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To request assistance or additional information please contact your Microsoft Services Representative.
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**How to use this Catalog**

This catalog has been organized by Service type, and then by technology within those types. To find a specific offering, begin within the Services type (Support and Consulting for example), then explore based on technology (Messaging, Database, Development, etc.).

The proactive services within this catalog represent those that are available to Microsoft Services customers to help them effectively deploy, support and operate various Microsoft technologies in their environments. The following standard processes apply:

1. If you are interested in a service listed within this catalog, please work with your Technical Account Manager (TAM), Application Development Consultant (ADC) or Engagement Manager (EM) to place a request or see if a detailed datasheet is available for your service of interest.*
2. Most requests are reviewed by a proactive delivery team within two business days of submission by your Services Representative. The proactive delivery team will determine the appropriate resources based on the request details. Scheduling is based on resource availability and may vary by service.
3. Upon review of the request, an initial call to discuss the scope, expectations, deliverables and timeline of the request may be requested.
4. Delivery will begin once scope, deliverables, cost and timeline are confirmed.
5. The services are deemed complete when deliverables are reviewed and the customer has agreed that all portions of the request were fulfilled as determined by the original scope.
6. The customer will be charged via the agreed upon method.
**Premier Support Services**

Microsoft® Services Premier Support offers your people all these services and more. Customizable to your needs, Premier Support gives you the flexibility to choose the support options that best fit your organization. The varying levels of service let you select the right amount of support to meet your needs and fit your budget.

**Premier Offerings**

**All Technologies**

**Premier Core**

Premier Core is targeted at Corporate Account Managed customers, providing them with access to the Premier experience.

**Premier Foundation**

There are four levels of Premier Support available to customers today, beginning with Foundation, Standard, Plus, and Ultimate, for organizations with the most complex needs.

**Premier Plus**

For companies looking for an end-to-end solution that helps maximize IT resources, Premier Support proactively maintains the health of IT operations, providing customized and personal service management, and delivering prioritized 24x7 problem resolution support – helping leverage the IT function to achieve business goals.

**Premier Standard**

For companies looking for an end-to-end solution that helps maximize IT resources, Premier Support proactively maintains the health of IT operations, providing customized and personal service management, and delivering prioritized 24x7 problem resolution support – helping leverage the IT function to achieve business goals.

**Premier Ultimate**

For companies looking for an end-to-end solution that helps maximize IT resources, Premier Support proactively maintains the health of IT operations, providing customized and personal service management, and delivering prioritized 24x7 problem resolution support – helping leverage the IT function to achieve business goals.

**Public Sector Services for Premier**

Premier services for Government, Public Health and Education customers.

**These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
**Microsoft Services Partner Advantage**

Microsoft Services Partner Advantage (MSPA) is the Microsoft Premier-level technical support offering for partners. MSPA enables our partners to enhance their own technical support businesses with a range of services from Microsoft - preventative services, break-fix support and support relationship management. Partners also gain access to the secure Microsoft Premier Online website which offers a range of self-help solutions including the Partner KnowledgeBase.

**Development**

**Premier Support for Developers**

Microsoft® Services Premier Support for Developers provides enterprise developers with access to a wide range of Microsoft product and development expertise within Microsoft Services to help accelerate the development cycle and produce successful applications. Made possible by a coordinated team effort across Microsoft Application Development Managers, field engineering, and technical support teams, Premier Support for Developers provides a comprehensive suite of developer services and support that spans the entire software development lifecycle. Premier Support for Developers empowers software developers to rapidly build and deploy quality applications on Microsoft platforms.

**Premier Add-Ons**

**All Technologies**

**Custom Support Agreement Program | Premier Add-Ons**

The Microsoft Support Lifecycle (MSL) policy provides consistent and predictable guidelines for product support availability throughout a product’s life. Custom Support Agreements provide the opportunity to receive support on legacy versions of Microsoft products beyond the Extended Support phase.

**Dedicated Support Engineering | Premier Add-Ons**

Microsoft® Services Dedicated Support Engineering provides a designated or dedicated on-site or off-site Microsoft technology expert who has a deep technical knowledge and an understanding of a customer’s unique IT environments, staff capabilities, and long-term goals. Customers who use Microsoft Windows Server®, Microsoft Exchange Server, Microsoft SQL Server®, or other Microsoft core technologies can use the service, which provides consistent long-term planning and an execution resource that complements and integrates with a customer’s existing expert delivery resources. With Dedicated Support Engineering, problem escalation is minimized though root cause analysis. In addition, recommended proactive services help prevent further service disruptions.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Extended Hotfix Support | Premier Add-Ons
The Microsoft® Services Extended Hotfix Support program provides customers with the ability to request nonsecurity hotfixes during the Extended Support phase of the Microsoft Support Lifecycle.

Premier Global Support | Premier Add-Ons
Premier Global Support is an add-on to Premier. It provides the flexibility to handle customers’ technical support needs by centralizing the management of support services from negotiation to account management to solutions delivery which will scale across the customers’ worldwide locations to provide them with the best service for Microsoft technologies.

Premier Mission Critical Support | Premier Add-Ons
Microsoft Services Premier Mission Critical offers personalized support coverage through designated support professionals who understand your unique solution configuration and deployment environment and who are available 24x7 to provide faster incident response time and faster problem resolution for high severity incidents.

Premier Software Assurance | Premier Add-Ons
Explains the benefits for Premier customers who purchase Software Assurance.

Third Tier Support | Premier Add-Ons
Microsoft Services Premier Support offers you a comprehensive selection of services that can be customized to suit your organizations support requirements. For advanced problems that require priority attention from a higher level of expertise, Microsoft Services offers you Third Tier Support under its Premier Plus plan. This service provides you direct access to seasoned Microsoft Support escalation resources for complex issue resolution, and bypasses the normal frontline support services.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Proactive Support and Consulting Services

A large variety of proactive services are available to connect you with Microsoft subject matter experts who can help you proactively manage the Microsoft technologies in your environment according to Microsoft best practices. The services available range from informal guidance to help your team answer specific questions related to a current project, to in-depth operations consulting and engineering services that offer deep expertise in a specific area.

Proactive Services are categorized into four different types:

Guidance, Reviews, Health Checks/Assessments and Operations Analysis and Improvements.

**Guidance**
Guidance is an informal service available to help your team answer specific questions related to a current project that utilizes Microsoft technology. This service is applicable in all phases of a product lifecycle and can be delivered in a variety of ways from onsite technology briefings, question and answer sessions via phone/email or an onsite meeting.

**Review**
Reviews offer in-depth support consulting on a specific component of a complete or nearly complete Microsoft product design or implementation. The deliverable of a review is a formal document outlining the Microsoft best practice recommendations provided throughout the course of the engagement.

**Health Checks/Assessments**
This service type provides a point in time assessment of a current piece of Microsoft infrastructure or operations to help identify potential areas for improvement according to Microsoft best practices. A report highlighting the areas of concern and recommended remediation is provided at the end of the engagement.

**Operations Analysis and Improvement**
This service offers a deep analysis of a particular service area of Microsoft technology within a deployed design that is inclusive of people, process and technology issues. Operations Analysis and Improvements are designed not only to provide you Microsoft technical and operational best practices, but also custom consultation for implementing them in your environment. A summary of information gathered, decisions made and an implementation plan and additional best practices to help improve the identified areas of concern will be provided in a formal report and the end of the engagement.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**All Technologies**

*Operations Strategic Review (OSR) for Service Management** | Ops Consulting  
*Duration: 3-Days | Resources: 1 Process OC*  

The OSR develops a high-level two-year roadmap for operations improvement which is validated with the customer IT team and aligned with business vision, strategy and project plans. The OSR combines the best practices of the Infrastructure Optimization Model (IOM), the Microsoft Operations Framework (MOF), and the IT Infrastructure Library (ITIL) to help define actions to address immediate and long term needs. This roadmap is developed by uncovering significant weak points and identifying corresponding solutions that deliver specific levels of IT service to your business.

*Proactive Services Maturity Review (PSMR) ** | Ops Consulting  
*Duration: Various | Resources: Various*  

The PSMR focuses on the IT Service Management processes found with the ITIL and MOF models, and references the Infrastructure Optimization (IO) maturity levels to identify the current level of IT operational maturity. This high-level review, while not of the same depth or detail of the Risk Assessment Program for IT Operations (OpsRAP), Operations Strategic Review (OSR) or the ISO 20000 Assessment, provides findings and recommendations for proactive service improvement.

