



Microsoft | Services

Central and Eastern Europe
Services Catalogue
July – December 2007

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Services Available from Microsoft

Microsoft® Services helps you get the most out of your Microsoft Information Technology (IT) investment with integrated and comprehensive end-to-end services engineered to meet your organisation’s IT and business management needs. Microsoft Services is designed to be your strategic business partner at every stage in your organisation’s expansion and development. We are committed to quality, using Microsoft and industry-proven best practice models and frameworks as a guide across the IT lifecycle for solution development and ongoing operations.

We can deliver both predefined and customised services to fit the needs of your business, taking into account your industry and specific technology requirements. Microsoft Services and technology combine to provide you with a total business solution from concept to implementation, ongoing support and training.

Lifecycle Services



Multiple Project and Solution Delivery

- IT Architecture & Planning Service
- Microsoft Consulting Services
- Microsoft Services Premier Support

Workshops Services

	About this Services Catalogue	2
IT Security & Process	Microsoft Operations Framework Manager Workshop	6
	Strategic Enterprise Operations Workshop <i>PLUS</i>	7
Identity & Access Management	Active Directory®: Troubleshooting Workshop <i>PLUS</i>	8
	Understanding Group Policies Workshop	9
Desktop, Device & Server Management	Advanced Windows Server 2003 Scripting with WMI Workshop	13
	IIS 6.0 Critical Problem Management Workshop <i>PLUS</i>	14
	Microsoft IT Insight: Enterprise Manageability Workshop	15
	Microsoft Operations Manager 2005 Advanced Workshop	16
	Systems Management Server 2003 Deployment & Configuration Workshop	17
	Systems Management Server 2003 Troubleshooting Workshop	18
	Windows Critical Problem Management Workshop	19
	Windows Server 2003: Automation and Administration Using Scripting Workshop <i>PLUS</i>	20
	Windows Server 2003: Clustering Essentials Workshop <i>PLUS</i>	21
	Using Windows PowerShell Workshop	22
Security & Networking	Defence in Depth: Securing Windows Server® 2003 Workshop <i>PLUS</i>	23
Communication & Collaboration	Exchange Server 2003: Troubleshooting and Disaster Recovery Workshop <i>PLUS</i>	25
	Exchange Server 2003: Troubleshooting Workshop <i>PLUS</i>	26
	Exchange Server 2003: Database Recovery Workshop <i>PLUS</i>	27
	Exchange Server® 2007 Technical Readiness Workshop	28
	Microsoft IT Insight: Collaboration and Knowledge Management Workshop	29
	Microsoft IT Insight: Exchange Server 2007 Deployment & Operations Workshop	30
Development	Advanced .NET Debugging Workshop <i>PLUS</i>	31
	Application Threat Modelling Workshop	32
	Customising VSTS Workshop	33
	Microsoft Application Security Workshop	34
	Secure Application Deployment Workshop	35
	Secure Coding Workshop	36
	Security Development Lifecycle (SDL) for IT Workshop	37
Data Management	SQL Server 2005: Performance Tuning & Optimisation Workshop <i>PLUS</i>	38
	SQL Server 2005 Upgrade Workshop	39
Business Intelligence	SQL Server 2005 Business Intelligence Workshop	40

Project Services

IT Strategy & Architecture	Microsoft Services Business Architecture (MSBA)	43
	Microsoft Technology Strategy Service	44
	Operations Strategic Review (OSR)	45
	Service Management Assessment	46
IT Security & Process	Desired Configuration Monitoring	47
	Proactive Monitoring (PMM) with Microsoft Operations Manager	48
	Service Level Management (SLM) for Exchange, Windows and SQL	49
	Software Update Management	50
Identity & Access Management	Active Directory Logical Design Review	51
	Identity Lifecycle Management	52
	Risk Assessment Program for Active Directory (ADRAP)	53
Desktop, Device & Server Management	Microsoft Advanced Zero Touch Desktop Service	54
	Microsoft Operations Manager Health Check Program (MOMHC)	56
	Systems Management Server Health Check Program	57
	Windows Vista: Readiness Review	58
Security & Networking	Microsoft Baseline Security Compliance	59
	Microsoft Security Health Check Program (SEHC)	60
	Public Key Infrastructure (PKI) for Security Solutions	61
	Server and Domain Isolation for Security	62
	Technical Compliance Management – Host Evaluation Service	63
Communication & Collaboration	Live Communication Server 2005 Deployment Plan	64
	Risk Assessment Program for Exchange (EXRAP)	65
	Microsoft SharePoint Server Health Check Program (SPSHC)	67
Development	.NET Application Framework Roadmap Plan	68
	Microsoft Services .Net Application Review	69
	Security Development Lifecycle for IT - Application Security Code Review	70
	Security Development Lifecycle IT Integration Service	71
	Security Development Lifecycle IT Application Threat Modelling Service	72
SOA & Business Process	Microsoft BizTalk Server Health Check Program (BTSHC)	73
Data Management	Risk Assessment Program for SQL Server (SQLRAP)	74
	SQL Server Implementation In-Depth Review	75
Business Applications	Microsoft Dynamics AX 4.0 Fit Gap & Solution Blueprint	76
	Microsoft Dynamics Ax 4.0 Conference Room Pilot	77
	Microsoft Dynamics CRM 3.0 Fit Gap & Solution Blueprint	78
	Microsoft Dynamics CRM 3.0 Conference Room Pilot	79
	Microsoft Dynamics Business Systems Architecture Services	80

About this Services Catalogue

This catalogue represents a select range of services available from Microsoft Services to help customers build competencies and knowledge to support and operate the Microsoft technologies in their IT environments. These services have been selected based on customer demand and assessment of the types of services that deliver immediate benefits and long term value to customers and partners.

How to Use This Catalogue

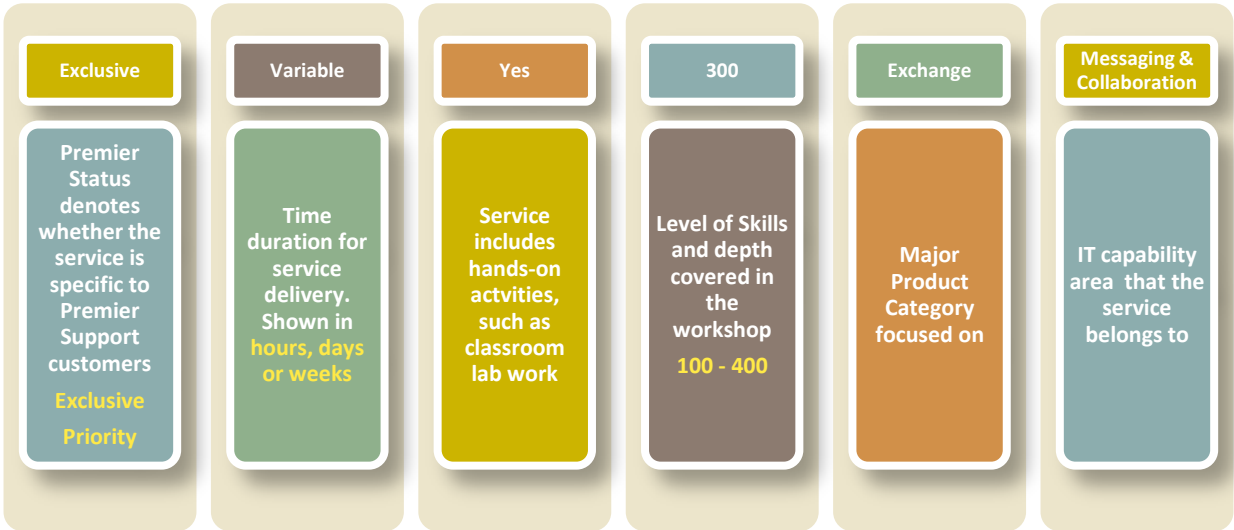
Each service is described to help you understand its purpose, application, and benefits. Allowing you to assess and decide the right service for the right business needs. If you require further information, please work with your Technical Account Manager (TAM) or Services Executive (SE). They can provide you with more detail about the services listed, and they are the most effective and accountable resource to help you obtain the right services for your company.

Some of the services listed are highlighted as “Premier Exclusive” and are only available to customers and partners that have a Premier Support Agreement. These services form part of an ongoing improvement process that is managed by the Premier TAM and often rely on information such as support calls and environment data.

If you are interested in finding out more about the benefits of Premier Support Visit;
http://www.microsoft.com/services/microsoftservices/srv_support.mspx

or contact your Services Executive to discuss your specific support requirements.

The **Quick Reference Bar** is provided for each service to help you access basic information quickly and easily. The catalogue also includes a Quick Reference Guide that provides a similar view for all services listed.



Requesting a Service:

Access Services:

Customers that subscribe to **Premier Support** should contact their Technical Account Manager
All other customers should contact their Services Executive or Account Manager
Partners that subscribe to **Partner Advantage** should also contact their Technical Account Manager

Fees:

The indicated fees of the services in the catalogue are represented to serve as a guide; they have been calculated on expected effort and may vary dependent on various factors. Please ensure that the fee is confirmed with your TAM or SE for your specific requirements.

Premier Customers (fees):

Unless specifically mentioned, the fees associated with the services are measured in Support Assistance hours. In the event that your company does not have sufficient hours remaining for the chosen service, these can be purchased and added to your existing Premier Support contract. Please discuss the costs and details of how this works with your TAM. The allocated hours for the delivery will be deducted from your Premier Support agreement.

Non Premier Customers (fees):

Fees for non-premier customers are provided on-request. Your Services Executive can provide you with indicative pricing

Non-Premier customers are invoiced through our standard billing system and are required to sign a work order before commencement of engagement.

This catalogue is not an exhaustive list of services available from Microsoft but serves to capture the more common services. Please discuss your specific requirements with your Technical Account Manager (TAM) or Services Executive (SE) if you need services that are not documented in the catalogue. Because we continually review our services for quality and relevance, your input and feedback is important in the ongoing development of current and future services.

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Workshop Services



Workshops and WorkshopPLUS

Workshops provide customers with Microsoft best practices to help them utilise Microsoft technologies and receive knowledge transfer directly from Microsoft subject matter experts. These best practices focus on administration; operation and helping customers make their Microsoft enterprise environment more supportable.

WorkshopPLUS courses provide Premier Support customers with advanced technical training that can significantly improve their IT staff’s ability to act proactively and to develop crisis-management skills, thereby helping to increase uptime and overall infrastructure performance. These training programs include Pre- and Post-Assessments to measure knowledge gained from the course, as well as an Action Planning session to help participants take what they’ve learned and apply it to real-world scenarios.

■ **Workshop Levels**

To ensure that participants get the most out of each Premier Workshop, the technical level of the presentation has been included. Classification has been done in accordance with the classic undergraduate class model and the description of each level is listed below.

100 Introductory	<ul style="list-style-type: none">• 100-level workshop is an introduction to the topic or overview. Assumes little or no expertise with the topic being covered
200 Intermediate	<ul style="list-style-type: none">• Assumes 100-level knowledge and a fairly complete understanding of the features. The 200-level Premier Workshops may discuss case studies that cover a breadth of common scenarios or explain how to use more advanced features.
300 Advanced	<ul style="list-style-type: none">• Assumes 200-level knowledge and an in-depth understanding of product features in a real-world environment. The 300-level Premier Workshops may go into unusual case studies that illustrate specific aspects of the product that are key to improving performance or interoperability.
400 Expert	<ul style="list-style-type: none">• Assumes the deepest level of technical knowledge we expect a customer to have. The 400-level Premier Workshops are essentially expert-to-expert sessions. The content provides the means for customers to push products to maximum performance, achieve the broadest possible interoperability, and create applications using even the most advanced features.

Workshop Services - Summary

IT Capability	Workshops	Premier Status	Duration	Premier Hours (Min)	Hands-on	Level
IT & Security Process	Microsoft Operations Framework Manager Workshop	Exclusive	4h	10		100
	Strategic Enterprise Operations Workshop PLUS	Exclusive	3d	10	Yes	300
Identity & Access Management	Active Directory Troubleshooting Workshop PLUS	Exclusive	4d	13	Yes	300
	Understanding Group Policies Workshop	Priority	1d	4	Yes	200
Desktop, Device & Server Management	Advanced Windows Server 2003 Scripting with WMI Workshop	Exclusive	4d	13	Yes	300
	IIS 6.0 Critical Problem Management Workshop Workshop PLUS	Exclusive	3d	10	Yes	300
	Microsoft IT Insight – Enterprise Manageability Workshop	Priority	2d	7		200
	Microsoft Operations Manager 2005 Advanced Workshop	Priority	2d	7	Yes	300
	Systems Management Server 2003 Deployment & Configuration Workshop	Priority	3d	10	Yes	200
	Systems Management Server 2003 Troubleshooting Workshop	Priority	3d	10	Yes	300
	Using Windows Powershell Workshop	Priority	5d	15	Yes	300
	Windows Critical Problem Management Workshop	Exclusive	1d	4	Yes	300
	Windows Server 2003 Automation & Administration Using Scripting Workshop PLUS	Exclusive	5d	15	Yes	300
	Windows Server 2003 Clustering Essentials Workshop PLUS	Exclusive	3d	10	Yes	300
	Defence In Depth Securing Windows Server 2003 Workshop PLUS	Exclusive	3d	10	Yes	300
Communication & Collaboration	Exchange Server 2003 - Troubleshooting and Disaster Recovery Workshop PLUS	Exclusive	5d	15	Yes	300
	Exchange Server 2003 - Troubleshooting Workshop PLUS	Exclusive	3d	10	Yes	300
	Exchange Server 2003 – Database Recovery Workshop PLUS	Exclusive	4d	13	Yes	400
	Exchange Server 2007 Technical Readiness Workshop	Priority	3d	15	Yes	300
	Microsoft IT Insight – Collaboration and Knowledge Management Workshop	Priority	2d	7		200
	Microsoft IT Insight - Messaging Deployment & Operations Workshop	Priority	3d	7		200
Development	Advanced .NET Debugging Workshop PLUS	Exclusive	3d	10	Yes	400
	Application Threat Modeling Workshop	Priority	2d	7	Yes	300
	Customising VSTS Workshop	Priority	2d	7	Yes	300
	Microsoft Application Security Workshop	Priority	2d	7	Yes	300
	Secure Application Deployment Workshop	Priority	2d	7	Yes	300
	Secure Coding Workshop	Priority	2d	7	Yes	300
	Security Development Lifecycle (SDL) for IT Workshop	Priority	2d	7	Yes	300
Data Management	SQL Server 2005 Performance Tuning & Optimization Workshop PLUS	Exclusive	4d	13	Yes	300
	SQL Server 2005 Upgrade Workshop	Priority	4d	13	Yes	300
Business Intelligence	SQL Server 2005 Business Intelligence Workshop	Priority	5d	15	Yes	300

Microsoft Operations Framework Manager Workshop

Premier Status	Duration	Hands-On	Level	Product	Technology
Exclusive	1/2 day	No	100	ITIL/MOF	IT & Security Process

The Microsoft Operations Framework (MOF) Manager Workshop is designed for managers who need to have a high level understanding of what MOF is, and how it can benefit their organisation. A condensed version of the two day MOF Essentials course, it is designed to accommodate the often busy schedules of managers, yet provide them with an overview of what the MOF Essentials course is all about. This workshop is particularly useful for managers who intend to train their staff on IT service management and need a short and effective course to develop their own knowledge.

■ TARGET AUDIENCE:

Participants in this workshop should be IT management staff responsible for people involved in designing, implementing, or managing operational processes.

■ BUSINESS NEEDS:

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

■ BENEFITS:

The benefits are similar in nature to the full MOF Essentials two-day course. However the workshop is a highly condensed version of the course, the theory is not covered in detail and limited rounds of the simulation are played. It is not intended as a replacement for the two-day Essentials course or the MOF Simulation workshop, and certificates are not issued. The workshop is focused specifically at managers who need to be aware of what training their staff will be undertaking, to understand the value and the lessons of the MOF Essentials course. The Managers Workshop may also be valuable to organisations that need to convince managers of the value of operational process improvements. The time has been condensed due to accommodate busy management schedules.

■ SYLLABUS:

The MOF Manager Workshop is a four-hour, instructor-led workshop that introduces the Microsoft Operations Framework. Course curriculum includes the following:

- Introduction to MOF
- Building on ITIL
- MOF process model overview
- MOF team model overview
- MOF risk model overview

During the presentation style delivery, a limited interactive simulation activity is undertaken. This simulation actively engages students in process development and highlights the benefits of operational process improvement.

■ PRE-REQUISITES:

There are no specific pre-requisites.

