and best practices
§ Network interface/Network redirector tuning and best practices
§ Processor performance
§ Roaming profiles best practices (if applicable)
§ License Server health and discoverability
§ Printer redirection and spooler subsystem best practices

■ SCOPE:

Review
§ The Terminal Server implementation is assessed for performance, stability, scalability and consistency among the nodes that make up the Terminal Services farm. Following are the areas examined during the course of the review:
  § Disk subsystem performance and best practices
  § System/Memory tuning and best practices
  § Network interface/Network redirector tuning and best practices
  § Processor performance
  § Roaming profiles best practices (if applicable)
  § License Server health and discoverability
  § Printer redirection and spooler subsystem best practices

Knowledge Transfer
§ Participants are explained the process and tools through which the performance review is conducted so that they can better understand the metrics and areas of impact specific to their environment to allow for monitoring and evaluation of the environment going forward, focused specifically on their current implementation which drives retention of the concepts since it is something they are familiar with.
§ Provides "Instant Gratification" and a tool plus knowledge they can apply immediately to their day to day job.

Reporting
§ The TSHC Report details all of the findings including all work that was performed and remediated onsite including outstanding issues that need attention.
§ The different sections of the report show snapshots before and after the health check plus acts as a great blueprint of the customer's environment that is re-used for future visits and support calls

Application Lifecycle Management Release Management with the Visual Studio Team System

Premier Status	Duration	Product	IT Capability
Priority	2-day	Visual Studio Team System	Development

Release management is critical to software development success. Microsoft Services Release Management with the Visual Studio Team System will help you understand the governance model around release management , learn the value of good promotion model including exercises designed to help you build your own, and understand the best practices and metrics necessary to be successful with release management in your projects.

◼ TARGET AUDIENCE:

Participants include architects, developers, managers, other technical roles that have a stake in the release management process.

◼ BUSINESS NEEDS:

Managing change is a natural part of software development. Many factors can cause change, including bugs, hardware migration, and business requirements. Any one of these changes can affect many different stakeholders; even the most innocuous change request can affect business users, support engineers, developers, testers, and release managers.

Many organizations find it difficult to coordinate multi-department or geographically dispersed development teams. Lack of predictable processes creates inefficiencies in development, timelines, and costs. Inconsistent approaches to project lifecycle phases and roles negatively affect design, quality, code management, and deployment.

Release management is an integral part of shipping products. But it's also an often overlooked area that invariably contributes to shipping delays, product recalls or re-releases, and lack of well-enforced release criteria such as feature completion, security compliance, development practices, build and testing practices, and version control management.

◼ BENEFITS:

Microsoft Services Release Management with the Visual Studio Team System will help you:
§ Understand process, guidance, and governance and how they can affect your organization.
§ Learn best practices for using Visual Studio Team Foundation Server
§ Work item tracking, version control, and build management.

◼ SCOPE:

This offering is two-day workshop that covers the following topics:
§ Release management basics
§ Change Management with VSTS
§ Configuration Management – Branching
§ Configuration Management – Build Management
§ Configuration Management – Version Control.

Microsoft Dynamics Integration with Premier

Holistic account management with Microsoft Dynamics™ business application expertise focused on your business management solutions and the same extensive infrastructure and break-fix support, direct priority access to Microsoft technical specialists day or night, rapid-response problem resolution that covers your systems 24x7 and extensive proactive support that you have come to expect with Premier Support.

Your Technical Account Manager is your go-to resource for any support issues. As your designated internal advocate within Microsoft, this highly skilled professional will help ensure that your support needs are met. Working with you, your Technical Account Manager will:

§ Collaborate with a Microsoft Dynamics business specialist who understands the challenges of procurement, warehousing, customer relationship management, business intelligence, workflow, sales force automation and supply chain management, to:

§ Provide proactive information for mitigating operational risk and improving business processing efficiency.

§ Contribute to your planning, deployment and optimization activities with a broad range of business processing expertise within your industry.

§ Facilitate your Microsoft Dynamics business applications configuration to local regulations.

§ Help increase user adoption.

§ Collaborate with your implementation partner to ensure the holistic application of industry and business acumen around your Microsoft Dynamics solution during and after implementation.

§ Design a customized service plan based on an understanding of your business and technology requirements—then regularly review service delivery to help ensure that it remains effective and relevant to your business.

§ Proactively facilitate support services and resources to help mitigate operational risk within your unique business applications and IT infrastructure

n   BENEFITS:

§ One point of contact within Microsoft with a support professional who understands your business' unique systems, people and processes.

§ Two unsurpassed support offerings from Microsoft that can be tailored to meet your needs.

§ A comprehensive selection of support resources, including problem resolution services, knowledge transfer resources and proactive services like business expertise for Microsoft Dynamics.

§ Direct, preferred access to Microsoft's best technical specialists by phone and in person (including Microsoft Dynamics specialists).

§ 24x7 total environment coverage of your Microsoft technologies including Microsoft Dynamics products.

§ Sure Step Business Systems Architecture Assessment to examine your Dynamics implementation business requirements and identify specific environmental considerations.

§ Improved system availability and reduced risk of prolonged downtime with Availability and Diagnostic Labs for your IT staff.

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