*BPOS, Azure, and Cloud Services*  

*Azure Offerings ** | Ops Consulting  
*Duration: Various | Resources: Various*  

Azure guidance is built on best-practice operations guidance based upon Microsoft internal knowledge, the Microsoft Operations Framework (MOF), and the IT Infrastructure Library (ITIL).

*BPOS Readiness Assessment for On Premise Infrastructure [RA] | PFE  
*Duration: Various | Resources: Various*  

Part of the Business Productivity Online Suite (BPOS) Proactive Services. An onsite assessment of the customer’s Infrastructure and Environment to determine BPOS migration readiness specific to their On Premise Server Architecture. Output will include detailed discovery document and readiness migration plan to enable the customer to proceed with a successful migration.

** These offerings are deliverable through both MCS and Premier.  
To request assistance or additional information please contact your Microsoft Services Representative.
Cloud Decision Accelerator ** | MCS and Premier

Duration: 2 Weeks | Resources: 1 Sr. OC

Microsoft Services Online Readiness Assessment will help empower enterprise customers with the knowledge, guidance, and detailed analysis to migrate key capabilities and workloads to Microsoft Office 365. The Offering combines the core competencies of Enterprise Strategy, Consulting Services, and Premier Support to deliver an integrated experience for assessing online readiness for Office 365. Online Readiness Assessment provides discovery and diagnostic assessment services that are used to measure customer’s infrastructure and operational readiness for migration and end-user consumption of Office 365.

Cloud Identity Optimization ** | MCS and Premier

Duration: 6 Weeks | Resources: Various

Microsoft Services Online Identity Optimization for Microsoft Office 365 is the Offering in the Solutions for Online Productivity framework that addresses Microsoft Office 365 infrastructure readiness. The specific scope is to address Office 365 identity-enablement for a customer’s Active Directory service, which allows for synchronization with the Microsoft Online Services Active Directory infrastructure hosted in one of Microsoft’s worldwide data centers.

Office 365 – Infrastructure and Lync Migration Readiness Assessment | PFE

Duration: 4 Days | Resources: Various

Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure and Exchange and Lync Migration Readiness Assessment | PFE

Duration: 4 Days | Resources: Various

Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure and Exchange and SharePoint and Lync Migration Readiness Assessment | PFE

Duration: 5 Days | Resources: Various

Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

** These offerings are deliverable through both MCS and Premier.

To request assistance or additional information please contact your Microsoft Services Representative.
Office 365 – Infrastructure and Exchange and SharePoint Migration Readiness Assessment | PFE
Duration: 4 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure and Exchange Migration Readiness Assessment | PFE
Duration: 3 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure and SharePoint and Lync Migration Readiness Assessment | PFE
Duration: 4 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure Migration Readiness Assessment | PFE
Duration: 3 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Infrastructure and SharePoint Migration Readiness Assessment | PFE
Duration: 3 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

Office 365 – Upgrade Readiness Assessment | PFE
Duration: 3 Days | Resources: Various
Microsoft Services delivers a comprehensive assessment of your current environment in preparation for a smooth Office 365 migration. Office 365 Readiness Assessments help to significantly reduce your exposure to costly mistakes and delays that can impact your end user’s experience with Microsoft Online Services.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
On-Line Operations Strategic Review (On-Line OSR) ** | Ops Consulting
Duration: 3 Days | Resources: 1 Process OC
The On-Line OSR is a three-day engagement that develops a high-level roadmap for operations and service improvement in support of a deployed On-Line service(s). Working with the customer’s IT team in workshop sessions, the On-Line OSR identifies customer objectives driving BPOS services, qualifies perceived problems against those objectives, then builds team consensus on solutions moving forward.

On-Line Service Improvement Program (On-Line-SIP) ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process OC
After migrating a service to the Cloud, how are the on-premise services now managed and operated? What processes are needed to successfully provide a Cloud Service to the business users? The On-Line-SIP addresses the post migration, on-premises processes and services that are needed to successfully provide a Cloud Service to the business.

On-Line Service Mapping (On-Line SMAP) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Week or Greater
On-Line SMAP is a one-week engagement that helps customers define and leverage a visual On-Line service model that identifies technical and operational dependencies needed to accommodate business-aligned messaging and collaboration services via the BPOS service offering.

On-Line Standard As-Is/To-Be Service Improvement Program (On-Line As-Is/To-Be SIP – Remote) ** | Ops Consulting
Duration: 24 Hour Remote | Resources: 1 Process OC
The On-Line-S As-Is / To-Be SIP is a remote based, 4-hour engagement focused specifically on the On-Line-Standard set of services. The On-Line-S As-Is / To-Be SIP addresses the post migration, on-premise processes and services that are needed to successfully provide a Cloud Service to the business.

POP – Online Service Mapping (POPOSM) ** | Ops Consulting
Duration: 1 Week | Resources: 1 Consultant
Microsoft® Proactive Operations Program for Service Mapping Online (POPOSM) is designed to help customers effectively understand Microsoft Online Services dependencies and risks through interactive and working sessions. With POPOSM, customers can establish and improve communication and service agreements with IT and the business units, encourage alignment between supporting IT services and understand dependencies and thereby operate as an optimized service.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Database

Datacenter Services ** | MCS and Premier
Duration: Various | Resources: Various

The Datacenter Services solution from Microsoft Consulting Services (MCS) provides integrated, engaged layers of technology, implementation experience, and best practices to help a business transform its data center into a strategic business asset.

Desired Configuration Monitoring (DCM) for SQL Server 2005/2008** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process OC and 1 Technical OC

DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools and templates to establish baseline settings for servers and applications, standardize these settings among multiple servers and automate ongoing configuration management exception reporting. The offering also includes the installation of the Desired Configuration Monitoring tool to dynamically report on complexity in the environment so remediation can be planned and to automatically audit changes and deviations from baselines.

Risk Assessment Program for SQL (SQLRAP) | PFE
Duration: Various | Resources: Various

Used to evaluate customers’ production SQL Server implementations to ensure productive use. Includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations.

Service Level Management (SLM) for SQL** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: Various

This engagement focuses on establishing a services-based approach to managing the IT ecosystem. It includes installation of a Scorecard Solution for measuring key metrics needed to manage a service, creation of a services map to illustrate the true complexity and dependencies for an end-to-end service, definition of Service Level Agreements (SLAs), definition of Operating Level Agreements (OLAs), and implementation of service review meetings to drive a culture of iterative improvement.

Software Update Management for SQL (POPSUMSQL) | PFE
Duration: Various | Resources: Various

Does your company have a complex Microsoft SQL Server environment? Do you lack a structured approach to delivering software updates to your SQL Server environment? The Microsoft Proactive Operations Program for Software Update Management for SQL Server provides your IT staff with Microsoft best practices and specific recommendations to improve the software update approach to your SQL Server environment. This solution is designed to help your IT team improve operations and decrease incidents while quickly and efficiently deploying software updates to SQL Server.
**SQL Server BI Performance and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This engagement will review the SQL Server BI environment encompassing SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS) and SQL Server Reporting Services (SSRS) roles focusing on the hardware and storage performance of the configuration. This offering covers various SQL Server topics such as Server hardware performance, SQL Server role performance, storage performance, network/fabric performance, establishing performance baselines. Detailed performance metrics will be collected and analyzed. This engagement is appropriate for any environment.

**SQL Server Database Application Design, Performance, Scalability and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This two to four week engagement focuses on the design, performance and scalability of a specific database application and covers various SQL Server database application design topics such as data modeling, data type choices, table design, file groups, partitioning, index design: clustered indexes, non-clustered index design, covering indexes, designing to enable online maintenance operations, use of programming objects: views, stored procedures, user defined functions, CLR, concurrency; locking, blocking and deadlocks, quality query design and SARG ability. SQL Server database application design reviews can focus on a pre-production application and system or on an existing production system.