Strategic Enterprise Operations WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 days	No	300	ITIL/MOF	IT & Security Process

The Strategic Enterprise Operations 3-day WorkshopPLUS 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 organisations planning to implement or improve operational processes. These improvement initiatives may be driven by cost-efficiency, service improvement, or as a realisation that repeated, preventable incidents are causing the IT organisation 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 WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	300	Active Directory	Identity & Access Management

The Active Directory: Troubleshooting 4-day WorkshopPLUS 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 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).

Understanding Group Policies Workshop



Administrators can manage computers centrally through Active Directory and Group Policy. Using Group Policies to deliver managed computing environments allows administrators to work more efficiently through a centralised, one-to-many management model. This reduces administrative costs and improves user productivity. The Understanding Group Policies Workshop provides hands on lab covering the creation, management, troubleshooting and deployment of Group Policies via the Group Policy Management Console.

■ TARGET AUDIENCE:

IT staff responsible for administrating and troubleshooting servers, workstation or users accounts within an Active Directory environment.

■ BUSINESS NEEDS:

Measurements of total cost of ownership (TCO) associated with administering distributed personal computer networks reveal lost productivity for users as one of the major costs for corporations.

Lost productivity is frequently attributed to user errors, such as modifying system configuration files and rendering a computer unworkable, or to complexity, such as the availability of non-essential applications and features on the desktop.

Group Policies define the settings and allowed actions for users and computers, and can create desktops that are tailored to users' job responsibilities and level of experience with computers.

■ BENEFITS:

This workshop provides participants with the skills and techniques that will help enable them:

- Understand best practices in GPO management
- Create appropriate test environments
- Effectively test and evaluate group policies prior to deployment into production
- Create custom group policies
- Deploy and manage group policies
- Delegate the management of group policies in a large environment
- Troubleshoot group policies in test and production environments

■ SYLLABUS:

The Workshop conducts practical exercises in:

- | | |
|--|---|
| <ul style="list-style-type: none"> ■ Creating an Active Directory Structure ■ Synchronising a Staging Environment ■ Modifying Group Policy Objects and Links ■ Group Policy Modelling and Group Policy Results ■ Backup and Restoring of Group Policy Objects ■ Setting Account Restriction Policies ■ Preventing Prohibited Applications | <ul style="list-style-type: none"> ■ Group Policy Security, WMI Filtering and Inheritance ■ Deploying Software with Group Policy ■ Troubleshooting Group Policy ■ Creating a Custom Group Policy ■ Delegating Group Policy Management ■ Auditing GPO Settings ■ Migrating GPOs |
|--|---|

■ PRE-REQUISITES:

Participant require an understanding of basic Active Directory structures and concepts including:

- Domains and Trusts
- Organisational Units
- Sites
- Creating and managing users and computer accounts In addition participants require practical experience in managing and troubleshooting servers, workstation or users accounts.

Advance Win 32 User Mode Debugging Workshop Plus

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	400	Active Directory	Development

The Advanced Win32 User Mode Debugging 4-day WorkshopPLUS course provides a background on Win32 User Mode processes and explains different debug scenarios and troubleshooting strategies. It also discusses debug symbols, verifying symbols, mapping from source code to Assembly Language, use of Watson, debugging of USER.DMP files, and advanced debugging techniques. Students 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 learnings. This course includes an Incoming Assessment to baseline knowledge and an Outgoing Assessment to measure knowledge transfer. The workshop contains Level 400 content. Please review the Target Audience information (below), and contact your Microsoft Services representative to ensure that this workshop is appropriate to the student's experience and technical expertise.

■ TARGET AUDIENCE:

To ensure the high-quality knowledge transfer expected by the attendees of this 4- day workshop, class size is limited to a maximum of 16 students who meet the following criteria:

- Developers with at least 2 years experience in programming with C/C++
- Technical Support personnel that have completed basic debugging training.

■ BUSINESS NEEDS:

Diagnose causes of Win32 program failures and how to identify the faulting instruction.

- Understand the basics of Assembly Language and Win32.
- Understand call stacks and structured exception handling.
- Focus on 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 hanged issues.
- Identify the most common debugging scenarios and what steps needed for issue resolution.

■ BENEFITS:

Incoming Assessment to baseline knowledge. It is important for students to get feedback on how much they have learned during the WorkshopPLUS course. To accomplish that end, the Incoming Assessment measures what students know at the beginning of the course. This 25-question assessment was developed by a team of subject matter experts at Microsoft.

Outgoing Assessment to measure knowledge transfer. Students like to know how much they learned as a result of the training. At the end of the WorkshopPLUS course, students compare their Incoming and Outgoing results. In addition, the instructor reviews the questions and discusses the answers in detail to ensure that students understand the concepts.

Action Planning Session to take workshop learnings and apply them to the workplace. Applying new knowledge to the real world is key to getting the most value out of your training budget. The purpose of the Action Planning Session is to identify key problems and proactive opportunities in your workplace — and then to use the skills learned in this course to develop real-world action plans.

■ SYLLABUS:

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

Module 1: Background on Win32 Processes.

Module 2: Debugging Tools.

Module 3: Basics of Assembly Language.

Module 4: Call Stacks.

Module 5: Symbols and Symbols.

Module 6: Structured Exception Handling.

Module 7: Overview of User Mode Debugging.

Module 8: Interactive Debugging.

Module 9: Post-Mortem Debugging.

Module 10: Debugging Scenarios.

Microsoft Exchange Server 2003: Clustering Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 days	Yes	300	Active Directory	Communication & Collaboration

The “Clustering Microsoft Exchange Server 2003 workshop” provides participants with the skills required to “install and manage an Exchange Server 2003 cluster”. Upon successful completion of this workshop, participants will understand the “Windows 2003 clustering, how to install Exchange Server 2003 on a Windows 2003 cluster, best practices for deploying an Exchange Server 2003 cluster”.

■ TARGET AUDIENCE:

This workshop is designed for “the needs of the support engineers and administrators who are responsible for implementing and managing a Microsoft Exchange Server 2003 cluster.”

■ BUSINESS NEEDS:

Across the industry, most e-mail availability problems are caused by inadequate IT planning or processes, unclear expectations of the messaging system, and lack of expertise with the nuances of configuring Microsoft Exchange in complex environments. Absence of effective measurement and accountability, and overly complex server and application infrastructures also contribute to overloaded messaging systems and to the inability to predict, deploy, and manage change.

■ BENEFITS:

The “Clustering Microsoft Exchange Server 2003” Workshop provides participants with skills and techniques that will enable them to:

- Understand key concepts of Windows Server 2003 clustering
- Install a Windows Server 2003 cluster
- Configure a Windows Server 2003 cluster to comply with Microsoft Best Practices
- Understand key concepts of Exchange Server 2003 clustering
- Installing and configure an Exchange Server 2003 cluster

■ SYLLABUS:

The following is a list of the modules covered during this workshop:

- Introduction to Windows Server 2003 Clustering
- Installing a Windows Server 2003 Cluster
- Introduction to Exchange Server 2003 Clustering
- Installing an Exchange Server 2003 Cluster.

■ PRE-REQUISITES:

The “Clustering Microsoft Exchange Server 2003” workshop is aimed at the IT Organization that is “currently running or is planning on running a Microsoft Exchange Server 2003 cluster”. The information in the workshop is a collection of best practices that have been compiled from both the Microsoft Product Group and from customer experiences through Microsoft’s Premier Support.

Active Directory®: Disaster Recovery Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 days	Yes	400	Active Directory	Identity & Access Management

Today most of the enterprise businesses rely on Microsoft Active Directory Infrastructure which has become a central component of the Windows platform, providing the means to manage the identities and relationships that make up network environments. Solid Directory Services Disaster Recovery Strategy is critical for the successful operation of a Microsoft® Windows® environment on which your business relies on. Loss of Active Directory could be very costly and may impact day-to-day running of your critical business. This workshop will help gain technical and strategic skills required to quickly recover and restore a failed directory services domain, domain controllers and other core components to ensure that the infrastructure directory can be restored and brought back online in a quick, responsive manner in the event of failure

■ TARGET AUDIENCE:

This workshop is intended for organizations that have deployed Microsoft Active Directory Infrastructure running Windows 2000 Server, Windows Server 2003 and Windows Server 2003 with Service Pack 1 (SP1). It includes discussions that is relevant to different roles within an IT organization, including IT operations management and administrators. This workshop also provides management-level knowledge of Active Directory Disaster Recovery and tips and hints to the IT processes required to rapidly and successfully recover from a Directory services infrastructure disaster event.

■ BUSINESS NEEDS:

This workshop contains more detailed procedures that are designed for operators who have varied levels of expertise and experience. Although the procedures provide operator guidance from start to finish, operators must have a basic proficiency with the Microsoft Management Console Microsoft® Directory Services Disaster Recovery Workshop Level 400 [2 Days] (MMC) and snap-ins, Directory services management tools and know how to start administrative programs and access the command line. If operators are not familiar with Active Directory, it might be necessary for IT planners or IT managers to review the relevant operations in this guide and provide the operators with parameters or data that must be entered when the operation is performed.

■ BENEFITS:

After completing this course, attendees will be able to:

- Understand Active Directory components and services, understand Active Directory Forests
- 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).

■ SYLLABUS:

The Workshop conducts practical exercises in:

- Plan and implement Active Directory Disaster Recovery Strategy
- Proactive Prevention of Active Directory Disaster Situation(s)
- Active Directory Backup and Restore
- SYSVOL Backup and Restore
- Policies Backup and Restore
- Active Directory Object Restore
- Authoritative and Non-Authoritative Restores and SYSVOL Restores
- Active Directory Repair
- Full Active Directory Forest Recovery

■ PRE-REQUISITES:

Before attending this workshop, students must have:

- An MCP on Windows 2000 or Windows Server 2003 certification or equivalent knowledge and skills
- Day-to-day experience in planning, implementing, managing and maintaining Windows 2003-based networks and AD Infrastructures

Advanced Windows Server 2003 Scripting with WMI Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	300	Windows Server 2003	Desktop, Device & Server Management

The Advanced Windows Server 2003 Scripting with WMI Workshop provides participants with all the skills needed to automate their Windows 2003 and Windows XP environment by leveraging the power of WMI. The workshop takes students from a basic knowledge of scripting to a point in which they are working with advanced scripting and WMI technology in just 4 days. This is an important technology for customers who want to reduce the amount of labour intensive work required to administer their Windows environments.

■ TARGET AUDIENCE:

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

■ BUSINESS NEEDS:

System administrators who want to significantly reduce the time and effort spent in performing many system administration tasks by learning how to automate many of these through WMI scripting.

■ BENEFITS:

Upon successful completion of the workshop, participants will be able to write scripts that manage user accounts, gather important configuration information from computers, and manage services on Windows 2003 servers.

■ SYLLABUS:

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

- Module 1 - Understanding WMI
- Module 2 - Configuring WMI
- Module 3 - Using Basic WMI Queries
- Module 4 - Using Advanced WMI Queries
- Module 5 - Using WMI Events
- Module 5 - Using The Connect Server Method
- Module 7 - Requesting Additional Privileges for WMI
- Module 8 - Understanding WMI Classes
- Module 9 - Using Win32 WMI Classes
- Module 10 - Using Computer System Hardware Classes
- Module 11 - Using The Operating Systems Classes
- Module 12 - Using The Performance Counter Classes
- Module 13 - Understanding WMI Security
- Module 14 - Troubleshooting WMI

■ PRE-REQUISITES:

At least 1 year administering or developing Windows servers/applications

IIS 6.0 Critical Problem Management WorkshopPLUS

Premier Status	Duration	Level	Hands-on	Product	IT Capability
Exclusive	3 days	300	Yes	IIS 6.0	Desktop, Device & Server Management

The IIS 6.0 Critical Problem Management 3-day WorkshopPLUS course provides participants with skills and techniques that will enable them to implement processes, and utilise 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:

- Recognise 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. Emphasises 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, 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).

Microsoft IT Insight: Enterprise Manageability Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	No	200	SMS / MOM	Desktop, Device & Server Management

The “Microsoft IT Insight” workshop series is collaboration between Microsoft Services and IT. The series provides a unique opportunity to engage in peer-to-peer knowledge sharing. Microsoft IT provides you with insight into our process for developing, deploying and managing enterprise solutions. The Enterprise Manageability Workshop focuses on how Microsoft IT manages its own IT infrastructure using Microsoft Management products (SMS & MOM) and the Microsoft Operational Framework (MOF)

■ TARGET AUDIENCE:

Technical Decision Makers, IT Operations Team Leads

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending the Microsoft IT Insight – Manageability Workshop

- Organisations who have challenges and / or are looking at improving how they do ‘enterprise management & monitoring’ of their client and server infrastructure from people, process and technology view point
- Organisations who are working on improving the overall maturity of their infrastructure (per the MS Infrastructure Optimisation Model)
- Organisations who are looking at reducing costs and complexity around enterprise management & monitoring

■ BENEFITS:

The 2-day knowledge sharing workshop provides you with:

- eKnowledge on Microsoft IT best practices around planning, implementing and managing enterprise management systems based on SMS and AD
- Knowledge Microsoft IT best practices around planning, implementing and managing enterprise monitoring systems based on MOM and AD
- Direct access to senior Microsoft IT experts
- Direct access to Microsoft Services Professionals

■ SYLLABUS:

Connect with Microsoft IT through the workshop and you will gain insight on Enterprise Manageability

The topics include:

- | | |
|--|--|
| <ul style="list-style-type: none"> Enterprise Management at Microsoft Manageability Architecture Overview and Directions Manageability Roadmap Discussion: Service Desk MOM Environment Overview SMS Environment Overview Enterprise Configuration Management and Reporting Automating MOM Operations | <ul style="list-style-type: none"> MOM Management Pack Deployment MOM Performance, Scalability and Data Warehousing Automating SMS Operations SMS Patch Management SMS Planning and Deployment SMS Software Distribution and Packaging Manageability Product Roadmap Review |
|--|--|

■ PRE-REQUISITES:

- Technology decision makers and business decision maker selecting IT products and solution for organisation.
- Conceptual understanding of management & monitoring systems and implementation at your organisation.
- Responsibility to manage, maintain and provide system management and uptime to business

Microsoft Operations Manager 2005 Advanced Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	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 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 organisations 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 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 MOM 2005
- Module 11 – MOM Best Practices

■ PRE-REQUISITES:

The target candidate should ideally have 6-12 months of MOM 2005 Administrative experience.

Systems Management Server 2003 Deployment & Configuration Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 day	Yes	200	SMS 2003	Desktop, Device & Server Management

This three 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 Windows 2003 in medium to large enterprise organisations.

■ BUSINESS NEEDS:

Organisations that are looking to gain additional benefits by leveraging the advanced features of SMS 2003.

■ BENEFITS:

After completing this workshop, you will understand the advanced features of SMS 2003 and how to install, configure, 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 SMS 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 SMS 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	Hands-On	Level	Product	IT Capability
Exclusive	3 day	Yes	300	SMS 2003	Desktop, Device & 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.

■ TARGET AUDIENCE:

IT staff responsible for administration and support of SMS 2003.

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending this workshop.

- Organisations who wish to develop their troubleshooting skills to ensure that their organisation's SMS infrastructure is more reliable
- Customers who are considering migration to SMS 2003
- Organisations who are concerned about understanding and troubleshooting SMS 2003
- Customers who have experienced critical situations related to SMS 2003

■ BENEFITS:

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

■ SYLLABUS:

The workshop consists of 7 modules covering SMS 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 SMS 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

■ PRE-REQUISITES:

Participants need to have clear understanding of SMS 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.

Windows Critical Problem Management Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	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 utilise tools to realise the following objectives in their production environment:

- Reduce time to restore service - optimise 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
- Analysing 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

Windows Server 2003: Automation and Administration Using Scripting *WorkshopPLUS*

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	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 Windows servers/applications

Windows Server 2003: Clustering Essentials WorkshopPLUS

Premier Status Exclusive	Duration 3 days	Hands-On Yes	Level 300	Product Windows Server 2003	IT Capability Desktop, Devices, & Server Management
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The Windows Server 2003: Clustering Essentials 3-day WorkshopPLUS 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

Using Windows PowerShell Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	5 days	Yes	300	Windows Server 2003	Desktop, Device and 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 give 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.

■ 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.

■ 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.

■ 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.

■ 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

■ PRE-REQUISITES:

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

Defence in Depth: Securing Windows Server® 2003 WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 days	Yes	300	Windows 2003	Security & Networking

The Defence in Depth: Securing Windows Server® 2003 3-day WorkshopPLUS 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 organisational assets.

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.

BUSINESS NEEDS:

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

- Organisations who wish to better protect their Windows environment from unwanted access or intrusion.
- Organisations 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.

BENEFITS:

Microsoft has created this course to help organisations 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

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.