**SQL Server Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This review offers the customer Microsoft best practices and technical guidance for designing a SQL Server system and covers various SQL Server design topics such as schemas, modeling, indexes and table design that are outlined and delivered to the customer in a formal report. SQL Server design reviews typically focus on a pre-production application and system.

**SQL Server HADR and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This offering provides a review of a customer’s business requirements and SQL Server environment to provide guidance for providing both SQL Server High Availability and facilitating SQL Server Disaster Recovery – HADR. Often the implementations of these two efforts complement one another and this engagement will analyze the needs and business requirements of both. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for both SQL availability and SQL recoverability will all be identified and used to analyze and recommend an appropriate HADR solution. Review of existing high availability and disaster recovery processes is performed.

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**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**SQL Server Performance, Operations, and Scalability Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

The goal of this review is to help a customer ensure that their SQL Server environment is performing optimally. This includes a customized analysis of system bottlenecks, database design, and identifies potential SQL Server performance issues. Guidance on key settings including memory and database configuration to help prevent performance and scalability problems is also provided. All recommendations are outlined in a formal report upon engagement closure.

**SQL Server Replication Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This offering provides a review of a customer’s SQL Server replication environment. SQL Server Replication is a complex and often misunderstood set of features and this engagement is designed to guide customers in designing and implementing an appropriate replication environment to meet their business needs and performance requirements. The appropriate replication type is recommended as well as the correct architecture for availability and optimal performance. It examines the customer’s current business goals and pain-points pertaining to SQL replication.

**SQL Server Upgrade, Migration, and Consolidation Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This two to ten week engagement focuses on the planning and design of a successful SQL Server upgrade, migration and/or consolidation. It takes sufficient planning to achieve a smooth SQL Server upgrade, migration and consolidation; the more complex the database environment, the more comprehensive the planning activities. Analyses of the various migration options are considered. SQL Server Standardization is addressed. Analyses of the various consolidation options are considered including virtualization implementations. Data is collected and analyzed to identify candidates for upgrade/consolidation and to determine the scope of the overall effort.

**Development**

**.NET Application Migration Assessment for Windows Azure** | PFE
Duration: 3 Days | Resources: Various

The Windows Azure Platform Application Developer series provides your Development staff with a jumpstart on Azure Development, Application Migration, and Debugging. Each service is delivered by a Microsoft Premier Field Engineer, who will bring deep Azure technical knowledge, Azure development skills, and best practices to your IT organization. Developers will walk away with a firm grasp on the techniques required to successfully develop and manage enterprise-class Azure applications. As this offerings contains 400-level content, please review the requirements for both the application as well as the developers. Contact your Microsoft Services representative to ensure that this assessment is appropriate to the customer’s experience and technical expertise.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**.NET Code Review | PFE**
Duration: Various | Resources: Various

The .NET Code Review provides a detailed look at specific components of your .NET application's source code and makes appropriate recommendations of any issues found that may cause support issues in the future. The primary focus of the .NET Code Review will concentrate on how well the code conforms to recommended best practices in the following areas: design, security, and performance. The .NET Code Review can be further tailored to focus on certain feature areas such as ASP.NET, ADO.NET, LINQ, Windows Communication Foundation (WCF), Sharepoint, and other .NET developer technologies.

**(ISV) Application Prototype / Proof of Concept | PFE**
Duration: 7 Days | Resources: 1 ISV/PS

During the POC we build out aspects of proposed solution, and work closely with key members of your technical staff to transfer knowledge and develop proofs for the high-risk areas discussed.

**(ISV) Azure "Planning for the Cloud" Envisioning Session | PFE**
Duration: 1 Day | Resources: 1 ISV/PS

The goal of this 1 day Envisioning Session is to give you a good understanding of Microsoft’s Windows Azure Platform (Azure) roadmap and help you develop a vision for how this platform could help you address key business and technical challenges and opportunities. The agenda includes an overview of Azure, getting an understanding of your business and product offering, and discussion regarding applicability of Azure to your needs.

**(ISV) Azure Cloud Briefing | PFE**
Duration: 4 Hours | Resources: Various

The Windows Azure Platform (Azure) is an internet-scale cloud services platform hosted in Microsoft data centers, which provides an operating system and a set of developer services that can be used individually or together. During this ½ day technical briefing you will get a broad look at Microsoft Cloud and Software + Services strategy, as well as Azure components like: Windows Azure, Windows Azure Services, Windows Azure AppFabric, SQL Azure and Live Services.

**(ISV) Custom Project-Based Consulting | PFE**
Duration: 2 Days | Resources: Various

We can provide custom consulting services tailored to meet the unique needs of your business.

**ASP.NET Best Practice Review | PFE**
Duration: 3 Days | Resources: Various

Best Practice Review of customer's web application.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**IIS Health Check 5.0/6.0 | PFE**
Duration: Various | Resources: Various

This Health Check provides insight into the health of your IIS environment. This multi-day 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 Microsoft best practices and help avoid any problems from surfacing in the future.

**MIIS Health Check | PFE**
Duration: Various | Resources: Various

The MIIS Health Check reviews existing deployments to ensure that best practice guidelines are being leveraged to provide a flexible, secure, and dependable solution to identity management. The evaluation consists of reviewing the current MIIS configuration as well as business processes around managing MIIS custom components.

**TFS Health Check | PFE**
Duration: Various | Resources: Various

The Team Foundation Server Health Check (TFSHC) provides an insight into the operational health of your TFS 2005 or TFS 2008 environment. The TFSHC inspects and reviews a number of aspects including deployment topology, configuration, hotfix/service pack installation, performance, backup and recovery strategy to ensure that the your implementation is aligned with Microsoft recommended best practices.

**Dynamics**

**Decision Accelerator Offerings for Microsoft Dynamics AX **| MCS and Premier**
Duration: 1 Week to 4 Weeks | Resources: Various

Decision Accelerator Offerings help customers with their due diligence process in selecting and envisioning the right enterprise resource planning (ERP) or customer relationship management (CRM) solution to meet their needs. They also set the stage for a quality implementation or upgrade of their solution. The Microsoft Services Decision Accelerator Offerings for Microsoft Dynamics AX include several short consulting services to help customers with their decision-making process in selecting and deploying the right ERP solution that maximizes return on investment, mitigates potential risks, and delivers a comprehensive solution. Customers can choose one or more of these services individually, or purchase all of them as a package, depending on their business needs.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Decision Accelerator Offerings for Microsoft Dynamics CRM** | MCS and Premier
Duration: 1 Week to 4 Weeks | Resources: Various

Decision Accelerator Offerings help customers with their due diligence process in selecting and envisioning the right enterprise resource planning (ERP) or customer relationship management (CRM) solution to meet their needs. They also set the stage for a quality implementation or upgrade of the solution. The Microsoft Services Decision Accelerator Offerings for Microsoft Dynamics CRM include several short consulting services to help customers with their decision-making process in selecting and deploying the right ERP solution that maximizes return on investment, mitigates potential risks, and delivers a comprehensive solution. Customers can choose one or more of these services individually, or purchase all of them as a package, depending on their business needs.

**Microsoft Dynamics® CRM Proof of Concept Benchmark** | PFE
Duration: Various | Resources: Various

The Proof of Concept Benchmark helps customers evaluate the performance of their customized CRM system by recreating the system in a Microsoft lab or customer test environment. Using the CRL Performance Toolkit, we can provide customers with detailed performance results based on their commonly performed actions with the system.

**Microsoft Dynamics® Benchmark - Dynamics CRM** | PFE
Duration: Various | Resources: Various

The Benchmark service is designed to help customers anticipate how Dynamics CRM will perform while taking into consideration unique data sets, business requirements and users’ needs.

**Microsoft Dynamics® Benchmark Hands on Lab – Dynamics CRM** | PFE
Duration: Various | Resources: Various

This service is an in-depth training session for learning the tools and techniques used to test how change introduced to the Microsoft Dynamics CRM environment will affect performance and reliability of the system. This proactive service is typically scheduled after go live so the CRM Performance Toolkit can be deployed in your test environment with actual data, customizations, and environmental factors consistent with your production environment.

**Microsoft Dynamics® CRM Code Review** | PFE
Duration: Various | Resources: Various

The Microsoft Dynamics® Code Review provides a detailed look at specific components of your customization’s source code and makes appropriate recommendations for any issues found. The Code Review will concentrate on how well the code conforms to recommended best practices in the following areas: design, security, maintainability and performance. The code review is best delivered prior to go live during or after the development stage. The code review can also be completed after go live to review the original code or any new customizations written since the original development. If you are unsure if the code review service makes sense, ask your Microsoft representative to ensure the best results for your Microsoft Dynamics implementation.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.

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**Microsoft Dynamics® CRM Online Migration | PFE**
Duration: Various | Resources: Various

The Dynamics CRM Online Migration Assessment provides customers with the assurance that their data will be migrated into Dynamics CRM Online accurately and efficiently. The service helps customers understand their data requirements, develop a migration strategy, complete a test migration, and ultimately complete the migration of their data into Dynamics CRM Online.

**Microsoft Dynamics® Infrastructure Design- Dynamics AX, CRM, GP, NAV, SL | PFE**
Duration: Various | Resources: Various

Microsoft Services Architecture Review for Microsoft Dynamics GP is part of our Architecture and Design for Microsoft® Dynamics® Offerings, which play a key role in the Microsoft Dynamics Sure Step Methodology, a recommended approach to deploying Microsoft Dynamics GP. This Offering provides information to help customers make informed decisions about infrastructure and architecture for deploying their Microsoft Dynamics solution. It helps customers to mitigate risk and maximize performance.

**Microsoft Dynamics® Monitoring- Dynamics AX, CRM | PFE**
Duration: Various | Resources: Various

With the Monitoring for Microsoft Dynamics service, you will have the tools in place to proactively notify you of potential outages or data growth beyond your current infrastructure. Learn the key components to monitor and how to use the application to monitor business conditions and receive ongoing reports of your data so you can determine when infrastructure growth is necessary to keep up with your data.

**Microsoft Dynamics® Performance Hands on Lab - Dynamics AX, CRM, GP, NAV | PFE**
Duration: Various | Resources: Various

This hands-on lab includes a thorough analysis of your system performance to find and prevent performance bottlenecks, provides real-time troubleshooting of the actual production system, and hands on knowledge transfer with your staff so they can learn first-hand how to identify and fix performance problems going forward.

**Microsoft Dynamics® Performance Review- Dynamics AX, CRM, GP, NAV, SL | PFE**
Duration: Various | Resources: Various

The Performance Review is designed to determine and resolve the top performance issues in the customer's Dynamics environment. The service includes performance monitoring, analysis and resolutions to the worst performing queries or processes that are causing slow performance overall.

**Microsoft Dynamics® Production Upgrade—Dynamics AX, CRM, GP | PFE**
Duration: Various | Resources: Various

Upon pre-upgrade validation, Microsoft will assist with onsite preparation of the production upgrade for Microsoft Dynamics.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Microsoft Dynamics® Reporting Design Hands on Lab—Dynamics AX, CRM, GP | PFE
Duration: Various | Resources: Various
Understand how to develop requirements for your business intelligence needs. Start your report development with an expertly created report to serve as a template. Develop your business intelligence resources with a detailed review of how reports are created and what is possible with SQL Reporting Services.

Microsoft Dynamics® Test & Release Management—Dynamics CRM | PFE
Duration: Various | Resources: Various
Designed to provide guidance and recommendations on Microsoft best practices regarding Test & Release methodologies and tools for successfully testing and releasing change to your Dynamics CRM environments.

Microsoft Dynamics® Upgrade Readiness—Dynamics AX, CRM, GP | PFE
Duration: Various | Resources: Various
Understand how to setup your staging environment and preparation steps before the upgrade Review of the upgrade preparation steps and information about the actual application upgrade Validation of upgrade process and review of the data supporting the successful upgrade and functionality of Microsoft Dynamics.

Microsoft Dynamics® Reporting Strategy and Infrastructure—Dynamics AX, CRM, GP | PFE
Duration: Various | Resources: Various
Understand the right reporting solution for your business needs Evaluate how to plan and enable your IT staff to move forward with implementation Document your key reporting needs, analyze your current infrastructure and each module of your Microsoft Dynamics implementation, and provide you with a detailed solution to help you implement reports to meet your business needs.

Microsoft Dynamics® Health Check—Dynamics AX, CRM, GP, NAV | PFE
Duration: Various | Resources: Various
The Microsoft® Dynamics AX Health Check is a proactive service for customers which provides them with a detailed review of their environment resulting in a scorecard which highlights the highest risk areas and provides suggested resolution. A Premier Field Engineer will review the hardware, infrastructure, diagnostic tools, and product configuration of the Microsoft Dynamics application. The Health Check service will provide the customer with a detailed analysis of the overall system performance, including the Microsoft Dynamics application servers and the Microsoft SQL Server® database configuration.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Optimization for Microsoft Dynamics AX ** | MCS and Premier
Duration: 1 to 4 Weeks | Resources: Various
The Microsoft Services Optimization Offerings for Microsoft Dynamics AX help customers to proactively take steps to ensure that they choose the best technical and project governance approach to deploying these solutions. These services help mitigate risk, and maximize quality and performance by providing independent, third-party reviews of the customer’s solution at specific points during their implementation. The Optimization Offerings for Microsoft Dynamics AX can help ensure fit and functionality for the industry, business, and customer’s needs.

Optimization for Microsoft Dynamics CRM ** | MCS and Premier
Duration: 1 to 4 Weeks | Resources: Various
The Microsoft Services Optimization Offerings for Microsoft Dynamics CRM help customers to proactively take steps to ensure that they choose the best technical and project governance approach to deploying these solutions. These services help mitigate risk and maximize quality and performance by providing independent, third-party reviews of the customer’s solution at specific points during their implementation. The Optimization Offerings for Microsoft Dynamics CRM can help ensure fit and functionality for the industry, business, and customer’s needs.

IT Operations

Active Directory (AD) Disaster Recovery/Service Continuity Review** | Ops Consulting
Duration: Various | Resources: Various
This review covers the following: HCL compliancy, operating system configuration (all nodes), Cluster general configuration, Cluster resource configuration and Cluster network configuration. An executive summary of analysis and recommendations is provided.

Application Virtualization Services for Desktop Optimization** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
Microsoft Services Desktop Optimization using Windows Vista and 2007 Microsoft Office System (DOVO) is built upon proven tools and guidance designed to help you fully capture the benefits of desktop optimization through the effective use of Microsoft Windows Vista and the 2007 Office System. Microsoft Services delivers best practices for desktop optimization based on extensive experience and expertise gained in complex client environments.

DCM Technical Implementation** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools and templates to establish baseline settings for servers and applications, standardize these settings among multiple servers and automate ongoing configuration management. Import, configure, run, and report on the compliance of a comprehensive configuration pack guidance provided by MSIT.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Desired Configuration Management (DCM) Proactive Operations Program (POP) ** | Ops Consulting
Duration: 1 Week | Resources: Various

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

ITIL/MOF Detailed Assessment based on ISO 20000 (ISO2KA) ** | Ops Consulting
Duration: 2 Weeks | Resources: 1 Process OC

The objective of ISO 20000 is “To introduce best practice IT Management methods and continual improvements into the IT environment of any organization.” The ISO 20000 Assessment (ISO2KA) evaluates a company’s readiness as measured by ISO 20000 and also prepares the company for the accreditation process by a Regional Certification Body (RBC), and identifies the findings/recommendations for a Continual Service Improvement Program (SIP).

MOF Service Improvement Project** | Ops Consulting
Duration: 2 Weeks | Resources: 1 Process OC

A Service Improvement Project (SIP) engagement may be appropriate for customers who have gone through an MOF Operations Assessment (OA) or a MOF Service Management Assessment (SMA) to identify opportunities for process improvement. The SIP addresses the specific processes targeted for improvement in an OA or SMA. This formal project follows an approach based on the Microsoft Solutions Framework (MSF) and typically includes process design, development, testing, and implementation.

MOF Service Management Assessment (SMA) ** | Ops Consulting
Duration: 2 Weeks | Resources: 1 Process OC

The Service Management Assessment (SMA) is designed for customers that want a structured approach to service management improvement projects, which address the people, process, and technology issues found within the IT environment. Using the ITIL and MOF methodologies, a team of Microsoft Professionals will develop a limited number of Problem/Opportunity Statements (P/O) which refine and focus the engagement vision. The P/O statements can then be implemented as phases in the Service Improvement Project (SIP) and to build a roadmap for continuous service improvement.