PRE-REQUISITES:

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

Microsoft Exchange Server 2007: Migration Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	Yes	300	MS Exchange Server 2007	Communication & Collaboration

The goal of this workshop is to learn all the steps that need to be considered when an Exchange 200x environment is about to be migrated to Exchange 2007. Also the most important steps will be done in 5 hands-on labs so that in the end of the last lab, all Exchange 200x servers will have been decommissioned and the environment will be pure Exchange 2007.

■ TARGET AUDIENCE:

This workshop is designed for "the needs of the support engineers and administrators who are responsible for implementing and managing a Microsoft Exchange Servers and they plan migration to Microsoft Exchange 2007.

Knowledge Requirements:

- Exchange 2003: Good general understanding of all Exchange 2003 components
- Exchange 2007: Basic understanding of the Exchange roles
- Windows Server 2003: Good understanding of Windows and Active Directory

■ BUSINESS NEEDS:

The workshop is suitable for customers that have a need to:

- Deploy Exchange Server 2007 within the next 12-18 months.
- Maximise their investment in IT and reduce the overall cost of their messaging environment.
- Understand how to leverage the benefits of the new features of Exchange Server 2007, such as Unified Messaging (UM) and mobility, data protection, high availability, and server consolidation.

■ BENEFITS:

This 2 days Workshop provides participants with skills and knowledge required to successfully migrate to Microsoft Exchange Server 2007.

■ SYLLABUS:

The following is a list of the modules covered during this workshop:

1. Exchange 2007 Roles overview
2. Planning a migration from E200x to E2007
 - a. Active Directory, DNS, Network
 - b. Administration, Permissions and Roles
 - c. Planning multiple forests
 - d. Planning for coexistence (Mailbox Server, Client access, Edge, Hub transport)
3. Migration walkthrough
 - a. Setup Exchange 2007
 - b. Configure CAS Certificates
 - c. Move mailboxes to Exchange 2007
4. Hardware & Storage Considerations
5. Migration walkthrough (cont)
 - a. Public and System Folder Migration
 - b. Remove Exchange 2003

■ PRE-REQUISITES:

This is a Hands-on Workshop with Labs. Every Student needs one PC (32bit) with at least 2GB of RAM and 30GB of Disk Space. It should have enough performance to run 4 images (1 Domain Controller, 3 Exchange Servers) The Computer have to run VirtualServer2005 R2.

Exchange Server 2003: Troubleshooting and Disaster Recovery WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	5 days	Yes	300	Exchange 2003	Communication & Collaboration

The Exchange Server 2003: Troubleshooting & Disaster Recovery 5-day WorkshopPLUS 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 organisation. This course teaches the tools and techniques needed to optimise the performance of Exchange servers to ensure that mail flow is optimised 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.

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 this workshop:

- Organisations who wish to have more secure Exchange Server 2003 backup and recovery capabilities.
- Customers who are considering migration to Exchange Server 2003.
- Organisations who are concerned about Exchange Server 2003 disaster recovery.
- Customers who have experienced critical situations related to Exchange Server 2003.

BENEFITS:

The five-day workshop will help attendees to:

- Understand message flow and dependencies.
- Understand message routing topologies, both internal and external to the organisation.
- Understand and troubleshoot message flow dependencies, such as DNS and Active Directory.
- Recognise the symptoms of poor performance, and identify the causes of poor performance.
- Isolate the cause of a 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.

SYLLABUS:

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

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|--|--|---|
| <ul style="list-style-type: none"> Incoming Assessment Introduction to Message Flow. Understanding Exchange and Active Directory. Troubleshooting Network Connectivity. Troubleshooting Name Resolution. Troubleshooting Active Directory. Database Essentials. | <ul style="list-style-type: none"> Database Disaster Recovery Technologies. Understanding Message Flow. Troubleshooting Message Flow. Performance Monitoring Tools. Isolating the Causes of Performance Degradation. Performance Troubleshooting Basics. Server Loss. | <ul style="list-style-type: none"> High Availability. Sample Disaster Recovery Document. Microsoft Exchange Server Performance Troubleshooting Analyser. Outgoing Assessment Action Planning session |
|--|--|---|

PRE-REQUISITES:

This course requires that students meet the following prerequisites:

- Windows 2000 MCSE or equivalent experience.
- 3 years experience architecting or administering large enterprise IT. environments running Microsoft Exchange
- Basic knowledge and experience in Database technologies and concepts.

Exchange Server 2003: Troubleshooting WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	3 days	Yes	300	Exchange 2003	Communication & Collaboration

The Microsoft Exchange Server® 2003: Troubleshooting WorkshopPLUS 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 organisation. This course teaches the tools and techniques to help enable you to optimise the performance of your Exchange servers and ensure that mail flow is optimised both for internal and external mail transfer.

TARGET AUDIENCE:

IT staff responsible for the administration of Exchange Server 2003.

BUSINESS NEEDS:

Organisations who wish to develop their troubleshooting skills to ensure that their organisation'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 organisation.
- 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 a 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 LDAP 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 2000 or 2003 experience is ideal.

Exchange Server 2003: Database Recovery WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	400	Exchange 2003	Communication & Collaboration

The Exchange Server® 2003 Database Recovery 3-day WorkshopPLUS 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:

- Organisations who wish to have more secure Exchange Server 2003 backup and recovery capabilities.
- Customers who are considering migration to Exchange Server 2003.
- Organisations 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
- Utilise 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 Organisation, 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 prerequisites:

- 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® 2007 Technical Readiness Workshop

Premier Status	Duration	Hands-On	Level	Product	Technology
Priority	3 days	Yes	300	Exchange 2007	Communication & Collaboration

The Exchange Server © 2007 Technical Readiness Workshop is designed to provide participants with an insight into the wide range of technological enhancements in Exchange 2007. This 3 day workshop provides a balance of interactive sessions and hands-on lab activities to maximise learning opportunities. The workshop is delivered by a Senior Consultants (Messaging) and Support engineers with deep Exchange 2007 product knowledge and implementation experience to help bring a planning, deployment and a support perspective around the topics. Upon completion, participants should be better prepared to undertake early planning activities and understand the deployment considerations for Exchange Server 2007 in their environment.

■ TARGET AUDIENCE:

The target audience for this workshop includes:

- Exchange administrators
- Consultants and Messaging Specialist
- Messaging Architects.

■ BUSINESS NEEDS:

The workshop is suitable for customers that have a need to:

- Deploy Exchange Server 2007 within the next 12-18 months.
- Maximise their investment in IT and reduce the overall cost of their messaging environment.
- Understand how to leverage the benefits of the new features of Exchange Server 2007, such as Unified Messaging (UM) and mobility, data protection, high availability, and server consolidation.

■ BENEFITS:

The 3-day workshop will provide participants with:

- Extensive hands-on training led by a Senior Consultant and Support Engineer.
- Understanding of all the new capabilities of Exchange 2007.
- Planning & deployment considerations
- Sharing of best practices based on Exchange Server 2007.

■ SYLLABUS:

Explore the new capabilities of Exchange 2007 with the assistance of Senior Consultants. The topics include:

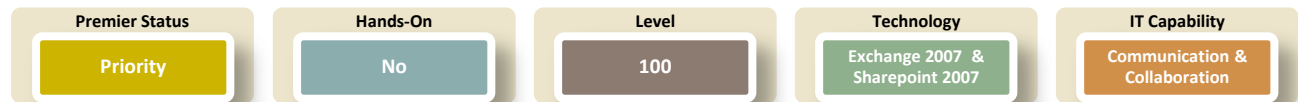
- Exchange Server 2007 Overview
- Setup, Shell and Console
- Architecture
- Transport and Routing Architecture
- Deploying and Configuring Server Roles
- Permissions, Recipient Management and Monitoring
- Compliance and Archiving
- Client Access Architecture
- End User Information Worker Experience
- High Availability and Disaster Recovery
- Transport Security and Message Hygiene
- Unified Messaging

The syllabus may vary moderately from the above based on feedback from previous workshops.

■ PRE-REQUISITES:

A good understanding of Exchange 2000/2003 or equivalent messaging product.

Microsoft IT Insight: Collaboration and Knowledge Management Workshop



The “Microsoft IT Insight” workshop series is a collaboration between Microsoft Services and IT. The series provides a unique opportunity to engage in peer-to-peer knowledge sharing. Microsoft IT provides you with insight into our process for developing, deploying and managing enterprise solutions. The Collaboration and Knowledge Management workshop will demonstrate how Microsoft has architected and implemented unified communication and collaboration. Effective ways to store and search knowledge in enterprise wide portals.

■ TARGET AUDIENCE:

The workshop is focused on CIOs, IT Decision Makers and Technical Planners.

■ BUSINESS NEEDS:

Excel in organisation ability to communicate effectively. Facilitate ways to catalyse cross group communication, find effective ways to deliver unified communication. Empower employees to store and search information quickly.

■ BENEFITS:

- Learn about Microsoft unified messaging architecture
- How to effectively migrate and use Exchange 2007
- Save telecommunication cost by increasing instant messaging and VOIP usage
- How to facilitate effective cross group collaboration by promoting use of share point team sites.
- Tips to effective enterprise portal usage
- Providing effective ways of searching knowledge across the organisation
- Use of live meeting to generate savings on travel budgets
- Integrate your application and portal to deliver effective Decision support systems
- Securing communication – email and data

■ SYLLABUS:

Connect with Microsoft IT through the workshop and you will gain insight on collaboration and knowledge management. The topics include:

- Communication and collaboration at Microsoft – Overview
- Messaging architecture at Microsoft
- Migration to Exchange 2007 – learning and benefits
- Effective ways to control Spam
- Instant messaging usage and benefits at Microsoft
- Unified communication at Microsoft
- Cross group collaboration – using Share point team sites
- Enterprise wide knowledge management – Portals
- Use of live meeting at Microsoft
- Portal integration with LOB application
- Searching for information inside Microsoft
- Secured communication

■ PRE-REQUISITES:

Technology decision makers and business decision maker selecting IT products and solution for organisation.

Microsoft IT Insight: Exchange Server 2007 Deployment & Operations Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	No	200	Exchange 2007	Communication & Collaboration

The “Microsoft IT Insight” workshop series is collaboration between Microsoft Services and IT. The series provides a unique opportunity to engage in peer-to-peer knowledge sharing. Microsoft IT provides you with insight into our process for planning, migrating, deploying and managing messaging and communication infrastructure. This workshop focuses on sharing its messaging architecture, design consideration, spam control measures, productive mobile messaging, process, and tools to effectively monitor messaging infrastructure and early peek into future world of unified messaging and communication using Exchange Server 2007.

■ TARGET AUDIENCE:

Technical Decision Makers, Technical Team leaders for Messaging

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending this workshop

- Organisations who wish to gain insight into best on migrating and managing Exchange 2007 environments
- Organisations looking to build process and standards around SLA, Messaging Support and compliance
- Customer facing challenges maintaining availability and Spam control
- Customer who are looking forward towards existing PBX and Messaging integration

■ BENEFITS:

- **Proven practices:** Share Microsoft IT best practices on effectively fighting spam, SLA computation, highly available messaging and storage considerations.
- **Reduce Cost:** Learn how Microsoft IT internally consolidated servers, monitors the servers and have build support escalation structure and process in ways to reduce cost.
- **Compliance:** Learn process and tools ensuring compliance on email storage and retention.
- **Peer to Peer access:** Direct access to Microsoft IT peers and expertise.
- **Practical learning's:** Operational learning's on do's and don'ts from Microsoft IT.
- **Future of Messaging:** Gain insight into the current implementation of Unified Messaging at Microsoft (integration of PBX, VOIP and Exchange) and immersive meeting experiences.

■ SYLLABUS:

- **Microsoft Messaging Overview:** Microsoft IT and Messaging infrastructure and Challenges.
- **Messaging Service Management:** End-to-end service management, Virtual teaming, Services Management Metrics, Services level agreements – SLAs
- **Exchange 2007 Planning and Deployment:** Deployment Approach, Timeline and Goal Considerations
- **Client Access Server / Mobile Messaging:** Outlook Web Access Outlook Anywhere Anytime / RPC over HTTPS, Exchange Active Sync.
- **Design Considerations:** Site, Server, SAN / Cluster, Hardware, Geo Cluster design. Performance and storage issues.
- **Monitoring, Alerting, and Reporting:** MOM Tools, Thresholds, and Management Tools.
- **Exchange Server Support:** Exchange Support Organisation, Escalation Process, Change Control Process, Preparations, Requirement, Best Practices.
- **Email Management:** Client Managed Mail Folders, Client Retention Policies, Compliance Management.
- **Exchange Edge Services / Messaging Hygiene:** Exchange 2007 Edge Server Design, Spam and Virus Control.
- **Backup / Restore:** Mail Box Policies, Business Resumption Planning, Backup / Restore Procedure, Disaster Recovery Planning.
- **Exchange 2007 Unified Messaging:** Overview, Topology and Deployment, Lessons Learned.
- **Question and Answers:** Ask the expert, Questions for MSIT

■ PRE-REQUISITES:

- Technology decision makers and business decision maker selecting IT products and solution for organisation.
- Conceptual understanding of Exchange messaging systems and implementation at your organisation.
- Responsibility to manage, maintain and provide messaging uptime to business.

Advanced .NET Debugging WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	400	.Net Framework 1.1 / 2.0	Development

The Advanced .NET Debugging 4-day WorkshopPLUS 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.

Application Threat Modelling Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	2 days	Yes	300	N/A	Development

Threat modelling helps you model your security design so that you can expose potential design flaws and vulnerabilities before you invest significant time and resources. The Application Threat Modelling workshop introduces students to the Threat Modelling process, and teaches them how to create, assess, consume, and integrate Threat Models into the Software Development Lifecycle (SDLC) using the internally developed Threat Analysis & Modelling v2.0 tool. The techniques learned in the course also provide development teams the ability to translate technical risks into business risk to ensure understanding throughout the organisation. Additionally the workshop demonstrates how to modify the Threat Models and Attack Libraries to customise them for their unique corporate environments. This provides continued benefits from the Threat Modelling process as the security landscape evolves.

TARGET AUDIENCE:

This workshop is appropriate for system architects and engineers, Business Analysts, Developers, Testers, and Project Managers responsible for the design, development, implementation, and management of custom line of business applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Threat Modelling Workshop:

- Organisations who wish to better protect their applications from unwanted access or intrusion.
- Organisations who want a more accurate risk management capability around their custom applications.
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

BENEFITS:

Microsoft has created this course to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The two-day workshop will help attendees to:

- Understand the Threat Modelling process and how it fits into the SDLC
- Reduce rework and debugging time by implementing mitigation strategies during the initial application development.
- Improve testing by utilising Threat Models to increase testing accuracy and consistency
- Reduce patching times by utilising Threat Models to quickly assess applicability, and provide mitigations for, new threats

SYLLABUS:

This workshop runs 2 days. Students should anticipate consistent start and end times for each day.

Module 1: Threat Modelling Overview

- What is it
- What is the benefit
- Who's involved
- How does it work

Module 2: Threat Modelling in the SDL Process (30 min lecture)

- Where in the process do you do it
- What do you do
- Where do you use the reports and output
- Where do you update the Threat Model

Module 3: Threat Modelling Process / TAM

- Establishing Business Objectives
- Application Decomposition
- Use Cases
- Generating and Interpreting Threats

Module 4: Interoperation with VSTA and VSTS

- Importing VSTA diagrams for application context
- Configuring TAM for VSTS export
- Exporting work items to VSTS

Module 5: Using Threat Modelling Output

- How is the threat model used by Developers, Testers, Deployment, Security Advisors, and Custom Reports

Module 6: Attack Libraries

- Attack Library layout
- Proper creation of Attack entries
- Updating Attacks
- Relevancies
- Modifying Attack Libraries for customised threat modelling

Practical Threat Modelling

- Day 2 is dedicated to modelling a portion of an actual application that the customer is working with. This allows them a practical view of the process that they can expand on.

PRE-REQUISITES:

- A basic understanding of the SDLC

Customising VSTS Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	Yes	300	Visual Studio Team System	Development

This 2 day developer-focused workshop will explore and explain how you can customise Visual Studio Team System (VSTS) and in particular Team Foundation Server (TFS). It provides a deep technical drill down on VSTS from a project life-cycle perspective. Hands on labs will consolidate your understanding and knowledge of these products and how they can be customised in order to meet your business process requirements. Prior experience and understanding of VSTS and TFS would be advantageous.

■ TARGET AUDIENCE:

This course is targeted at senior developers and development leads. Some (more technically orientated) project managers may also wish to attend to appreciate how VSTS/TFS can be customised to support their project management requirements.

■ BUSINESS NEEDS:

- Companies that are about to embark on deploying VSTS/TFS.
- Companies that wish to customise VSTS/TFS in order to meet their development business processes.