MOM Health Check | PFE
Duration: 3 Days | Resources: Various

The Microsoft Operations Manager Health Check (MOMHC) is an insight into the health of your 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 analyze the data collected, make recommendations based on best practices and potentially avoid any problems from surfacing in the future.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Operations Strategic Consultant (OSC) ** | Ops Consulting
Duration: 2 Weeks to 1 Year | Resources: Various
The Microsoft Operations Strategic Consultant (OSC) Role is primarily focused on the delivery of high quality IT management services, based on the Microsoft Operations Framework (MOF), ITIL, and other industry best practices. Responsibilities include designing, developing and implementing operations solutions for complex technical implementation projects; conducting operations assessments; and designing, developing and implementing Service Improvement Programs (SIP). Frequently these projects require the ability to conduct interactive sessions or workshops and to deliver process training courses.

(OpsRAP) Risk and Health Assessment Program for IT Operations ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process OC
OpsRAP provides critical insight into the health of Customers’ service management processes and functions. Experienced Ops Consultants gather data about current customer service management practices and risks. The solution uses the latest frameworks: ITILV3, MOF V4 and focuses on core areas of the ITSM Standard, ISO/IEC 20000. During the engagement customers will gain experience in the practices and standards working with the consultant.

Operations Strategic Review Online [OSR Online] | PFE
Duration: 1 Week or Greater | Resources: Various
Operations Strategic Review Online (OSR Online) is designed to help deliver a realistic, actionable roadmap to service improvement for IT organizations deploying the Business Productivity Online Suite (BPOS). It helps to identify and prioritize BPOS ecosystem issues, define and schedule immediate actions and addresses people, processes, and technology to reduce costs and improve quality.

POP – Service Catalog Design [POPSCD] ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
Microsoft® Services Service Catalog Design covers the foundational aspects of producing and managing a Service Catalog. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the Service Catalog. Through these working sessions, you will learn how to engage the right people and gather information for the Service Catalog that is relevant for your organization. Service Catalog information is entered in a basic SharePoint template (optional) or in a final document deliverable.

POP – Software Update Management Tech (POPSUM) ** | Ops Consulting
Duration: 1 Week | Resources: Ops Con
Software Updates Management Technical POP (POPSUM) is designed to help IT and business unit groups manage software update release processes within their organization. The Software Updates Management Tech POP helps customers ensure that all servers are consistently patched on an planned release cycle.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Proactive Monitoring with SCOM [PMOM] | PFE
Duration: 2 Weeks to 4 Weeks | Resources: Ops Con, TAM
Proactive Monitoring with Operations Manager (PMOM) combines the implementation of incident and problem management processes with technical tools and reports to tune Microsoft® System Center Operations Manager for your environment. In collaboration with your monitoring and Microsoft solution teams, PMOM from Microsoft helps you create Incident matrices, Major problem reviews, and Structure for a sustained engineering team.

Proactive Operations Program for Capacity Management (POPCM) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
The Capacity Management Offering provides the processes, technology, and people expertise for enterprise organizations to build an understanding of a proactive capacity management process. By implementing a solid capacity management operational process, customers can simplify systems management across their organization, enabling them to spend less time and budget on maintaining their systems and more of their efforts on moving their organization forward. The Capacity Management offering creates a Capacity Plan for a specific technology and help the customer continue to monitor capacity on an ongoing basis.

Proactive Operations Program for IT Service Mapping (POPSMAP) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
SMAP is a two week engagement that helps customers effectively identify and understand service dependencies, risks, and effective mitigating actions to ensure high availability for a given IT Service. Consultants work with the customer team to define a service map that defines key dependencies, critical components, and customers that are a part of an overall service.

Proactive Operations Program for Knowledge Management (POPKM) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
The Microsoft Services Proactive Operations Program supports and helps targeting critical service management challenges as well as simplifying the development of processes and implementing best practices. The Proactive Operations Program is based on the IT infrastructure library and the Microsoft Operations Framework, which provides a method for remediating issues.

Roles and Knowledge Management (RKM) ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC
Roles and Knowledge Management (RKM) is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your Windows Server 2003, Active Directory, Exchange Server 2007, Exchange Server 2003, Office SharePoint Server 2007, and SQL Server 2005 environments. RKM helps IT groups apply Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Roles and Knowledge Management (RKM) for Exchange Server ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC

Roles and Knowledge Management (RKM) is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your Exchange Server 2003, Exchange Server 2007, or Exchange Server 2010 environment. RKM helps IT groups apply Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

Roles and Knowledge Management (RKM) for SQL Server ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC

Roles and Knowledge Management (RKM) is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your SQL Server 2005 or SQL Server 2008 environment. RKM helps IT groups apply Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

Roles and Knowledge Management (RKM) for Windows Server ** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC

Roles and Knowledge Management (RKM) is designed to deliver sustainable improvements in IT operations and the detailed guidance needed to maintain a high quality of service of your Windows Server 2003, Windows Server 2008, and Active Directory environment. RKM helps IT groups apply Microsoft Operations Framework (MOF) and IT Infrastructure Library (ITIL) best practices, processes, and documented procedures to ensure that services achieve optimal availability levels.

Service Level Management (SLM) Scorecard** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC

This engagement will focus on the establishment of a services based approach to managing the IT ecosystem. It includes installation of a Scorecard Solution for measuring key metrics needed to manage a service, creation of a services map to illustrate the true complexity and dependencies for an end-to-end service, definition of Service Level Agreements (SLAs), definition of Operating Level Agreements (OLAs), and implementation of service review meetings to drive a culture of iterative improvement.

Service Level Management (SLM) for Microsoft Office SharePoint ** | Ops Consulting
Duration: 4 Days | Resources: 1 Process and 1 Technical OC

High availability of Microsoft® infrastructure services is vital to business survival. Even short periods of service outages can have a costly business impact and lead to missed opportunities, 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.

** These offerings are deliverable through both MCS and Premier.

To request assistance or additional information please contact your Microsoft Services Representative.
Service Level Management (SLM) for Windows Core Services | Ops Consulting
Duration: 4 Days | Resources: 1 Process and 1 Technical OC
High availability of Microsoft® infrastructure services is vital to business survival. Even short periods of service outages can have a costly business impact and lead to missed opportunities, 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.

System Center Operations Manager 2007 Health Check | PFE
Duration: 4 Days | Resources: 1 Process and 1 Technical OC
Data collection is performed onsite with several tools developed by the PFE Operations Manager engineers. During the engagement, your Operations Manager IT staff will benefit from several days of knowledge transfer from an experienced member of the PFE team. Prior to the end of the engagement, the onsite findings are presented by the PFE to all interested members of the organization. The final report is generated offsite to further document the work done, recommendations, and guidance. An optional follow-up is suggested to maximize the value of this engagement.

Terminal Server Health Check | PFE
Duration: 2 Days | Resources: Various
The Terminal Services Health Check is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate production Terminal Server implementations to ensure productive use. It includes a review, hands-on knowledge transfer and a report that details health along with findings and recommendations. The offering was developed as a direct result of performing reactive onsite work and allows us to leverage that knowledge in a proactive manner to identify and resolve problems before they produce an outage or critical situation.

Management

Orchestrator Review, Operations, and Guidance | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This offering provides operations and technical guidance for the Orchestrator design and integration into IT operations. The Orchestrator Review, Operations, and Guidance offering provides management and automation of complex IT processes across the datacenter, utilizing the Microsoft System Center platform. The offering also seeks to drive IT efficiency across the datacenter with expertise delivered through pre-packaged workflows, and deep integration across the infrastructure and management environment in the datacenter.

POP - Change and Configuration Management (POPCCM) | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
Change and Configuration POP (POPCCM) is designed to help IT and business unit groups manage change and configuration processes within their organization. The Change and Configuration POP helps customers ensure that all changes to configuration are approved, documented and scheduled.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**POP - Change and Configuration Management (POPCCM)** **|** Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC

Change and Configuration POP (POPCCM) is designed to help IT and business unit groups manage change and configuration processes within their organization. The Change and Configuration POP helps customers ensure that all changes to configuration are approved, documented and scheduled.

**POP – Software Update Management Tech (POPSUM)** **|** Ops Consulting
Duration: 1 Week | Resources: Ops Con

Software Updates Management Technical POP (POPSUM) is designed to help IT and business unit groups manage software update release processes within their organization. The Software Updates Management Tech POP helps customers ensure that all servers are consistently patched on a planned release cycle.

**POP – Service Catalog Design [POPSCD]** **|** Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC

Microsoft® Services Service Catalog Design covers the foundational aspects of producing and managing a Service Catalog. After establishing a baseline of knowledge and defining some of your core services, working sessions are conducted to begin building out the Service Catalog. Through these working sessions, you will learn how to engage the right people and gather information for the Service Catalog that is relevant for your organization. Service Catalog information is entered in a basic SharePoint template (optional) or in a final document deliverable.

**Proactive Operations Program for Capacity Management (POPCM)** **|** Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC

The Microsoft Services Proactive Operations Program supports and helps targeting critical service management challenges as well as simplifying the development of processes and implementing best practices. The Proactive Operations Program is based on the IT infrastructure library and the Microsoft Operations Framework, which provides a method for remediating issues. The Capacity Management Offering provides the processes, technology, and people expertise for enterprise organizations to build an understanding of a proactive capacity management process.

**Proactive Operations Program for DCM Tech [POPDPCM]** **|** PFE
Duration: 1 Week or Greater | Resources: 1 Process OC

Using your existing Microsoft® System Center Configuration Manager environment, the Microsoft Services Proactive Operations Program for Desired Configuration Management is designed to deliver hands-on assistance, along with Microsoft best practices and tools to improve service availability. Proactive Operations Program for Desired Configuration Management provides comprehensive configuration packs and guidance for Windows Server, including your Active Directory®, Microsoft Exchange Server, Microsoft Office SharePoint® Server, and Microsoft SQL Server® environments.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Proactive Operations Program for IT Service Mapping (POPSMAP) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
SMAP is a two week engagement that helps customers effectively identify and understand service dependencies, risks, and effective mitigating actions to ensure high availability for a given IT Service. Consultants work with the customer team to define a service map that defines key dependencies, critical components, and customers that are a part of an overall service.

Proactive Operations Program for Knowledge Management (POPKM) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
The Microsoft Services Proactive Operations Program supports and helps targeting critical service management challenges as well as simplifying the development of processes and implementing best practices. The Proactive Operations Program is based on the IT infrastructure library and the Microsoft Operations Framework, which provides a method for remediating issues. The Knowledge Management Offering provides the processes, technology, and people expertise for enterprise organizations to build an understanding of a Service Knowledge Management System (SKMS) process.

Proactive Services Operational Guidance (PSOG) ** | Ops Consulting
Duration: 24 Hours Remote | Resources: 1 Process or Technical OC
The Proactive Services Operational Guidance (PSOG) is a 3-day remote based engagement that is very flexible to meet a wide range of customer requests. Focus areas examples are: Technical Design & Operational Reviews, Process Improvement, Best Practices Understanding, Research and Data Validation, Project Assistance, Security Guidance, and other areas as discussed. This engagement is usually delivered in three general phases: Data Gathering/Understanding the Situation, Analysis, and Recommendations. Based upon the goals, these components are very fluid to meet the needs and deliver value within the 3-day period.

SMS Health Check | PFE
Duration: 2 Days | Resources: Various
This engagement is designed to analyze an organization's SMS environment. This multi-day engagement uses a variety of tools to collect data and statistics of the most important aspects of the SMS environment including: SMS Infrastructure, SMS Site Configurations, disaster recovery and the overall health of an organization's SMS site servers and clients.

Software Update Management (SUM) ** | Ops Consulting
Duration: 1 Week or Greater | Resources: Various
Microsoft Professionals compare the customer's software update management (patch management) process with best practice guidance provided by the ITIL based Microsoft Operations Framework and Microsoft Solutions for Management. In partnership with the customer, a Microsoft Subject Matter Expert works to create processes that are consistent with the referenced guidance. In phase 1 a detailed assessment of their current opportunities and capabilities will be produced.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
System Center Configuration Manager (SCCM) Server Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
Using a customer’s environment, this review provides customers Microsoft best practice recommendations for SMS hierarchy design, operations and management. Knowledge is transferred throughout the engagement and proactive recommendations on how to address known issues are provided to help guide the customer’s project team to a Microsoft supported design.

System Center Configuration Manager (SCCM) Server Operational Optimization Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This offering provides a holistic review of people, process, and technology, identifying key risks and mitigations to an existing architecture and implementation of SCCM. This review is primarily focused on customers who currently have SCCM fully deployed in production or in a testing environment, but may also assist customers who are looking for assistance to baseline SCCM performance before deployment.

System Center Operations Manager (SCOM) Server Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This offering provides an operations and architecture design review of existing Microsoft Operations Manager 2005 (MOM) or future planned System Center Operations Manager 2007 (SCOM) environments. It targets optimizing a customer’s SCOM implementation to help them achieve their proactive monitoring goals in support of existing or informal Service Level Agreements (SLA).

System Center Operations Manager (SCOM) Server Integration Guidance** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This offering provides guidance for integrating System Center Operations Manager with a legacy management or trouble ticketing system. It involves developing and implementing an integration strategy for alert and event management utilizing Operations Manager monitoring capabilities while still leveraging an investment in existing management tools, help desk systems, and operational processes. The current architecture will be reviewed and confirmed for suitability and scalability, implementing Microsoft integration components (“Connector”).

System Center Operations Manager (SCOM) Server Operational Optimization Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This offering provides a holistic review of people, process, and technology, identifying key risks and mitigations to an existing architecture and implementation of SCOM. This review is primarily focused on customers who currently have SCOM fully deployed in production or in a testing environment, but may also assist customers who are looking for assistance to baseline SCOM performance before deployment.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**System Center Service Manager (SCSM) – Proof Of Concept (POC)** | Ops Consulting
Duration: Various | Resources: Various
The SCSM Proof of Concept provides a manner in which a successful SCSM evaluation can be completed. Microsoft will perform the SCSM implementation in a laboratory environment side-by-side with customer representatives to ensure successful transfer of product knowledge. Incident, Problem, and Change Management scenarios will be demonstrated via out-of-the-box process workflows.

**System Center Service Manager Readiness Assessment** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC
The System Center Service Manager Readiness Assessment offering prepares the environment before implementing System Center Service Manager (SCSM) in an organization. It is necessary to understand the current state of the IT processes and the other System Center and Microsoft technologies that will integrate with Service Manager. By performing the SCSM Readiness Assessment, Microsoft will highlight the current state of the supporting areas to SCSM.

**System Center Service Manager (SCSM) Server Service Improvement Planning** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC
SCSM Beta 2 provides customers with a tangible opportunity to accelerate and actualize the implementation of IT Service Management best practices. Integrated with SCCM 2007 and SCOM 2007, Operations Consulting can help you bridge the gap between current process and tooling maturity to a desired future state with SCSM 2010. Subject to SCSM 2010 RTM and final feature availability, OpsCon will help envision and plan, starting with a Service Management Assessment (SMA) to target defined Service Improvement Plans that involve SCSM 2010 Beta 2 functions (Incident, Problem, Change, Service Requests). Planning factors such as SCOM 2007 alert optimization (for auto-ticketing) and SCCM DCM (compliance) will also be addressed as applicable.

**Messaging and Collaboration**

**Desired Configuration Monitoring (DCM) for Exchange 2007 and 2010** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Process and 1 Technical OC
DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools and templates to establish baseline settings for servers and applications, standardize these settings among multiple servers and automate ongoing configuration management exception reporting. The offering also includes the installation of the Desired Configuration Monitoring tool to dynamically report on complexity in the environment so remediation can be planned and to automatically audit changes and deviations from baselines.

**EMRA (Exchange Migration Readiness Assessment)** | PFE
Duration: 4 Days | Resources: Various
The Exchange Server 2010 Migration Readiness Assessment “EMRA” is a 4-day on-site engagement offered by Microsoft Services.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Exchange Server Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This offering provides operations and technical guidance for migrations to Microsoft® Exchange Server 2007, or 2010. The focus of this engagement is typically on a migration from an existing messaging system to Exchange and has a goal of providing customers with information to help avoid known issues and to help ensure their migration design is thorough and complete. Recommendations are outlined in a formal report upon engagement closure that will include good-practice operations guidance based upon Microsoft internal knowledge, the Microsoft Operations Framework (MOF), and the IT Infrastructure Library (ITIL).