■ BENEFITS:

This course will combine presentations with a variety of hands-on labs covering all aspects of how VSTS/TFS can be customised. At the end of the course you will have a strong knowledge and understanding of how to customise VSTS/TFS.

■ SYLLABUS:

The following topics will be covered by this course:

- Creating and customising process templates
- Customising the process guidance
- Migrating existing documents from Visual Source Safe
- Creating custom check-in policies
- Extending the build process
- Creating and extending project reports
- Hooking into the VSTS event model

■ PRE-REQUISITES:

Prior .NET development experience including an understanding of XML and XSL technologies would be of advantage for the hands-on labs.

Microsoft Application Security Workshop



The Microsoft Application Security Workshop was created by building on the wealth of security knowledge that Microsoft has acquired over the years through application security planning and development. This workshop will provide your development team with the focused information that it requires in order to understand, appreciate, and appropriately address the most common security problems in a typical IT enterprise application. In turn, your development team will produce more secure and reliable code. The workshop is organised around five key areas of security concern for software applications: Authentication; Authorisation; Asset Handling; Input Handling; and Logging and Auditing. By understanding the security profile of application developers in an enterprise scenario, Microsoft created training content with a focused delivery that emphasises both understanding the problem in a technology-agnostic manner, and implementing effective solutions.

TARGET AUDIENCE:

This workshop is appropriate for Developers responsible for the design and development of line of business applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Threat Modelling workshop:

- Organisations who wish to better protect their applications from unwanted access or intrusion.
- Organisations who are concerned about application security.
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

BENEFITS:

Microsoft has created this course to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The two-day workshop will help attendees to:

- Understand the threats against applications.
- Understand how to mitigate common threats to the applications.
- Understand how to prevent common mistakes that lead to vulnerabilities in applications.
- Provide a more secure and consistent development approach.

SYLLABUS:

This workshop runs 2 days. Students should anticipate consistent start and end times for each day.

Module 1: Fundamentals

- Cryptography basics
- Cryptographic Hash Functions
- Terminology
- Authentication / Authorisation
- Threat Classifications
- A Few Common Attack Patterns

Module 2: Authentication

- HTTP Basic
- HTTP Digest
- Integrated Authentication
- Digital Signatures & Digital Certificates
- Microsoft .NET Passport

Module 3: Authorisation

- Role Based Authorisation Models
- Resource Based Authorisation Models
- Common Authorisation Techniques
- Principles of Least Privileges
- Limitations of Client-Side Authentication/Authorisation

Module 4: Asset Handling

- Handling of, Application Data, Application Parameters, Source Code
- Data classification
- In Storage
 - Encryption, Hashing, Cryptography Weaknesses, DPAPI, ASPNET_SETREG, Trustee
- In Transit

Module 5: Code Access Security for .Net v1.1

- Covers how to use CAS for .NET

Module 6: Input Handling

- Security of Client-Side Validation
- File Upload / Creation
- One-Click Attacks
- Canonicalisation Issues
- Memory Management Issues
 - Buffer Overflow, Arithmetic Errors, .NET Memory Security Concerns
- Denial of Service

Module 7: Logging & Auditing

- Logging
- Auditing

PRE-REQUISITES:

- An understanding of software development and development techniques

Secure Application Deployment Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	Yes	300	N/A	Development

The security of a Web application is dependent on the security of the infrastructure on which that application is deployed. Weak network or host configuration settings can result in vulnerabilities that can—and will—be exploited. To build secure Web applications, a holistic approach to application security is required and security must be applied at all three layers – Application, Network & Host. The Secure Application Deployment Workshop focuses on securing and hardening the infrastructure on which your applications are deployed. It explains how to protect your network against common attacks over the Internet by securing the servers that provide Web content. It also explains various infrastructure exploitation techniques, along with recommended mitigations steps and configuration best practices.

■ TARGET AUDIENCE:

This workshop is appropriate for Support Analyst, IT Managers, System Architects, Security Engineers, IT operational staff, people responsible for maintaining and managing production systems.

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Secure Application Deployment Course:

- Organisations who wish to run applications securely on a secure host and a secure network.
- Organisations who believe in SD3+C principle: Secure by Design, Secure by Default, Secure in Deployment and communication.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

■ BENEFITS:

Microsoft has created this course to provide organisations with focused information that it requires in order to understand, appreciate, and properly address the most common security issues in a typical IT enterprise infrastructure. The two-day course will help attendees to:

- Understand how to protect your network against common attacks from the Internet by securing the servers that provide Web content.
- Understand best practices around lock down techniques, secure configurations for your web application, host and the network devices.

■ SYLLABUS:

This course runs 2 days. Students should anticipate consistent start and end times for each day.

Module 1: Introduction

- Security Features of the Environment

Module 2 : Securing Your Network

- Core Network Components
- Router, Firewall, and Switch Considerations and how they protect networks
- Threats on the Networks
- Guidelines for Configuring Network Devices for Security

Module 3: Securing Your Host: Web Server

- Threats Against the HOST : Web Server
- Methodology for Securing Your Web Server

Module 4: Securing Your Host: Database Server

- Threats Against the HOST : Database Server
- Methodology for Securing Your Database Server

Module 5: Staying Secure

- Security Deployment Review for ASP.NET 2.0
- Guidelines for staying secure
- Microsoft baseline security analyser
- Maintaining security

Module 6: Hand on Sessions

- Lab 1: Sniffing of FTP Username and password using Network Monitor.
- Lab 2 :Profiling Attack on IBuySpy Website
- Lab 3 :Conduct a Denial of Service attack on IBuySpy website
- Lab 4 :Unauthorised Access: Capturing the SAM file
- Lab 5 :Attacking Windows 2003 Server : Remote Code Execution/Shutdown
- Lab 6 :Installation and configuration of IISLockdown & URLScan
- Lab 7: Defacement of IBuySpy website via SQL injection and Host issues.
- Lab 8 :Implementation of IPSec for filtering Ports and Authentication

■ PRE-REQUISITES:

- A basic understanding of the networking and host security.

Secure Coding Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	Yes	300	N/A	Development

The Secure Coding Workshop is for developers and architects involved with the design and coding of applications of all types. Based on best practices learned during Microsoft product team security pushes, the Secure Coding Workshop explains security problems commonly encountered in web and line-of-business applications. The workshop includes some hands on labs to assist with recognising the security issues being discussed.

■ **TARGET AUDIENCE:**

Application Architects and developers involved in developing web and desktop line of business applications.

■ **BUSINESS NEEDS:**

The workshop is useful for organisations that are developing web or desktop applications using modern programming languages. The workshop covers common security problems found in applications and how to avoid them. A lot of the issues and mitigations discussed are not programming language specific and have wide applicability to all application types.

The Secure Coding Workshop also discusses the Secure Development Lifecycle and how an organisation can benefit from implementing their secure development process.

■ **BENEFITS:**

The 2-day workshop provides you with:

- Coding best-practices as used in Microsoft.
- How to recognise common design and coding errors and ways to avoid them in your own applications.
- Guidance for implementing a Secure Development Lifecycle in your organisation.

■ **SYLLABUS:**

Topics in the workshop include:

- | | |
|---|---|
| <ul style="list-style-type: none">▪ The need for secure systems▪ Security principles▪ Threat modelling▪ Buffer overruns▪ Access Control▪ Least privilege▪ Protecting data | <ul style="list-style-type: none">▪ Secure Development Lifecycle▪ Security testing▪ User input▪ Database security issues▪ Web application security issues▪ Secure error messages |
|---|---|

■ **PRE-REQUISITES:**

Participants should have some development experience with one or more commonly used programming languages.

Security Development Lifecycle (SDL) for IT Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	2 days	No	300	N/A	Development

Organisations involved in commercial software or in-house application development must be able to develop solutions for customers that closely follow best practices and are resilient to attacks. This requires security planning for the entire development process. Research shows that 75% of hacks occur at the application level however, only slightly more than a third of developers say they have the appropriate skills to develop secure applications and even less feel they receive enough support to create secure applications. Security Development Lifecycle for IT (SDL for IT) is a set of offerings designed to help you build the appropriate security controls into your application development processes, and to teach your development community the skills and techniques they need in order to produce secure and reliable code.

TARGET AUDIENCE:

This workshop is appropriate for system architects and engineers, Business Analysts, Developers, Testers, and Project Managers responsible for the design, development, implementation, and management of custom line of business applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Threat Modelling workshop:

- Organisations who wish to improve the application security profile.
- Organisations who are concerned about application security.
- Organisations who want a more accurate risk management capability around their custom applications.
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

BENEFITS:

Microsoft has created this service to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The service will provide organisations with the ability to:

- Understand the SDL-IT process and how it fits into the SDLC.
- Understand the use and value of Threat Models to gain an understanding of the threats their applications will face.
- Reduce rework and debugging time by implementing mitigation strategies during the initial application development.
- Reduce the rework caused from discovering security bugs late in the development process.
- Reduce the risk of software vulnerabilities by applying Security Best Practices to the development process.
- Proactively improve the security profile of the organisation while demonstrating due diligence around application security for regulatory compliance.

SYLLABUS:

This workshop runs 2 days. Students should anticipate consistent start and end times for each day.

Module 1: SDL-IT Introduction

- This session provides an overview of the Security Development Lifecycle-IT (SDL-IT) implemented within Microsoft.

Module 2: Application Risk Management

- In order to prioritise the security of a system, one must assess the risk associated with that system.
- outline the risk assessment process
- Discuss what effects the results of this assessment have on the development process.

Module 3: SDL-IT Compliance

- An overview of the processes that we've implemented to manage risks and how accountability and responsibility is established.

Module 4: Threat Modelling

- The threat modelling process, its benefits, the threat modelling tool and how threat modelling fits into the SDL-IT

Module 5: Secure Application Development

- An overview of the course to educate the application teams with respect to potential security issues.

Module 6: SPIDER Compliance Tool

- Here we will provide some background information around IT compliance and how SPIDER can help automate this process of technical compliance management (TCM)

PRE-REQUISITES:

- A basic understanding of the SDLC

SQL Server 2005: Performance Tuning & Optimisation WorkshopPLUS

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Exclusive	4 days	Yes	300	SQL Server 2005	Data Management

The SQL Server® 2005: Performance Tuning & Optimisation 4-day WorkshopPLUS 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 optimisation, Scalability and inside to SQL OS, Memory architecture and programming efficiency. The course takes an in-depth look at analysing 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 optimisation, 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 organisations 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)
- Optimise 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, analysing 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 Optimisation** Describes how the Query Optimiser 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.

SQL Server 2005 Upgrade Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	4 days	Yes	300	SQL Server 2005	Data Management

The SQL Server 2005 upgrade workshop provides the attendee with required information to upgrade from SQL Server 2000 (or SQL Server 7.0) to SQL Server 2005. Considerations pertaining to both the core database engine and existing application code are reviewed. Migration of SQL Server components: Reporting Services, Analysis Service and Data Transformation Services is covered in detail.

■ TARGET AUDIENCE:

IT professionals, developers and database administration staff who wish to understand the process and requirements for upgrading their existing SQL Server databases to SQL Server 2005.

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending the SQL Server 2005 Upgrade Workshop:

- Organisations wishing to move from their existing SQL Server platform to SQL Server 2005
- First time users of SQL Server who wish to implement SQL Server 2005

■ BENEFITS:

Upon completion of this course students will gain an understanding of how to upgrade their database and database components to SQL Server 2005.

■ SYLLABUS:

SQL Server 2005 Upgrade planning and considerations are covered in detail both from an administrative and application perspective. Modules are shown below:

- | | |
|-----------------------------------|--|
| ■ Upgrade Planning and Deployment | ■ Upgrading SQL Agent Jobs |
| ■ Minimising Downtime | ■ Upgrading Management Tools |
| ■ Upgrading Relational Databases | ■ Upgrading from DTS to Integration Services |
| ■ Upgrading Clusters | ■ Upgrading Reporting Services |
| ■ Upgrading Security | ■ Upgrading Analysis Services |
| ■ Upgrading T-SQL | |

■ PRE-REQUISITES:

General development and administrative experience with SQL server is preferred.

SQL Server 2005 Business Intelligence Workshop

Premier Status	Duration	Hands-On	Level	Product	IT Capability
Priority	5 days	Yes	300	SQL Server 2005	Business Intelligence

The SQL Server® Business Intelligence Workshop provides the attendee with insight into the Microsoft Business Intelligence platform. The Business Intelligence technologies provided by SQL Server 2005 and related toolsets are described in detail both from an architectural and programmatic perspective. Worked student examples and lab material consolidate learning's for attendees.

■ TARGET AUDIENCE:

IT professionals and developers who wish to understand the Microsoft Business Intelligence platform and add Business Intelligence capabilities to existing Line of Business Applications.

■ BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from attending the SQL Server 2005 Business Intelligence Workshop:

- Organisations wishing to understand the Business Intelligence platform as provided by Microsoft
- Organisations who wish to gain insight into best practices for developing and deploying business intelligence solutions.

■ BENEFITS:

Upon completion of this course students will gain an understanding of the Microsoft Business Intelligence technologies and will be able to design and develop systems based on these tools.

■ SYLLABUS:

The major Business Intelligence services from Microsoft are covered in detail: Integration Services, Analysis Services and Reporting Services. The modules for the workshop include:

- Business Intelligence Platform Overview
- Integration Services
- Analysis Services
- Reporting Services
- Microsoft Office BI Tools
- Custom BI Applications
- BI deployment Best Practices

■ PRE-REQUISITES:

General development experience with SQL server is preferred however the course assumes minimal knowledge of database and business intelligence practices.

Project Services



A large variety of project services are available to connect you to Microsoft subject matter experts who can help you plan, design, deploy and proactively manage the Microsoft technologies in your environment according to Microsoft best practices.

Strategic Discovery and Analysis: In a continual process of discovery, your Enterprise Strategy Consultant (ESC) works to identify gaps between existing IT capabilities and your optimal portfolio of IT solutions. Your ESC helps you define, measure and communicate to other stakeholders the business value they are getting from your IT investments and fully align them to the needs of business units.

Assessment and Review Services: These early-stage planning services provide an in-depth evaluation of business requirements, plans, architectures, and designs of operational systems and environments.

Planning, Architecture and Design Services: For assistance in building solutions from the ground up, these services help you create plans for business solutions and technical architecture, as well as design infrastructure and mission-critical applications.

Proof-of-Concept Services: Subsequent to planning and design, these services provide a limited functionality project prototype to help you mitigate risks and accelerate the formation of a project team prior to development or deployment.

Operations Consulting: To help improve your IT policies and procedures, we support best practices for IT operations such as customised service-level agreements, configuration of production systems, and more effective and efficient change controls.

Packaged Services: Microsoft Services' portfolio of packaged services is based on Microsoft and industry best practices and delivered by accredited professionals. These offerings deliver proven, predictable results that enable your people to reduce implementation costs, mitigate risk and quickly realise the value of your Microsoft technology investment.

Custom Consulting Services: All of our services can be customised to meet your business' unique needs. We're skilled at integrating our products into mixed IT environments to help you deliver your business-critical solutions. Our consultants can design and deliver large-scale projects in complex scenarios, leveraging existing and new technologies while helping to build technical capabilities within your team.

Project Services - Summary

IT Capability	Project Services	Premier Status	Duration	Assess	Plan	Build	Deploy	Operate	Optimize
IT Strategy & Architecture	Microsoft Services Business Architecture (MSBA)	Priority	Variable						
	Microsoft Technology Strategy Service (MTSS)	Priority	Variable						
	Operations Strategic Review (OSR)	Priority	1 W						
	Service Management Assessment (SMA)	Priority	4 W+						
IT & Security Process	Desired Configuration Monitoring (DCM)	Exclusive	3 - 5 W						
	Service Level Management (SLM)	Exclusive	2 - 4 W						
	Software Update Management (SUM)	Priority	2 - 3 W						
Identity & Access Management	Active Directory Logical Design Review	Priority	1 W						
	Identity Lifecycle Management (ILM)	Priority	8 - 10 W						
	Risk Assessment Program for Active Directory (ADRAP)	Exclusive	1 W+						
Desktop, Device & Server Management	Microsoft Advanced Zero Touch Desktop Service	Priority	2 W						
	Microsoft Operations Manager Health Check (MOMHC)	Exclusive	1 W+						
	Proactive Monitoring (PMM) with Microsoft Operations Manager	Exclusive	Variable						
	Systems Management Server Health Check Program (SMSHC)	Exclusive	Variable						
	Windows Vista Readiness Review	Priority	2 W						
Security & Networking	Microsoft Baseline Security Compliance	Priority	3-4 W						
	Microsoft Security Health Check Program	Exclusive	1 W+						
	Product Key Infrastructure (PKI) for Security Solutions	Exclusive	5 W+						
	Server and Domain Isolation for Security (SDI)	Priority	3 W						
	Technical compliance Management - Host Evaluation Service	Priority	2 W						
Communication & Collaboration	Live Communication Server 2005 Deployment Plan	Priority	2 W						
	Microsoft SharePoint Server Health Check Program (SPSHC)	Exclusive	1 W						
	Project Server 2003 Health Check and Administrator Workshop	Priority	1 W						
	Risk Assessment Program for Exchange (EXRAP)	Exclusive	1 W						
Development	Security Development LifeCycle for IT Applications Security Code Review	Priority	Variable						
	Microsoft Services .Net Application Review	Priority	2 W						
	Microsoft Services .Net Framework Roadmap Plan	Priority	1 W						
	Security Development Lifecycle IT Application Threat Modeling Service	Priority	1-2 W						
	Security Development Lifecycle IT integration Services	Priority	3 W						
SOA & Business Process	BizTalk Server Health Check (BTSHC)	Exclusive	1 W+						
Data Management	Risk Assessment Program for SQL Server (SQLRAP)	Exclusive	1 W+						
	SQL Server Implementation In-Depth Review	Priority	1-2 W						
Business Application	Microsoft Dynamics AX4.0 Conference Room Pilot	Priority	1-2 W						
	Microsoft Dynamics AX4.0 Fit Gap and Solution Blueprint	Priority	Variable						
	Microsoft Dynamics Business Systems Architecture Services	Priority	1 W+						
	Microsoft Dynamics CRM 3.0 Conference Room Pilot	Priority	1-2 W						
	Microsoft Dynamics CRM 3.0 Fit Gap and Solution Blueprint	Priority	1-2 W						

Microsoft Services Business Architecture (MSBA)



There is no one-size-fits-all definition of business value for an organisation. In order to accurately determine where the greatest value lies, you need a stable, transparent view of all of the work that gets done in your business. You need a capability-based business architecture. You need MSBA.

MSBA has not created a new business model; it has created a new lens on existing business models. Using industry templates and prescriptive questionnaires, MSBA exposes a more stable view of what already exists. Using MSBA will help you see very clearly what is and is not unique about your business and what does and does not directly relate to organisational performance. It will help you to harness the capabilities of trading partners and customers. It will help you see where the real performance breakthroughs lie. MSBA provides you with the tools and the methodology to map your business architecture. You can use that business architecture to drive clear critical design decisions, or to simply cut costs out of a non-critical area.

■ TARGET AUDIENCE:

Primary audiences are CIO's, CTOS; Secondary audiences are IT Directors, Chief (Technology) Architects, IT/Enterprise Architects and IT (Services) Architects having responsibility for IT strategy planning, technology roadmap development and the management of programmes of work across the Microsoft platform and where Microsoft components reside within a heterogeneous technology environment.

■ BUSINESS NEEDS:

A worthwhile business architecture model and method must provide the means to assess a wide variety of executive level business challenges and deliver results in a short period of time. Ask yourself these questions:

- Can we identify those projects that will or will not contribute to meeting our key business initiatives?
- Does the IT department have trouble articulating business value for IT initiatives to the business group?
- Does our business have trouble conveying business requirements to the IT department in a simple, structured way?
- Have we been able clearly to articulate the business value of Service-Orientated Architecture (SOA)?
- Do we have a clearly articulated business acquisition and integration strategy? And do we have the tools to execute on that strategy with predictable results?
- Do we understand how projects are tracking against milestones and goals?
- Can we easily demonstrate the measurable business value or expectations of projects or key initiatives?
- What parts of the business do, and do not directly contribute to performance?
- At a high level, do we really understand why customers do business with us as opposed to a competitor? And at a detailed level, is it our products, or our people, or our processes that determine that?
- Do we really understand the costs and risks of being in compliance and not being in compliance?

■ BENEFITS:

Quickly Deliver Stable Long-Term Answers to Business Questions

Business Architecture exposes a blueprint of "what" a business does. It includes information at both a high-level and at a more granular level, expressing each discrete business function — each business capability as they are defined by MSBA. Capability mapping is how MSBA exposes the blueprint. MSBA captures, organises, measures, and evaluates the capabilities that are critical to the success of the business. This information assists with the prioritisation of projects that will add the greatest value to your organisation whatever the relevant metric is. MSBA is technology agnostic — it uses business architecture to understand where the value is in your business.

■ DELIVERABLES:

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

- MSBA produces a set of stable, re-usable deliverables that can mitigate risk and contribute to growing the business.
- The final deliverable of MSBA is a business architecture map together with a specific recommendation highlighting the resolution to the problem/opportunity. The recommendation offers specifics about what change is needed, the value of that change and what is known about the cost, benefit, and risk associated with the recommendation.

Microsoft Technology Strategy Service



MTSS helps companies realise the value of their IT investment by becoming more competitive through the innovative application of the Microsoft platform. MTSS Enterprise Strategy Consultants (ESCs) are experts in understanding organisations' business goals and aligning Microsoft platform technologies with strategic initiatives. ESCs serve as long-term IT advisors, establishing a framework that helps organisations plan, build, deploy, and operate Microsoft technology solutions successfully. MTSS consists of the worldwide approach, framework, and field-tested content for Microsoft Strategy Consulting and is delivered by Enterprise Strategy Consultants (ESCs).

■ TARGET AUDIENCE:

Primary audiences are CIO's, CTOS; Secondary audiences are IT Directors, Chief (Technology) Architects, IT/Enterprise Architects and IT (Services) Architects having responsibility for IT strategy planning, technology roadmap development and the management of programmes of work across the Microsoft platform and where Microsoft components reside within a heterogeneous technology environment.

■ BUSINESS NEEDS:

Even as demands on IT systems increase, IT groups have to do more with less — and do it more quickly and efficiently. Many organisations emphasise the need to enhance the value of their IT investment by coordinating IT efforts across geographies, reducing complexity and inefficiencies, and improving and maintaining security. To accomplish this, IT groups must think strategically, aligning their initiatives with business goals rather than focusing on individual IT components. These initiatives need to become a strategic asset to their internal and external customers. Microsoft Technology Strategy Service (MTSS) helps organisations improve IT service excellence, lowers costs and enable competitive advantage through the innovative application of the Microsoft platform. Microsoft Enterprise Strategy Consultants (ESCs) use the MTSS Discovery framework to develop an IT Strategy Roadmap. The ESCs serve as long-term IT advisors, using the Roadmap to help organisations plan, build, deploy, operate and optimise Microsoft technology solutions successfully.

■ BENEFITS:

Deliver IT Service Excellence

REALISE THE VALUE OF YOUR MICROSOFT INVESTMENT. ENABLE I.T. AS A SOURCE OF BUSINESS PROCESS EXCELLENCE & DRIVER OF VALUE

- Transform IT into a strategically-focused, business-aligned organisation that delivers the right services at the right time for accelerated business results and accelerated time to value.
- Bring past, present, and future IT services and initiatives in line with your business goals.
- Operate from a consistent, predictable, and executable IT Strategy Roadmap, service architecture, and delivery plan.
- Help in making the business case for IT Investments.
- Help reduce the complexity, risk, incremental costs and total cost of ownership of managing your IT Systems & Services.
- Streamline IT processes and operational efficiency & service delivery across business units & international boundaries.

Gain Competitive Advantage Through Innovation

TAKE THE COMPETITIVE LEAD BY APPLYING TECHNOLOGY IN INNOVATIVE WAYS FOR EMPLOYEES, SUPPLIERS, AND CUSTOMERS.

- Shift the focus of IT from reactive problem-solving to a forward thinking approach. Improvements to IT are now strategy-driven. Prescriptive guidance can now be applied.
- Work with vendors who continually invest in cutting edge research & development that is designed to drive innovation.

■ DELIVERABLES:

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

- Combined Customer / Microsoft Technology Map
- Strategic Implementation Plan

Operations Strategic Review (OSR)



The Operations Strategic Review (OSR) develops a high level, infrastructure Optimisation 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 | ■ Problem Management |
| ■ Configuration Management | ■ Availability Management |
| ■ Release Management | ■ Asset Management |
| ■ Patch Management | ■ Service Level Management |
| ■ Incident 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 Optimisation 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 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 organisations 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



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 optimise 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, 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:

- | | |
|--|--|
| <ul style="list-style-type: none"> ■ Selected technology* definition and dependencies. ■ Configuration Management process planning. ■ Change Management process planning. | <ul style="list-style-type: none"> ■ Release Management process planning. ■ Forward schedule of change planning. ■ Change and Release Calendar. ■ Change, Release, and Configuration Management Scorecard. |
|--|--|

* Selected Technology – DCM is available for Exchange Server® 2003/2007, SQL Server® 2000/2005, Sharepoint Portal Server® 2003, Windows Server® 2003 core services (AD, DNS, DHCP, WINS) and Windows Server® 2003 Baseline Security. An assessment prior to project start is required to confirm the technology in scope, complexity, pre-requisites, and final costing.

■ 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 (PMM) with Microsoft Operations Manager



An offering from the Microsoft Operations Center of Excellence, Proactive Monitoring with MOM (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 organisation. Too many alerts, or alerts that incorrectly reflect the severity of an issue, cause an organisation 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 utilise 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 optimised 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



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 2003, Windows Server 2003 Core (AD, WINS, DNS, DHCP) and SQL 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



The Microsoft® Services Software Update Management (SUM) process creation engagement provides your organisation 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 organisation 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 organisation's specific challenges. This phase builds upon the MOF working sessions' previously defined actions in the Evaluate phase.

Test and Optimise*: In this phase, workshop participants and the Microsoft Operations Consultant will collaborate to test and optimise 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 Optimise phases

■ DELIVERABLES:

Provides a customer with best practices and specific recommendations for implementation. Including :

- Prioritised Problem statements
- Process guidance & Resource Planning

Active Directory Logical Design Review



The Active Directory Logical Design Review measures the alignment of your current Active Directory design against Microsoft “best practise”. The review also aims to ensure that the design aligns with stated business objectives and can enable an information technology infrastructure that supports your business strategy.

■ TARGET AUDIENCE:

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

■ BUSINESS NEEDS:

Active Directory forms a core part of the information structure that supports an enterprise. Decisions made regarding the initial design and implementation of the Active Directory structure will have a long-term effect on user management, security and deployment. The direct costs and opportunity costs of incorrect decisions can have a broad impact to an organisation so it is important to balance these costs with the benefits gained from organisational change requirements.

■ BENEFITS:

A well-designed Active Directory logical structure provides the following benefits:

- Greater flexibility and agility to support new requirements as the organisation changes
- Simplified management of Windows networks reducing costs and complexity
- A consolidated domain structure and reduced administration and maintenance costs
- The ability to delegate administrative control over resources
- Reduced impact on network bandwidth
- Simplified resource sharing
- Improved search performance
- Low total cost of ownership

■ SCOPE:

The scope for this engagement is limited to:

Active Directory Forests: The number of forests reviewed is restricted to one. This is the infrastructure serving a single holding company, its associated operating companies or associated divisions.

Active Directory Domains: The domains reviewed must be members of the Active Directory forests included for review. For all domains in all forests, this review is limited to a total number of ten (10) domains.

Active Directory Organisational Units (OU): The review of OU hierarchy is limited to one set of administrative structure and associated logic for managing delegation of administration and application of group policy. It is assumed that the approved OU structure is applicable for the entire organisational Active Directory.

Domain Naming System (DNS): The review of DNS is restricted to the context of the required namespace to host the maximum number of domains.

■ DELIVERABLES:

Active Directory Logical Design Review Document that discusses:

- How the Active Directory design meets your company requirements
- Overview of design decisions
- Considerations addressing particular components of the design
- Specific recommendations for improving the design
- Supportability statements where applicable
- Any perceived risks associated with the design
- Outline relevant best practices for Active Directory design
- Answers outstanding questions from the engagement
- Verifies the next steps to take toward Active Directory Design

Identity Lifecycle Management



Microsoft Services Identity Lifecycle Management (ILM) is a comprehensive consulting engagement that uses Microsoft Identity Integration Server (MIIS) 2003 and best practices to simplify digital identity management and maintain data integrity. It allows you to better maintain the appropriate level of access for your users. Employees, customers, business partners, and contractors get the information they need, when they need it. And streamlined processes free IT administrators for other tasks. Our consultants draw on in-depth knowledge of Microsoft technologies, a proven methodology, and a set of deliverables developed through several successful deployments — and apply them to your environment. At every step of our engagement, our consultants work with your IT team, transferring knowledge and skills through relevant, hands-on experience.

■ TARGET AUDIENCE:

Business Decision Makers, Technical Decision Makers and IT Pros with heterogeneous digital Identity Stores that have an existing or planned Microsoft Active Directory infrastructure.

■ 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 decentralised identity management can even put your company at risk.

■ BENEFITS:

Microsoft Services Identity Lifecycle Management helps you:

- Automate identity information across platforms.
- Improve security and productivity while reducing administration costs.
- Transfer knowledge from Microsoft technical experts experienced in ILM implementation.

■ 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** – A thorough review of your hardware, operating systems, software, and current identity management processes.
- **Architecture and Design** – Development of a detailed architecture that includes a process flow for identity data based on previously identified requirements.
- **Lab Validation** – Evaluations of attribute flow and provisioning.
- **Implementation** – Processes for validating configurations, deploying agents, performing initial data discovery, enabling scheduled operations, and establishing system monitoring.

■ DELIVERABLES:

During each stage of the project we will develop and review with your team the Solution documentation. This includes:

- Vision and Scope
- Detailed Architecture Design
- Test Plan
- Implementation Guide
- Project status reports

Risk Assessment Program for Active Directory (ADRAP)



The Risk Assessment Program for Active Directory (ADRAP) is an in-depth analysis of an organisation'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 After the engagement, organisations can effectively utilise 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:

- Organisations 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
- Organisations 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 organisation, 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 | ■ AD Database Analysis |
| ■ File Replication Service | ■ Accounts |
| ■ Name Resolution | ■ Backup and Disaster Recovery Strategy |
| ■ Domain Controllers Health | |

■ 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 organisation 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 organisation for up to one year following the engagement of our engineers.

MSCS Clustering Best Practises Review

Premier Status	Duration	Product	IT Capability
Priority	3 days	Windows Server 2000/2003	Desktop, Device & Server Management

The Windows 2000/2003 MSCS Best Practices Review provides insight into the configuration of your Windows MSCS cluster environment. This short on-site engagement will consist of pre-visit data collection and logistics coordination, on-site data collection and analysis, and post visit reporting with delivery of recommendations and executive summary.

■ TARGET AUDIENCE:

The MSCS-BPR 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:

The analysis portion will consist of analyzing the cluster configuration with the Microsoft published MSCS best practices using a checklist of elements that are essential to ensuring the environment is configured for high availability. From this checklist, a report will be created that details the recommendations for any changes that need to be made per best practices and it will include an executive summary of the review.

The hardware used in MSCS clusters must be listed on the Windows Hardware Compatibility List / Windows Catalogue as a cluster solution for Microsoft PSS supportability. This review does not address supportability. The hardware configuration will be reviewed as a part this review only to establish if it is listed on the Windows Hardware Compatibility List / Windows Catalogue for best practice purposes.

■ BENEFITS:

Help Maintain Maximum Efficiency:

The Microsoft Cluster Server Best Practices Review leverages Microsoft's own IT organization's knowledge and experience. By sharing our internal expertise, we hope to help you reach your goal of maintaining a very well configured highly available environment for clustered applications and services.

Help Reduce Support Costs:

The Microsoft Cluster Server Best Practices Review helps expose vulnerabilities in your Windows cluster 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.

Utilize Practical Recommendations:

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

■ SCOPE:

Part I: Data Gathering:

Schedule conference call, discuss prerequisites, informal meeting with IT staff, use System Compare, run MPS Reports for cluster on node and collect remaining configuration information.

Par II: Data Analysis and Reporting:

Complete checklist of best practises, review Windows Server Catalogue, draft copy of findings, formal report, upon request the engineer will be able to return to the site to assist with changes if needed.

■ DELIVERABLES:

Full Report and executive Summary. The delivery portion will be a meeting with the IT staff, the TAM, and the engineer performing the review in which written and verbal report of findings/recommendations will be delivered. At this time, follow up visits may be planned to assist with changes as needed if necessary.

Microsoft Advanced Zero Touch Desktop Service



The Microsoft Advanced Zero Touch Desktop Service helps reduce the cost and complexity of migrating and deploying Microsoft operating systems and desktop applications throughout an enterprise. It uses Microsoft experience and best practices to help you use your server infrastructure to fully automate desktop builds and migrate user data, resulting in more efficient desktop support and long-term cost savings.