**Exchange Server Disaster Recovery/Service Continuity Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

The goal of this service is to assist the customer in achieving an improved restoration of Exchange Server 2003 or 2007 related services through systematic planning and preparation for disaster recovery. The customer will receive a report detailing Microsoft best practices and recommendations applicable to the customer’s environment for effective Exchange Disaster Recovery.

**Exchange Server High Availability Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This offering provides a review of a customer’s Exchange Server 2007, or 2010 cluster design to meet current and future business availability requirements. This engagement will validate current designs, identify risks, and provide recommendations to improve and optimize availability and capacity management.

**Exchange Server Performance and Tuning Review** | PFE
Duration: 2 Weeks or Greater | Resources: Various

The goal of this service is to provide a thorough review of the overall performance of an existing architecture and implementation of Exchange Server. A formal report identifying key areas of potential risk and Microsoft best practices to help mitigate those risks are provided upon engagement closure. This review is primarily focused on customers who currently have Exchange Server 2003 or 2007 fully deployed or deployed in a testing environment, however it may also assist customers who are looking for further assistance and Microsoft best practices to baseline Exchange Server performance before deploying in production.

**Microsoft Lync Server 2010 Design and Migration Review** | Ops Consulting
Duration: Various | Resources: Various

Microsoft® Office Communications Server 2007 R2 Supportability and Operations Review provides customers Microsoft® Lync Server 2010 Design and Migration Review provides customers Microsoft best practices, recommendations and validations in terms of their existing or planned Lync Server 2010 design or migration plan. Recommendations and areas of potential risk or concern are outlined in a formal report as part of the engagement that provides critical insight into the health/risks of a customer’s entire Lync Server infrastructure.

**These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
Service Level Management (SLM) for Exchange** | Ops Consulting  
Duration: 2 Weeks or Greater | Resources: Various  
This engagement focuses on establishing a services-based approach to managing the IT ecosystem. It includes installation of a Scorecard Solution for measuring key metrics needed to manage a service, creation of a services map to illustrate the true complexity and dependencies for an end-to-end service, definition of Service Level Agreements (SLAs), definition of Operating Level Agreements (OLAs), and implementation of service review meetings to drive a culture of iterative improvement.

SharePoint Design, Migration, and Operations Review** | Ops Consulting  
Duration: 2 Weeks or Greater | Resources: 1 Technical OC  
This offering provides operations and technical guidance for migrations and implementations of SharePoint. The focus of this engagement is typically on a migration from a previous version of SharePoint or an implementation of a new SharePoint environment and has a goal of providing customers with information to help avoid known issues and to help ensure their migration and or implementation design is thorough and complete.

SharePoint Disaster Recovery and High Availability Operations Review** | Ops Consulting  
Duration: 2 Weeks or Greater | Resources: 1 Technical OC  
This offering provides a review of a customer’s SharePoint environment design to meet current and future business availability requirements. This engagement will validate current designs, identify risks, and provide recommendations to improve and optimize availability and capacity management. This offering also provides guidance on optimum restoration of SharePoint as a service through systematic planning and preparation for disaster recovery (DR).

SharePoint Operational Governance Review** | Ops Consulting  
Duration: 2 Weeks or Greater | Resources: 1 Technical OC  
This offering provides operations and technical guidance for governance of SharePoint. The focus of this engagement is typically on the development of a governance plan that allows the customer to prevent SharePoint from becoming an unmanageable system. Reviews of existing administration, maintenance and support of SharePoint are conducted along with identification of people, technology, and governing policies & procedures that are necessary for an effective governance model.

SharePoint Performance and Operations Review** | Ops Consulting  
Duration: 2 Weeks or Greater | Resources: 1 Technical OC  
This offering provides a review of the overall performance and operations of an existing architecture and implementation of SharePoint with identifying key risks and mitigations. This review is primarily focused on customers who currently have SharePoint fully deployed in production and need assistance in the assessments of their configuration of SharePoint and existing operational efficiency.

** These offerings are deliverable through both MCS and Premier.  
To request assistance or additional information please contact your Microsoft Services Representative.
**Software Update Management for Exchange (POPSUMEx) | PFE**

Duration: Various | Resources: Various

Do you have a complex Microsoft Exchange environment? Do you lack a structured approach to delivering software updates to your Exchange environment? The Microsoft Proactive Operations Program for Software Update Management for Exchange provides your IT staff with Microsoft best practices and specific recommendations to improve the software update approach to your Exchange environment. This solution is designed to help your IT team improve operations and decrease incidents while quickly and efficiently deploying software updates to Exchange.

**SharePoint Strategic and Operational Roadmap Plan** | Ops Consulting

Duration: 2 Weeks or Greater | Resources: 1 Technical OC

This offering provides guidance on leveraging SharePoint as a service now and in the future through business and technical reviews. This engagement will provide guidance to the customer on identifying their existing service and future service, and the development of a plan to enable the customer to manage the maturation of SharePoint to the future state of service while mitigating any operational risks.

**Office Systems**

**Data Protection Manager 2007 Health Check | PFE**

Duration: 3 Days | Resources: Various

The ‘System Center Data Protection Manager 2007: Health Check’ offering involves an engineer being at site for 3 days gathering data and spending time with the customers SCDPM Administrator. A Detailed report is generated (about 1 week later) with detailed analysis of the environment, along with prescriptive Recommendations about how to resolve any issues found and how to improve the infrastructure.

**SharePoint Code Review | PFE**

Duration: 3 Days | Resources: Various

The SharePoint Code Review provides a detailed look at specific components of your SharePoint custom solution’s source code and makes appropriate recommendations of any issues found that may cause support issues in the future. The primary focus of the SharePoint Code Review will concentrate on how well the code conforms to recommended best practices in the following areas: design, security, and performance. The review will identify violations of Microsoft best practices involving SharePoint List management, undisposed objects, and much more. The SharePoint Code Review can be further tailored to focus on certain feature areas such as ASP.NET, ADO.NET, Windows Communication Foundation (WCF), .NET, LINQ and other .NET developer technologies.

**These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
Platforms

Active Directory Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

The AD Design and Migration Review provides customers Microsoft best practices, recommendations and validations in terms of their existing or planned Active Directory design or migration. Recommendations and areas of potential risk or concern are outlined in a formal report as part of the engagement.

Active Directory Upgrade Assessment for Windows Server 2008 R2 (ADUA) | Ops Consulting
Duration: 3 Days | Resources: Various

The purpose of this assessment is to provide an Active Directory update advice and the main objectives of the delivery are to work with your AD team to evaluate if the upgrade of Active Directory to Windows Server 2008 R2 will run in a supported, healthy and functional state, and also guarantee that they will have the knowledge required to continue successfully running the infrastructure going forward.

AD Lightweight Directory Services (ADLDS) Design, Migration, and Operations Review** | Ops Consulting
Duration: 2 Weeks or Greater | Resources: 1 Technical OC

The Microsoft Active Directory Lightweight Directory Services (ADLDS) Review – formerly known as Active Directory Application Mode (ADAM) – provides recommended practice knowledge transfer and experience to the customer deployment team for ADLDS; confirming the architecture, confirming server sizing, reviewing the deployment strategy and plans, enhancing the processes that will achieve your goals in support of your migration and presenting findings and recommendations in the final report.

Desired Configuration Monitoring (DCM) for Microsoft MOSS 2007** | Ops Consulting
Duration: Various | Resources: 1 Process and 1 Technical OC

DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools and templates to establish baseline settings for servers and applications, standardize these settings among multiple servers and automate ongoing configuration management exception reporting. The offering also includes the installation of the Desired Configuration Monitoring tool to dynamically report on complexity in the environment so remediation can be planned and to automatically audit changes and deviations from baselines.