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:

To keep up with business pressures, IT groups must stay on top of deploying, maintaining, and supporting thousands of desktop systems. From in-house computers to mobile and remote devices, configurations are increasingly complex. Every migration, deployment, patch, and support call can require high-touch involvement, manual monitoring or a visit to the desktop. These consume time, money, and resources. Desktop configurations become more challenging to maintain, leading to inconsistent product use and greater security risk. It all adds up to higher TCO (Total Cost of Ownership) and lower ROI (Return on Investment) for your desktop solutions.

BENEFITS:

The Microsoft Starter Zero Touch Desktop Service delivers a first-pass design and a working custom prototype for the automated desktop deployment of the Windows operating system and associated application software, and demonstrates that a robust, consistent and managed desktop software solution can be deployed in an automated, low-risk manner. The main benefits of the Zero Touch Desktop are:

- Reduced operational costs
- Increase IT productivity
- Demonstrating Total Value of Ownership (TVO)

SCOPE:

The scope of the Microsoft Advanced Zero Touch desktop Service covers the following activities:

Strategy Briefing & Architecture Design Session	Business desktop deployment Custom Lab
▪ Review current IT environment	▪ Step-by-Step Zero Touch Installation
▪ Determine business objectives	▪ Zero Touch Provisioning Solution
▪ Zero Touch Desktop component walkthrough	▪ Workstation Image Customisation
▪ Demonstrate the benefits of Zero Touch Desktop	▪ Knowledge Transfer

DELIVERABLES:

Closing report	Lab session
▪ An overview of how Zero Touch Desktop meets your company requirements	▪ Build and customise an on-site lab to demonstrate the implementation of the Business Desktop Deployment environment.
▪ Highlights the key Zero Touch Desktop design decisions	Lab Setup Guide
▪ Answers outstanding questions from the engagement	▪ Enables the successful installation and configuration of a Business Desktop deployment Enterprise lab
▪ Verifies the next steps to implement Zero Touch	
Demonstration video of Business Desktop deployment	CD/DVD toolset contains tools

Microsoft Operations Manager Health Check Program (MOMHC)

Premier Status

Exclusive

Duration

1 Week +

Product

MOM 2005

IT Capability

Desktop, Server & Device 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 MOM 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. They are read-only and do not make any changes to any servers.

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 MOM 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 optimise 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



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 optimise their production SMS 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 SMS 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:

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 organisation's SMS environment.

Windows Vista: Readiness Review



The Windows Vista(tm) Readiness Review compares your existing desktop environment and operational plans against Microsoft best practices in preparation for a future implementation of Windows Vista. The Senior Microsoft Services Consultant will guide you through a series of structured interviews and knowledge-transfer sessions around key topics that need to be considered in your future plans for Vista Migration. This includes; desktop & server configuration, infrastructure design, security policies, application deployment, and operational considerations. At the end of the process, you will have a clear understanding of potential issues that may impact the implementation of Windows Vista in your environment, as well as recommendations to help you implement the required changes, and make informed decisions to support your immediate and future business needs.

■ TARGET AUDIENCE:

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

■ BUSINESS NEEDS:

The review is useful for an organisation that is in the process of evaluating the feasibility of implementing a Windows Vista Pilot or starting a planning and exploratory exercise into using Windows Vista in their companies' environment. It requires specialist skills to review the configuration to validate the overall quality, and isolate any potential issues prior to production deployment.

■ BENEFITS:

The Microsoft Windows Vista Implementation Review can help by validating that your existing desktop environment is correctly configured and optimised in preparation for Windows Vista and helps deliver against your project vision and specific business objectives for a more secure and manageable operating system environment.

The key benefits from this approach include:

- Minimised time to production – by taking preventative action to address potential issues ahead of any future production deployment.
- Informed Decision making – reviewing the existing infrastructure will allow informed decision making in regards to the steps required to prepare for Windows Vista and therefore makes best use of existing and future IT infrastructure investments.
- Improved business confidence – by preparing for the future will provide business confidence in ensuring that IT investment is seen as a strategic advantage in providing a robust business-ready solution that is secure, flexible and can support your future business needs.

■ SCOPE:

The Microsoft consultant will perform a review on a predefined set of Microsoft Desktop configuration and design areas. The review will be performed on the existing Desktop environment and processes. The areas for review as part of this engagement includes;

- Desktop configuration and deployment
- Infrastructure Design and Security Policies
- Application configuration and deployment
- Operations, Procedures and Training

■ DELIVERABLES:

Findings that analyse the existing desktop infrastructure, and provide best practice guidance required for the preparation of the existing environment for the future implementation of Microsoft Windows Vista. Highlight tools and processes that may change as the result of a migration to Windows Vista are highlighted and captured in the report. At the close out meeting, the consultant will document and present their findings to your team, and discuss the areas where improvements can be achieved, and steps to implementing key recommendations.

Microsoft Baseline Security Compliance



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 organisation’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 organisation.

■ 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
Exclusive	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 optimise 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. The analysis begins onsite, when 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.

Public Key Infrastructure (PKI) for Security Solutions

Premier Status	Duration	Product	IT Capability
Priority	5 Weeks+	N/A	Security & Networking

A self-managed Public Key Infrastructure (PKI) enables an organisation to issue digital certificates to its users and computers in support of application and infrastructure initiatives. Digital certificates are playing an ever increasing role in the enterprise – providing strong authentication, encryption integrity and non-repudiation services to a wide range of applications across a broad range of platforms and devices. By deploying a self-managed PKI, organisations can leverage a single, tailored and highly-manageable infrastructure for all of their certificate needs – eliminating the high recurring costs associated with certificates acquired from commercial providers. The PKI for Security Solutions service from Microsoft Services will help you envision, plan and develop a PKI solution designed specifically for your environment, using a consistent and standardised methodology based on the best practices collected from Microsoft IT and other organisations worldwide.

TARGET AUDIENCE:

Staff responsible for providing certificate services to the ever growing list of applications and infrastructure initiatives in the enterprise

BUSINESS NEEDS:

Digital certificates are enablers of strong authentication, encryption, integrity and non-repudiation fundamentals on which a wide range of applications rely. Historically, organisations would pay high recurring costs to acquire the certificates to provide these fundamentals, or worse, would go without – comprising the security of the services these fundamentals protect. As the range and complexity of networks and distributed applications increase, so do the costs of acquiring commercial certificates – or the risks if strong security fundamentals are not put in place. A self-managed PKI enables an organisation to eliminate recurring costs while providing essential security fundamentals to distributed applications and infrastructure.

BENEFITS:

A self-managed PKI allows an organisation to tailor and issue certificates that meet specific security requirements – eliminating the recurring costs and delays associated with commercially-acquired certificates. Through tight integration with Active Directory, Group Policy and the Windows platform, the high management costs traditionally associated with digital certificates are dramatically decreased.

SCOPE:

The engagement begins with the identification of business drivers and technical requirements in a solution envisioning workshop. In addition to the formal definition of solution vision and scope, the workshop provides an opportunity for knowledge transfer.

Following the definition of vision and scope, a detailed PKI design is created that meets the identified requirements. This design includes all of the components necessary to conduct a proof of concept – including detailed infrastructure and certificate template designs, a security plan, a deployment plan and schedule, configuration instructions and scripts as well as a test plan.

The engagement is concluded through execution of the test plan in a dedicated test environment, and presentation of the results to validate the solution. On completion of the engagement, the solution should be ready for deployment into the customer's production environment.

A typical engagement requires five weeks of onsite work by one Services consultant. Engagements may vary in length depending on the size and complexity of your environment, and can be customised to meet your specific requirements.

DELIVERABLES:

At the end of the engagement, you will have a detailed Deployment Plan for the PKI solution, designed to meet your business and security requirements and fully validated in a test environment. Key service deliverables include detailed infrastructure and certificate template designs; a security plan; a deployment plan complete with detailed deployment schedule; configuration instructions that include all of the scripts necessary for deployment; as well as an executed test plan with results documented. The engagement will also impart knowledge to participants from the customer's organisation through the workshop and design sessions.

Server and Domain Isolation for Security



A Server and Domain Isolation for Security solution based on Microsoft Windows IPsec enables an organisation to dynamically segment their Windows environment into more secure and isolated logical networks, using Active Directory policies, without costly changes to their network infrastructure or applications. Server and Domain Isolation provides the flexibility to logically isolate an entire managed domain or create secure virtual networks of specific servers, sensitive data, and clients. The Server and Domain Isolation for Security with IPsec service from Microsoft® Services will help you envision, plan, and develop a server and domain isolation solution designed specifically for your environment, using a consistent and standardised methodology based on the best practices collected from Microsoft IT and other organisations worldwide.

■ TARGET AUDIENCE:

Staff responsible for ensuring network and domains are protected from unauthorised access

■ BUSINESS NEEDS:

With the explosive growth and adoption of pervasive, highly-connected networks, administrators are faced with a potentially paradoxical situation; provide greater accessibility while maintaining security and compliance with regulatory requirements. Even though more ubiquitous connectivity can yield numerous business benefits — like productivity gains and operational cost savings — it has the potential to introduce new risks to your organisation's networked infrastructure. This can include costly virus attacks, rogue users and devices, and unauthorised access to sensitive information.

■ BENEFITS:

The Server and Domain Isolation for Security solution allows your organisation to leverage the current investments in Active Directory® and the Microsoft Windows® platform to implement a powerful endpoint authentication and authorisation solution, creating an additional layer of policy-driven protection without costly changes to your network infrastructure or applications.

■ SCOPE:

The engagement begins with the identification of your business goals and technical requirements, and definition of a vision and scope for the solution. The design workshop creates consensus on the approach to be used, and provides an opportunity to transfer knowledge.

The second phase reviews the current state of your network and hosts in detail, and designs a solution that will fit into your reality while providing the intended benefits. Our consultants conduct staff interviews, review documents, and run automated scripts to thoroughly understand your current environment, and define the appropriate isolation groups and IPsec policies.

The team will also prepare a complete Deployment Plan for your solution, using a phased approach that reduces risks while keeping the scope of changes manageable. An extensive Test Plan is also defined to validate the solution prior to production.

The engagement concludes with a detailed testing of the solution in a lab environment, where functional and performance aspects will be analysed and reviewed. Deployment checklists are created, and by the end of the engagement the solution should be ready for deployment.

A typical engagement requires three weeks of onsite work by the consulting team. Engagements may vary in length depending on the size and complexity of your environment, and can be customised to meet your specific requirements.

■ DELIVERABLES:

At the end of the engagement, you will have a detailed Deployment Plan for the Server and Domain Isolation with IPsec solution, designed to meet your security requirements and validated in a test environment. Key service deliverables include a **Solution Design** document detailing the solution architecture and components; a **Deployment Plan**, complete with a detailed deployment schedule; **Implementation Checklists** that include the necessary policies, scripts, and troubleshooting tools; and a **Design Workshop** to help planning and facilitate knowledge transfer.

Technical Compliance Management – Host Evaluation Service



Technical Compliance Management (TCM) is a complete compliance management approach that includes scorecards, analytics, and remediation recommendations which enable businesses to more effectively and proactively manage their compliance. Security Profiler Intelligent Detection Engine for Remediation (SPIDER) is the Computer Assisted Audit Technique (CAAT) technology which automates Technical Compliance Management (TCM). SPIDER is a remote (agent-less) network scanner which measures the levels of adherence to standards and policies based on control objectives to identify trends and exceptions. SPIDER TCM is built to help improve operational and security compliance across the entire organisation; across business units and throughout the organisation structure. SPIDER can be used to prepare companies for Information System Audits by proactively monitoring TCM states of network hosts.

■ TARGET AUDIENCE:

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

■ BUSINESS NEEDS:

Enterprises often lack visibility into the effectiveness of the IT controls which are designed to meet their business objectives and regulatory needs. Data that exists is often misaligned or disconnected from policies, regulations and business and IT objectives. Businesses operate more efficiently when they have complete visibility into the factors driving their compliance and when they are able to align technical information at all levels of the configuration with overall security policy. To help achieve better and more consistent technical compliance, businesses need a solution that can translate their security strategic plans into controls and metrics that guide the everyday decisions and actions of compliance officers, internal auditors, information security managers, and system administrators.

■ BENEFITS:

Routine evaluations and response to identified vulnerabilities are important elements of risk management. Microsoft's Application Host Evaluation offering can be utilised as a routine evaluation to help identify security gaps. The intent of the Application Host Evaluation Engagement is to provide a detailed security, compliance and configuration assessment of your Windows operating systems and host environment. Throughout the engagement, Microsoft's Windows Security Hardening Guides (MSSC), and various industry best practices are leveraged to report on compliant and non-compliant system configurations. We use SPIDER to quickly analyse over 1,500 security and configuration settings to determine the current state of a system in relation to the desired state. As a result, we are able to detect compliance variations where risks outweigh current controls and policies (GAP) – and where immediate attention is required.

■ SCOPE:

Compliance Assessment

- Identification and classification of information assets
- Monitoring, reporting, and detection of poor controls
- Enforcement and remediation processes
- Creation of baseline security metric samples based on the Microsoft Best Practice and Customer's own policy
- Report findings and recommended short and long term actions for improvement

Knowledge Transfer

- Definition of baseline security requirements and checks
- Compliance Requirement translation to SPIDER policy
- Non-compliance and exception reporting and handling
- Compliance status and trending analysis
- Rogue or unmanaged device detection

Technical Compliance Features

- Relational Audit Control Language which allows security professionals & IT auditors to easily correlate system configuration to compliance policies
- A model-driven approach to help align compliance policies with security policies
- Rich role-based information ranging from the executives to the IS Auditor
- Robust workflow security to enforce process while providing a full audit trail
- Developed as a TCM solution that uses industry standards such as ISO 17799, Cobit, and CMM

Proof of Concept

- Demonstration of techniques for detecting security anomalies and compliance variance
- Provides real live SPIDER compliance reports of the statistical sample provided by the customer

■ DELIVERABLES:

This service will provide SPIDER TCM for use for the duration of the engagement to measure the compliance state. The SPIDER MSSC scan policy will provide reports for areas of improvement and a monitoring plan. SPIDER identifies where and how the baseline compliance process can be automated to help monitor adherence to security policies, improve the effectiveness of security controls, and reduce auditing costs.

Live Communication Server 2005 Deployment Plan

Premier Status

Priority

Duration

2 Weeks

Product

LCS 2005

IT Capability

Communication & Collaboration

The Live Communications Server® 2005 (LCS) Deployment Plan provides a rigorous process to help ensure the core design decisions are covered effectively and are delivered on schedule. The project will enable you to pilot and properly evaluate Live Communications Server 2005 and Office Communicator 2005.

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

BUSINESS NEEDS:
In today’s fast-paced business environment, organisations need to keep corporate information protected while providing employees with real-time communication and collaboration capabilities. More and more, an organisation must seamlessly communicate with partners and suppliers to resolve issues and make decisions faster. They must also find ways to reduce the time employees spend addressing missed telephone and e-mail communications, while reducing their cost of telecommunications and messaging infrastructure. With improved presence awareness within the desktop, the ability to collaborate with partners outside the network and enterprise-grade security, organisations can help eliminate delays and make it simpler to deploy and manage real-time communications.

- BENEFITS:**
- A secure and managed solution for online real-time communication within your environment.
 - The potential to increase business productivity and reduce traditional e-mail traffic through presence detection and the ability to instantly collaborate with co-workers.
 - Education on the configuration and use of LCS 2005 and Office Communicator 2005 for your staff.
 - Clarity on the costs and benefits associated with LCS 2005 and Office Communicator 2005.

SCOPE:
The pilot covers the following areas of Live Communications Server Deployment:

Envisioning and planning phase	Developing phase	Pilot phase
▪ Requirements/scope workshop	▪ Verify lab environment	▪ Apply schema extensions
▪ Design workshop	▪ Apply schema extensions	▪ Install LCS 2005
▪ Pilot and deployment planning workshop	▪ Install LCS 2005	▪ Facilitate the deployment of Office Communicator
▪ Development of deliverables	▪ Deploy Office Communicator	▪ Execute pilot plan
	▪ Document work instructions	▪ Pilot review

DELIVERABLES:
The deliverables from each phase of the project will be as follows:

Envisioning and Planning phase	Developing phase	Pilot phase
▪ Statement of Requirements and Target Environment	▪ Build instructions for the implementation of LCS 2005 and necessary pre-requisites.	▪ Deployment of the LCS 2005 server(s)
▪ Detailed pilot and production design of Live Communications Server 2005.		▪ Conduct the pilot of Office Communicator to end users.
▪ Pilot plan and high-level deployment plan		▪ Pilot review report including results of execution of the pilot plan.

IIS Health Check Program



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. 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 IISHC is designed for senior IT staff members and engineers in charge of supporting and managing the IIS environment.

■ BUSINESS NEEDS:

The tools used are low impact and only collect information about IIS settings, architecture, performance and administration. They are read-only and do not make any changes to any servers. The health check data gathering is performed with a Microsoft field engineer onsite. Data analysis may be completed post-visit. Documentation, reports and prescriptive guidance are provided to your staff based on the findings. Follow-up days are available upon request.

■ BENEFITS:

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

- Identify symptoms and/or potential problems before they affect production
- Review critical processes to achieve minimum downtime for disaster recovery
- Identify any warnings or red flags that may be adversely affecting users
- Understand common problems encountered and common practices followed by administrators
- Understand supportability best practices

■ SCOPE:

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. Course outline:

- 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 vs. performance, General COM+ Configuration, HTTP.sys stack if applicable, TCP/IP settings, Event logs, Security – Recommendation of specific tools as applicable (ex: IISLockdown and URLScan, Operations, Network Architecture and Application)
 - **Operations:** (Backup & restore, disaster recovery policies, etc. Logging practices)
 - **Network Architecture:** (General architecture review considering performance and reliability of the servers involved, Communication between IIS and backend 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, etc. ASP/ASP.Net configuration (registry and machine.config settings)

■ DELIVERABLES:

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 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 IIS environment.

Risk Assessment Program for Exchange (EXRAP)



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 organisation 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.

TARGET AUDIENCE:

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

BUSINESS NEEDS:

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

- Organisations 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.
- Organisations who are concerned about operational messaging problems.
- Customers who have experienced critical situations related to Exchange.

BENEFITS:

Utilise 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.

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.

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 SharePoint Server Health Check Program (SPSHC)



The SharePoint Server® Health Check (SPSHC) reviews a number of aspects of the customer's SharePoint implementation, including configuration options, hot fix/service pack installation, and SharePoint-related code, to ensure that the customer's system is in line with Microsoft-recommended best practices. The review can consist of a Windows SharePoint Services-only implementation, SharePoint Portal Server implementation, or both. (Please note that the Health Check does not address previous versions of SharePoint such as SharePoint Portal Server 2001 or SharePoint Team Services)

■ TARGET AUDIENCE:

The SPSHC is for the team who implement and maintain the SharePoint environment as well as the developers which customise the site(s) by way of code or site definitions.

■ 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 SPS 2003.

■ BENEFITS:

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

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

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

■ SCOPE:

Phases of the Health Check Program

Part I: Data Gathering

- Interview with the deployment team to discuss architecture/ design and intended use of SharePoint.
- Configuration and log scraping: collect Event Viewer logs, web.configs, and IIS Logs. This time can also be used to discuss any current/recurring issues.
- Performance: collect data with Perfmon, and run SPReport to get analysis on current usage of SharePoint.
- Microsoft Baseline Security Analyser

Part II: Data Analysis and Reporting

After the gathered information is analysed, recommendations are made during this time. All issues discovered will be reported with description, risks, and recommended mitigation as the final deliverable. If time and internal processes delays the resolution of the problems, assistance can be provided during the scheduled downtime as needed.

■ DELIVERABLES:

- The SPSHC 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 focus the reviewer and the customer on all the key aspects of SharePoint deployment including: Deployment Configuration, Development, Search, Disaster Recovery, Operations, Performance, and Security

.NET Application Framework Roadmap Plan



The .NET Application Framework Roadmap Plan is aimed at making a high-level assessment of an organisation's .NET delivery capability. This will be achieved by giving all relevant areas of an organisation an opportunity to plan the implementation of a .NET Application Framework using associated technologies such as Enterprise Library and Microsoft Visual Studio; guidance can also be offered on the processes that support the software development lifecycle (SDLC). At the completion, recommendations, a roadmap and a project plan will be provided to the customer detailing how they can develop and deliver high quality applications and services that align with Microsoft development best practice and technologies.

■ TARGET AUDIENCE:

Business and information system stakeholders who are responsible for making decisions on the organisation's Microsoft .NET strategy. This would include the decision makers that influence the organisation's application development capability and platform.

■ BUSINESS NEEDS:

Delivering software is complex. Not only can solution implementation come with particular challenges, but unless there is a rigorous process and strong governance it can be expensive and frustrating without realising the full business benefits. The following are typical challenges that large complex development projects face due to the lack of a well defined and planned .NET Application Framework:

- Inconsistent approach to developing solution components, e.g. security or data access, across teams or projects may mean increased project effort due to building solutions from the ground up each time.
- Lack of guidance on how a solution's implementation should align with the organisation's application platform and environment.
- No mechanism to capture what parts of the process and implementation worked well and should be repeated.
- Unique solutions are developed with no alignment to the organisation's application architecture which may present challenges to operational support and maintenance.

■ BENEFITS:

The .NET Application Framework Roadmap Plan leverages tried and tested best practices to review your existing development techniques and process and also offers guidance on how a .NET Application Framework can lead to a more dynamic, efficient and flexible approach to software development. Even where an organisation has a mature .NET capability, this engagement can still offer extensive benefits by providing clarity around the adoption of future Microsoft .NET technologies. Some of the benefits of implementing a .NET Application Framework are as follows:

- Prescriptive guide on how applications should be developed internally or by an organisation's development partners ensuring uniformity of approach and end product.
- Consistent approach to developing solutions to simplify deployment and operational management.
- An organisation's development IP and best practice can be captured via the Framework and re-used.
- More time can be spent on building the actual business logic and application rather than on 're-inventing the wheel' for components such as security and data access, resulting in a shorter and simpler development life-cycle.
- Once mature, solutions can leverage a service-based architecture and avoid the silo-based approach thus offering better ROI on developed components and services.

■ SCOPE:

The central activity of this process is a workshop involving the organisation's stakeholders (as above). The agenda of this workshop, which could run for up to 2 days, includes a review of .NET application delivery capability, identification of strengths and weaknesses, risks and a vision for future solution development. The outcome of this workshop is a clearly articulated vision and understanding on what the .NET Application Framework will deliver and how it will be delivered.

■ DELIVERABLES:

At the end of the engagement, you will have a clear strategy on how to take advantage of the .NET Application Framework best practice. A customised Framework roadmap document and recommended project plan will be provided. These will detail the next steps and the suggested activities that need to be undertaken in order to implement a .NET Application Framework.

Microsoft Services .Net Application Review



The Microsoft Services .NET Application Review is a structured consulting engagement from Microsoft Services aimed at reviewing a .NET business application to ensure it is fit for purpose. The review focuses on several areas including Microsoft best practices for .NET application development, security, application architecture and infrastructure readiness. Working with your application architect and developers, our consultant will perform sample code reviews and validate the design and architectural decisions align with the stated business objectives. The deliverable from this process is a report that outlines the findings, recommendations, relevant technical references and next steps.

■ TARGET AUDIENCE:

Applications Architects, Developers, and Application Support staff

■ BUSINESS NEEDS:

Customers that are in the process of developing a mission critical .Net application and require Microsoft's help in reviewing the specific areas that are considered critical to the success of the development project. This includes areas such as;

- Application Performance problems
- Application reliability issues.
- Integration challenges.
- General review to validate architecture and technology decisions.

■ BENEFITS:

This Microsoft Services .NET Application Review project will assist you in being able to confidently deploy and manage .NET applications by minimising risk due to unknowns in the solution. Knowing about potential problems and being able to take action before downtime occurs, will ultimately minimise the total cost of ownership of the solution and provide a positive experience for both users and developers of the application solution.

■ SCOPE:

The Microsoft consultant will perform a generic high level review of the selected application on a predefined set of Microsoft .NET application development, design, and support areas. Microsoft will work with you to determine the critical areas for the review to focus on during the two-week engagement. Consequently, the application review will be performed on 2-3 of the following key architectural attributes of the solution:

- | | |
|---|------------------------------|
| ■ System to Business Objectives Alignment | ■ Scalability |
| ■ Supportability | ■ Performance considerations |
| ■ Maintainability | ■ Usability |
| ■ Security | ■ Testability |
| ■ Flexibility | ■ Alignment to Packages |
| ■ Reusability | ■ Documentation |
| ■ | |

■ DELIVERABLES:

The following deliverables will be prepared and presented to your staff and stakeholders as part of this engagement:

- A report highlighting areas where there are opportunities to align the .NET application more closely to Microsoft "best practice". The report will include suggestions and recommendations highlighting where better alignment to Microsoft "best practices" can be achieved.
- A final meeting to close the engagement where the detailed report recommendations are reviewed and the next steps, for implementation are discussed

Security Development Lifecycle for IT - Application Security Code Review



The SDL-IT Application Security Code Review service provides you with data that will help you understand not only the code-level risks created by your mission-critical applications, but the steps needed in order to mitigate those risks. Microsoft will perform a careful examination of your code, looking for common security vulnerabilities. By engaging Microsoft to perform a security code review of your mission-critical applications, you can significantly reduce the risk of financial loss, as well as asymmetrical risk to reputation at the hands of malicious hackers. Relying primarily on automated code-scanning tools can produce findings that are often inaccurate, misleading, or ineffective. The Microsoft Security Code Review service goes beyond the use of tools. The result is an assessment that is deep, comprehensive, and rich in quality.

■ **TARGET AUDIENCE:**

This service is appropriate for Developers, Testers, and Project Managers responsible for the design, development, implementation, and management of custom line of business applications.

■ **BUSINESS NEEDS:**

The following key criteria are indicative of customers who would benefit from a Security Code Review:

- Organisations who wish to better protect their applications from unwanted access or intrusion.
- Organisations who are concerned about application security.
- Organisations who want a higher level of confidence in their application security
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

■ **BENEFITS:**

Microsoft has created this service to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The service will help organisations to:

- Ensure their applications have a higher level of resistance to attacks.
- Demonstrate due diligence towards protecting customer and company information and critical data.
- Minimise attack surface and vulnerability exposure to production systems.
- Improve code quality and application reliability.
- Raise awareness of security across the development team to ensure stronger, more stable applications.
- Provide customers, and their clients with a higher level of confidence that their critical and personal data is secure.

■ **SCOPE:**

Line by Line Code Review

- Review of application code to identify vulnerabilities.
- Identify trends in common coding mistakes
- Provide feedback and information to improve coding practices

Prioritisation of identified Vulnerabilities

- Classify and prioritise identified vulnerabilities
- Provide prioritised list of mitigations
- Suggest areas for developer skill improvement

Comprehensive report of findings

- Identified Vulnerabilities
- Proposed Mitigations
- Identified training opportunities and process improvements

Knowledge Transfer

- Ensure customer staff gain awareness of security issues
- Ensure customer staff understand review process
- Establish code security best practices

A scoping Assessment is required to determine the effort and costs.

■ **DELIVERABLES:**

- Rich and Comprehensive assessment of the application
- List of identified security vulnerabilities to be addressed
- Proposed mitigation best practices

Security Development Lifecycle IT Integration Service



Organisations involved in commercial software or in-house application development must be able to develop solutions for customers that closely follow best practices and are resilient to attacks. This requires security planning for the entire development process. Research shows that 75% of hacks occur at the application level however, only slightly more than a third of developers say they have the appropriate skills to develop secure applications and even less feel they receive enough support to create secure applications.

Security Development Lifecycle for IT (SDL for IT) is a set of offerings designed to help you build the appropriate security controls into your application development processes, and to teach your development community the skills and techniques they need in order to produce secure and reliable code.

TARGET AUDIENCE:

This service is appropriate for system architects and engineers, Business Analysts, Developers, Testers, and Project Managers responsible for the design, development, implementation, and management of custom line of business applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from SDL-IT integration service:

- Organisations who wish to improve the application security profile.
- Organisations who are concerned about application security.
- Organisations who want a more accurate risk management capability around their custom applications.
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

BENEFITS:

Microsoft has created this service to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The service will provide organisations with the ability to:

- Understand the SDL-IT process and how it fits into the SDLC
- Understand the use and value of Threat Models to gain an understanding of the threats their applications will face
- Reduce rework and debugging time by implementing mitigation strategies during the initial application development.
- Reduce the rework caused from discovering security bugs late in the development process
- Reduce the risk of software vulnerabilities by applying Security Best Practices to the development process
- Proactively improve the security profile of the organisation while demonstrating due diligence around application security for regulatory compliance.

SCOPE:

Scoping Exercise

- Determine the maturity of the current SDLC process
- Perform a gap analysis of current process against Security Best Practices
- Identify integration points for SDL-IT processes

Introduction

- Introduce the SDL-IT process to development teams
- Provide guidance around templates and process changes to existing SDLC
- Provide comprehensive Risk Management through utilisation of the SDL-IT process

SDL-IT Integration

- Microsoft will work with the customer to develop and integrate SDL-IT procedures into their existing SDLC
- Microsoft will train staff in the SDL-IT process
- Microsoft will provide guidance around developing templates and checklists to support the SDL-IT
- Microsoft will assist with integration of Threat Modelling, Secure Code Review, Secure Deployment and Host Compliance Scanning processes into the customer's Software Development Lifecycle

DELIVERABLES:

- Comprehensive Knowledge Transfer to customer staff on the SDL-IT
- Guidance around integrating the SDL-IT processes into the customer's existing SDLC
- Guidance around gaining the most benefit from the SDL-IT process

Security Development Lifecycle IT Application Threat Modelling Service



To protect your applications and build a secure system, it is imperative that you identify and understand all of the potential threats to your applications. Threat modelling is an increasingly valuable discipline, and one that should form part of your application design phase. Why threat model? Building on the principle that one cannot feasibly build a secure system until one understands the threats against it, threat modelling first identifies threats, and then helps create a strategy to prevent the attacks that can be used to realise such threats. Microsoft has built and refined its threat modelling process to the point where security subject-matter expertise is not needed in order to produce a feature-rich threat model. The Microsoft process focuses on enterprise IT environments, and it is based on the fundamental assertion that threats are always technology agnostic.

TARGET AUDIENCE:

This service is appropriate for system architects and engineers, Business Analysts, Developers, Testers, and Project Managers responsible for the design, development, implementation, and management of custom line of business applications.

BUSINESS NEEDS:

The following key criteria are indicative of customers who would benefit from an Application Threat Modelling service:

- Organisations who wish to better protect their applications from unwanted access or intrusion.
- Organisations who are concerned about application security.
- Organisations who want a more accurate risk management capability around their custom applications.
- Customers who are to be subjected to internal or external security, compliance or regulatory assessments.
- Organisations that have any applications that may be exposed to attack from outside or inside the corporate network.

BENEFITS:

Microsoft has created this service to help organisations better protect their line of business applications from intentional or accidental attacks against the security of the applications. The engagement will help organisations to:

- Understand the Threat Modelling process and how it fits into the SDLC
- Utilise Threat Models to gain an understanding of the threats their applications will face
- Reduce rework and debugging time by implementing mitigation strategies during the initial application development.
- Improve testing by utilising Threat Models to increase testing accuracy and consistency
- Reduce patching times by utilising Threat Models to quickly assess the real danger, and provide mitigation strategies for new emerging threats

SCOPE:

You can choose between two levels of threat modelling service:

Guide: Provides guidance for your application development teams as they create and assimilate a threat model

- This assumes that the team is already familiar with the Threat Modelling process.
- It is recommended that the team attended the Threat Modelling Workshop
- Application teams perform the bulk of the actual Threat Modelling effort
- Microsoft guides the process to ensure completeness
- Microsoft will validate the results and ensure that value is obtained from the use of the Threat Modelling output

Threat Modelling Integration Service: Microsoft will completely set up the infrastructure to integrate threat modelling into your Software Development Lifecycle

- In addition to all of the items listed under the Guide offering:
- Microsoft will train staff in the Threat Modelling process
- Microsoft will configure systems to use the Threat Modelling tools
- Microsoft will assist with integration of the Threat Modelling process into the customer's Software Development Lifecycle

DELIVERABLES:

- Comprehensive Knowledge Transfer to customer staff on the process of Threat Modelling and the usage of Threat Models in the enterprise
- A comprehensive Threat Model and security plan for the application being modelled.
- Delivery and installation of the Threat Analysis and Modelling Tool V2.x.
- Documentation on the Threat Modelling process.

Microsoft BizTalk Server Health Check Program (BTSHC)



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 organisation 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 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 BTS 2006.

■ BENEFITS:

Help Maintain Maximum Efficiency: The Microsoft BizTalk Server Health Check Program leverages Microsoft's own IT organisation's knowledge. By sharing our internal expertise, we hope to help you reach your ideal BizTalk Server performance and stability goals.

Help Reduce Support Costs: The BizTalk Server Health Check Program helps expose vulnerabilities in your BizTalk 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 optimise 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 organisation'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 BTSHC 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)



The Risk Assessment Program for SQL Server (SQLRAP) is designed to analyse your organisation'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.

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.

BUSINESS NEEDS:

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

- Organisations 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.
- Organisations who are concerned about operational database problems.
- Customers who have experienced critical situations related to SQL Server.

BENEFITS:

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.

SCOPE:

The engagement scope and costs are based on the number of instances of SQL server to be assessed. Once the scope has been agreed 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.

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.

SQL Server Implementation In-Depth Review



The SQL Server Implementation In-Depth Review compares your existing environment and operational plans against Microsoft best practices for SQL server. The review is based on years of development and consulting delivery experience, will provide your IT staff with a clear understanding of potential issues that could impact your SQL Server Infrastructure, as well as recommendations for any required changes in order to bring the SQL Server infrastructure in-line with best practice. This will enable you to make informed decisions to support your immediate and future business needs, and aim towards reducing your ongoing cost of ownership. This engagement delivers a consultative approach toward reviewing the infrastructure and can focus on specific areas of interest and outcomes.

■ 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.

■ BUSINESS NEEDS:

The review is useful for an organisation that is in the process of implementing or has implemented a solution requiring SQL Server. Specialist skills are provided to review the configuration, validate the overall quality, and isolate any potential issues prior to production deployment. The review is also suited to upgrade projects or changes within the business that may significantly impact on performance or manageability.

The review is **not** suited for troubleshooting support related issues.

■ BENEFITS:

The SQL Server Implementation In-Depth Review can help by validating that your SQL server environment is correctly configured and optimised to deliver against your project vision and specific business objectives.

The key benefits from this approach include:

- Minimised time to production – by recommending preventative action to address potential issues ahead of production deployment or before they become critical outage events.
- Maximising the value of your IT investment – by ensuring your SQL server solution is running at optimal levels, and making best use of your existing IT infrastructure investments.
- Providing you with feedback on the overall SQL Server environment as experienced by the consultant onsite. Frequently risks and issues are found that are outside the predefined scope. The consultants experience will be able to highlight these.
- Improved business confidence – by delivering a robust business-ready solution that is secure, responds under peak loads, operates with minimal downtimes, and is scalable to support your future business needs.

■ SCOPE:

The Microsoft consultant will perform a review on a predefined set of Microsoft SQL Server configuration and design areas. The review will be performed for a single nominated system. A system is defined as either a cluster if Microsoft Clustering Services (MSCS) is used or a single server if MSCS is not in use. Multiple systems can be covered and volume discounts apply. The areas for review as part of this engagement are:

- | | | |
|-----------------------------|--|--|
| ■ Server configuration | ■ Snapshot & Transactional Replication | ■ Project documentation and plans. |
| ■ Performance | ■ SQL Server Cluster Configuration | ■ Limitations to High Availability |
| ■ Operations and Procedures | ■ SQL Server Disk Subsystem | ■ Potential Scalability concerns |
| ■ Security | ■ SQL Server Network Subsystem | ■ Potential Application related factors and limitations. |
| ■ Disaster Recovery | ■ DBA Team Support Readiness | |

■ DELIVERABLES:

Findings that potentially affect the availability, reliability, scalability, and integrity of the Microsoft SQL Server infrastructure are highlighted and captured in a detailed report. At the close out meeting, the consultant will document and present their findings to your team and discuss the areas where improvements can be achieved, and steps to implementing key recommendations.

Microsoft Dynamics AX 4.0 Fit Gap & Solution Blueprint



The Microsoft Dynamics AX® 4.0 Fit Gap and Solution Blueprint analyses your key technical and business requirements against the Microsoft Dynamics AX 4.0 system to determine a “Degree of Fit”. The project involves a series of sessions with your business and IT staff to gather information around your current and future business requirements. An experienced Microsoft AX 4.0 Consultant will then prepare a Fit/Gap analysis to determine the level of customisation and configuration that the system will require and whether any ISV add-ons will be required. The final stage of the project involves the development of a Solution Blueprint that describes in easy to understand business terminology how the Microsoft Dynamics AX 4.0 solution can be used in your company’s business environment to best meet your needs.

■ **TARGET AUDIENCE:**

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

■ **BUSINESS NEEDS:**

Companies that are considering or currently evaluating Microsoft Dynamics AX 4.0 and require assistance in determining the “Degree of Fit” to their business and IT requirements.

■ **BENEFITS:**

The Microsoft Dynamics CRM 3.0 Fit Gap and Solution Blueprint Service helps you to :

- Reduce risk and increase your chance of success – by identifying gaps prior to deployment;
- Build confidence and knowledge – by gaining insight into how the solution will support your business requirements and fit your business needs; and
- Reduce time and effort – by leveraging Microsoft Services ERP expertise and deep Dynamics product knowledge.

■ **SCOPE:**

The project scope includes:

- Interviews with your Business and IT Subject Matter Experts (SME) to determine business requirements.
- Comparison of the Axapta 4.0 against your companies business, technical and functional requirements
- Solution Fit/Gap assessment and development of the Solution blueprint
- Close out meeting where the Microsoft Consultant will present the assessment to your stakeholders

The effort and costs to deliver this engagement will vary based on the level of complexity and modules that are being assessed. A pre-engagement scoping activity will be performed and agree scope and deliverables before work can commence.

■ **DELIVERABLES:**

The project will provide the following deliverables:

- A written assessment with a “Degree of Fit Calculation”.
- Two documents will be generated, a Fit/Gap Work Sheet and a Solution Blueprint Report

Microsoft Dynamics Ax 4.0 Conference Room Pilot



The Microsoft Dynamics Ax® 4.0 Conference Room Pilot (CRP) is designed to help you visualise and simulate the proposed ERP solution in your test environment to further assess how Microsoft Dynamics Ax 4.0 can be adapted to fit your needs. We will install and configure the ERP application based on a sub-set of the requirements from the previously completed Fit/ Gap & Solution Blueprint engagement. After the system is configured, the Microsoft Dynamics Ax consultant will conduct a walkthrough of the system with your Business and IT Decision Makers to confirm and capture any further requirements. At the completion of the CRP, the Fit/Gap Assessment and Solution Blueprint will be updated based on findings from the CRP and presented back to the project sponsor.

■ TARGET AUDIENCE:

Business and IT decision makers responsible for evaluating and selecting the Enterprise Resource Planning solution.

■ BUSINESS NEEDS:

The Conference Room Pilot is best suited for business with complex decision making processes or complex business requirements where a “Try before you Buy” approach is preferred.

■ BENEFITS:

The Conference Room Pilot will help you to continue to reduce project risk by further validating the proposed solution against your business requirements and actually seeing how it would actually work with your business processes and your data. In addition demonstration of a configured system provides greater relevance to your business and IT decision makers and helps establish early support and buy-in that is critical to the future success of the project.

■ SCOPE:

The project scope includes:

- Setup of Dynamics Ax 4.0 in a test environment
- Configure Solution to an agreed to subset of the requirements listed in the Fit/Gap Assessment including add-ons (if required);
- Prepare and conduct the 1 to 2 day Conference Room Pilot with Business and IT Decision Makers;
- Update the Fit/Gap Assessment and Solution Blueprint based on CRP findings; and
- Review reports with client sponsor and include feedback where appropriate

This engagement is dependent on the Microsoft Dynamics Ax 4.0 Fit Gap Assessment and Solution Blueprint being completed first. The effort and costs to deliver this engagement will vary based on the level of complexity and modules that are being assessed.

■ DELIVERABLES:

- Microsoft Dynamics Ax 4.0 installed in a test environment;
- Solution configured for the Conference Room Pilot (based on a subset of the identified requirements);
- Conducting of the Conference Room Pilot and updating of the Fit/Gap and Solution Blueprint accordingly; and
- Weekly project status reports.

Microsoft Dynamics CRM 3.0 Fit Gap & Solution Blueprint



The Microsoft Dynamics CRM® 3.0 Fit Gap and Solution Blueprint analyses your key technical and business requirements against the Microsoft Dynamics CRM 3.0 system to determine a “Degree of Fit”. The project involves a series of sessions with your business and IT staff to gather information around your current and future business requirements. An experienced Microsoft CRM 3.0 Consultant will then prepare a Fit/Gap analysis to determine the level of customisation and configuration that the system will require and whether any ISV add-ons will be required. The final stage of the project involves the development of a Solution Blueprint that describes in easy to understand business terminology how the Microsoft Dynamics CRM 3.0 solution can be used in your company’s business environment to best meet your needs.

■ **TARGET AUDIENCE:**

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

■ **BUSINESS NEEDS:**

Companies that are considering or currently evaluating Microsoft CRM 3.0 and require assistance in determining the “Degree of Fit” to their Business and IT requirements.

■ **BENEFITS:**

The Microsoft Dynamics CRM 3.0 Fit Gap and Solution Blueprint Service helps you to :

- Reduce risk and increase your chance of success – by identifying gaps prior to deployment;
- Build confidence and knowledge – by gaining insight into how the solution will support your business requirements and fit your IT and Business needs; and
- Reduce time and effort – by leveraging Microsoft Services CRM expertise and deep Dynamics product knowledge.

■ **SCOPE:**

The project scope includes:

- Interviews with your Business and IT Decision makers to determine the proposed project scope;
- Workshops with Business Subject Matter Experts (SME) to determine business requirements;
- Comparison of Microsoft CRM 3.0 against your companies business, technical and functional requirements;
- Development of a Solution Fit/Gap Assessment and Solution Blueprint;
- Validation of the findings with Business and IT Decision Makers involved in the CRM solution selections; and
- A Close Out meeting where the Microsoft Consultant will present the assessment to your stakeholders

The effort and costs to deliver this engagement will vary based on the level of complexity and modules that are being assessed. The costs provided is a minimum indicative pending a pre-engagement scoping activity to confirm actual scope and costs.

■ **DELIVERABLES:**

The project will provide the following deliverables:

- A written assessment with a “Degree of Fit Calculation”
- Two documents will be generated, a Fit/Gap Work Sheet and a Solution Blueprint Report

Microsoft Dynamics CRM 3.0 Conference Room Pilot



The Microsoft Dynamics CRM® 3.0 Conference Room Pilot (CRP) is designed to help you visualise and simulate the proposed CRM solution in your test environment to further assess how Microsoft CRM 3.0 can be adapted to fit your needs. We will install and configure the CRM application based on a sub-set of the requirements from the previously completed Fit/ Gap & Solution Blueprint engagement. After the system is configured, the Microsoft CRM consultant will conduct a walkthrough of the system with your Business and IT Decision Makers to confirm and capture any further requirements. At the completion of the CRP, the Fit/Gap Assessment and Solution Blueprint will be updated based on findings from the CRP and presented back to project sponsor. Utilising free trial licence keys with unlimited number of users the environment is left behind for up to 90 days for your team to review and familiarise themselves further with the system.

■ TARGET AUDIENCE:

Business and IT decision makers responsible for evaluating and selecting the Customer Relationship Management solution.

■ BUSINESS NEEDS:

The Conference Room Pilot is best suited for business with complex decision making processes or complex business requirements where a “Try before you Buy” approach is preferred.

■ BENEFITS:

The Conference Room Pilot will help you to continue to reduce project risk by further validating the proposed solution against your business requirements and actually seeing how it would actually work with your business processes and your data. In addition demonstration of a configured system provides greater relevance to your business and IT decision makers and helps establish early support and buy-in that is critical to the future success of the project.

■ SCOPE:

The project scope includes:

- Setup of CRM 3.0 Server in a test environment
- Setup AD and Exchange Integration and debug installation;
- Configure Solution to an agreed to subset of the requirements listed in the Fit/Gap Assessment including add-ons (if required);
- Prepare and conduct ½ day Conference Room Pilot with Business and IT Decision Makers;
- Update the Fit/Gap Assessment and Solution Blueprint based on CRP findings; and
- Review reports with client sponsor and include feedback where appropriate

This engagement is dependent on the Microsoft CRM 3.0 Fit Gap Assessment and Solution Blueprint being completed first.

The effort and costs to deliver this engagement will vary based on the level of complexity and modules that are being assessed. The costs provided is a minimum indicative pending a pre-engagement scoping activity to confirm actual scope and costs.

■ DELIVERABLES

- CRM 3.0 installed in a test environment;
- CRM 3.0 AD and Exchange integration installed in a test environment;
- Solution configured for the Conference Room Pilot (based on a subset of the identified requirements);
- Conducting of the Conference Room Pilot and updating of the Fit/Gap and Solution Blueprint accordingly; and
- Weekly project status reports.

Microsoft Dynamics Business Systems Architecture Services



Business Systems Architecture (BSA) Services is a great way to help you ensure the success of your Microsoft Dynamics® deployment during either the deployment planning phase, prior to a server hardware upgrade or anytime a business needs guidance regarding its infrastructure and hardware. These BSA Services can be purchased at any given time before or after the Microsoft Dynamics product deployment when system performance is a consideration. Our Business Systems Architects will evaluate the software solution along with the server hardware. Moreover, the Business Systems Architects will provide hands-on analysis of your production environment's performance and provide a final comprehensive report detailing all assumptions and recommendations. This user friendly report will provide you with the knowledge you need to make informed business decisions regarding your Microsoft software, server hardware and other solutions necessary to meet your strategic objectives

■ TARGET AUDIENCE:

IT implementation teams involved in the design, implementation , and support of Microsoft Dynamics Business System(s).

■ BUSINESS NEEDS:

Customers that are considering deploying Microsoft Dynamics ERP or CRM System(s) and require Microsoft Architecture Experts to:

- Review the implementation design and provide guidance on specific environmental considerations.
- Validate that their infrastructure and hardware supports the required implementation design and performance criteria.
- Provide Microsoft Dynamics product architecture recommendations that best meet the proposed infrastructure design

■ BENEFITS:

- **Help reduce risk & increase your chances of success** – Identify deployment risks pre-launch
- **Increase quality** – An experienced Business Systems Architect will review the deployment to ensure all performance optimisation best practices are in place
- **Save time & money** – Obtain proactive, sound advice to avoid expensive downtime due to performance issues
- **Talk to the experts** – Gain access to Microsoft Dynamics product expertise to help complete your technical design faster

■ SCOPE:

The project scope covers:

- **A Project Overview:** A Business Systems Architect reviews the customer's Microsoft Dynamics business system(s) implementation project and identifies specific environmental considerations.
- **Product Architecture Overview and Considerations:** This component is an overview of all supported environmental designs and recommendations for the Microsoft Dynamics business systems architecture that best fit the needs of the customer.
- **Server Requirements:** Hardware specifications are suggested which will support the customer's Microsoft Dynamics business systems architectural needs.

The estimate provided is for a single (1) Microsoft Dynamics Product (AX, CRM, GP, NAV or SL) Deployment. All work is performed remotely.

Additional Services can be provided covering:

- **Infrastructure Design Review:** This component consists of an analysis of the infrastructure design – out of this analysis recommendations are offered to support the overall product architecture.
- **High Availability/Disaster Recovery Review:** Business requirements are looked at and recommended. Environmental designs are provided which support high availability and disaster recovery (only for specific Microsoft Dynamics business system(s) deployed).

Pricing for the additional services will be provided upon request.

■ DELIVERABLES:

The project will provide the following deliverables:

A BSA Assessment Report covering Assumptions, Recommendations and Conclusions: An analysis of projected performance, recommendations based off of lab and live customer implementations, and a set of final design recommendations are provided.

Microsoft Services Premier Support

Service/Offering Details				
Offering Brand		Premier Foundation	Premier Standard	Premier Plus
Key Benefits	Key Features			
Proactive Services	Support Assistance	Fixed amount	Flexible	Custom
	Custom Support Services	Not available	Not available	Custom
	Dedicated Support Professional	Not available	Not available	Available
	Dedicated Support Team	Not available	Not available	Available
	Health Check and Infrastructure Workshop	Included	Available	Available
	Global and Regional Workshops	Included	Available	Available
Problem Resolution Support	Problem Resolution Support	Fixed amount	Flexible	Custom
	24x7 Coverage	Included	Included	Included
	24x7 Critical Situation Escalation Management	Included	Included	Included
	Rapid Onsite Support	Included	Included	Included
Knowledge Transfer	Proactive Information Distribution	Included	Included	Included
	Microsoft Premier Online	Included	Included	Included
	TechNet with Online Concierge	Available	Available	Available
Direct Relationship	Account Representative*	Shared, designated contact	Shared, designated contact	Designated contact
	Remote vs. Onsite Resource	Primarily remote	Partly on site	Primarily on site
	Account Profiling and Reporting	Monthly	Monthly	Customized
	Case Monitoring and Escalation Management	24x7	24x7	24x7

Maximise the Value of Your IT Investments

Ensuring you get the most out of your IT investments is the mission of Microsoft Services. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realise new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

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