Desired Configuration Monitoring (DCM) for Windows Core Services** | Ops Consulting
Duration: Various | Resources: 1 Process and 1 Technical OC

DCM helps IT groups apply Microsoft IT and IT Infrastructure Library (ITIL) best practices, processes, tools and templates to establish baseline settings for servers and applications, standardize these settings among multiple servers and automate ongoing configuration management exception reporting. The offering also includes the installation of the Desired Configuration Monitoring tool to dynamically report on complexity in the environment so remediation can be planned and to automatically audit changes and deviations from baselines.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**Desktop Application Compatibility** | MCS and Premier
Duration: Various | Resources: Various

The Desktop Application Compatibility offering helps you assess your customer's current application portfolio, prioritize and mitigate any compatibility issues that might arise from a platform change, and potentially eliminate costs from applications that are no longer needed.

**Desktop Image Engineering** | Consulting
Duration: Various | Resources: Various

As enterprises worldwide embrace a highly collaborative digital work style, they demand ever-increasing performance, connectivity, and mobility from their desktop infrastructure. IT organizations must stay ahead of these demands by making disciplined hardware purchases and finding quick wins to reduce support needs. Standardizing on one or few images that can be dynamically updated will help lower costs, reduced complexity, and improve support of PC infrastructure.

**Desktop Planning and Deployment** | MCS and Premier
Duration: Various | Resources: Various

The Microsoft Services Desktop Planning and Deployment offering provides services, tools, and guidance to accelerate adoption of Windows 7, Windows Internet Explorer 8, and the Microsoft Office system. The offering includes planning, assessment, architecture, and solution design, review of deployment options and design considerations for the Microsoft Office system, Internet Explorer 8, and Windows 7, corporate image design in consideration of hardware, security, performance, and localization, define the deployment processes for rolling out the Office suite, Windows operating system, and Internet Explorer, and implementation and configuration of a Lite Touch or Zero Touch Installation capabilities.

**Desktop Virtualization Solutions** | MCS and Premier
Duration: Various | Resources: 1 Architect

Desktop Virtualization Solutions is a Microsoft® Services Offering that provides organizations with an efficient combination of desktop virtualization products and technologies. This Offering dynamically joins various virtualization products and technologies, and it customizes them on users' machines while allowing IT to manage each layer efficiently. Through this Offering, the customer's desktop virtualization solution can reduce costs and increase productivity, keeping employees active while managing security risks.

**Group Policy Health Check** | PFE
Duration: 3 Days | Resources: Various

Group Policy management and strategy is core to a healthy Active Directory. The successful implementation and management and maintenance of a Company's Group Policies affect all aspects of the user experience and support of the desktop environment. This is designed to build on from the ADRAP initial assessment and provide a full and complete Health Check & optimization and remediation review of your Group Policies Environment.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Hyper-V Health Check | PFE
Duration: 3 Days | Resources: Various

The Microsoft® Application Virtualization® Health Check (App-V HC) is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate production Application Virtualization implementations to ensure productive use. It includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations.

Microsoft Application Virtualization Health Check | PFE
Duration: 2 Days | Resources: Various

The Microsoft® Application Virtualization® Health Check (App-V HC) is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate production Application Virtualization implementations to ensure productive use. It includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations.

Microsoft Cluster Server Risk Assessment Program (CSRAP) | PFE
Duration: Various | Resources: Various

Microsoft Cluster Server Risk Assessment Program (CSRAP) proactively performs an in-depth analysis of your server cluster configuration and operational procedures. CSRAP identifies potentially disruptive risks to service that can be mitigated through recommended best practices, and ensures our customer's environment complies with the best possible configuration.

Microsoft Services Risk Assessment Program for Active Directory (ADRAP) | PFE
Duration: Various | Resources: Various

Used to evaluate and remediate customers' production Active Directory implementations to ensure productive use. Includes a review, hands-on knowledge transfer and a report that details health along with findings and recommendations.

Office Communications Server Health Check | PFE
Duration: 3 Days | Resources: Various

The Office Communications Server 2007 Health Check has been developed to provide in-depth analysis of your Office Communications Server infrastructure and operational processes. The Health Check also uncovers areas that are potential issues to server stability or that do not align with recommended practices.

Project Server 2003 Health Check | PFE
Duration: 3 Days | Resources: Various

The Microsoft Project Server Health Check Program is available only for Premier Support customers and provides guidance at many levels of your organization. Whether as a CIO, a mid-level IT manager, or an IT administrator, you will receive support and guidance to help you increase your operational efficiency, maximize system uptime, and reduce costs – all of which lead to more effective use of Microsoft Project Server.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**SAP System Health Check and Architecture Review** | **Ops Consulting**
Duration: 2 Weeks or Greater | Resources: 1 Technical OC
This fixed-term two-week engagement targets SAP customers running SAP Netweaver (or previous versions, like SAP R/3) on Microsoft SQL Server (any version). The purpose of this review is to help customers deploy and operate SAP Netweaver based on best practices published by Microsoft and SAP. The engagement begins with a review of the customer’s SAP program goals pertaining to Microsoft’s application platform, followed by an assessment of current pain points to determine the focus areas for a deep-dive analysis.

**Services for Rich User Experiences** | **MCS and Premier**
Duration: 3 to 6 Weeks | Resources: Various
Microsoft® Services Development Services for Rich Internet Applications Offering articulates the business challenges of a custom application through the eyes of the user in various situations. To do this, the Offering delivers the Vision Demonstrator, a powerful communication tool that customers can use within their organizations. The Offering also clearly defines a time-boxed engagement period for both the short term and the long term.

**SharePoint Health Check** | **PFE**
Duration: 4 Days | Resources: Various
The SharePoint Server Health Check reviews a number of aspects of the customer’s SharePoint implementation, including configuration options, hotfix/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.

**Virtual Server Health Check** | **PFE**
Duration: 2 Days | Resources: Various
The Virtualization Health Check (VHC) is an insight into your virtualization infrastructure planning as well as the configuration of your Virtual Server environment. This single or multiday engagement leverages an experienced Premier Field Engineer (PFE) and variety of tools to collect data and statistics crucial to your Virtualization initiative.

**Windows 7 Deployment Preparation and Planning (WDPP)** | **Ops Consulting**
Duration: 1 Week or Greater | Resources: 1 Process OC
This offering provides operations and technical guidance for the planning of the deployment and migrations to Microsoft® Windows 7. Engagement is designed for customers interested in completing the Windows 7 deployment while leveraging their own IT resources and tools but realizing the value of proper planning is required to minimize end-user downtime. All customers face similar issues related to desktop deployments.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Search

**FAST - Operations Consulting | PFE**
Duration: 5 Days | Resources: Various

Operations Consulting is a means to empower Microsoft Enterprise Search customers with the processes and best practices that have been developed from our extensive experience managing client applications. Operations Consulting is designed to reduce the total operational cost for a search application by leveraging Application Management Services expertise to create efficient and reliable processes specific to each client.

**FAST - Proactive Maintenance Service | PFE**
Duration: 5 Days | Resources: Various

APPLICATION MANAGEMENT SERVICES (AMS) brings experience in managing hundreds of mission critical search applications. AMS proactively monitors the search solution with highly skilled technicians who perform regular index maintenance and tuning to ensure the search solution remains aligned with the customer business goals. As part of routine management, AMS provides monthly performance and SLA compliance reporting and monitors open issues in a controlled and systematic environment with frequent and open communication.

Security

**ACE – Infrastructure Services | ACE Services**
Duration: 2 Weeks or greater | Resources: Various

Identity and Access management is an often overlooked cornerstone to effective security management for any organization. In order to ensure effective identity and Access Management, policy, people, and technology must all be seamlessly together. The MSIT InfoSec identity and Access Management assessment is designed to provide customers with an understanding of the effectiveness of current Identity Management systems, as well as actionable recommendations to affect positive improvement.

**ACE – Secure Tools | ACE Services**
Duration: 2 Days | Resources: Various

This two-day "Secure tools" course comprises modules which inform students about a variety of tools which can be used during a security assessment of an application. These tools range from code analysis tools available Visual Studio 2005 Team System for building robust and reliable software, to black box tools like HTTP protocol interceptors and packet sniffers, to a tool for automating comprehensive technical compliance auditing.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
ACE – Threat Analysis and Modeling | PFE
Duration: 2 Days | Resources: Various

Threat modeling helps you model your security design so that you can expose potential design flaws and vulnerabilities before you invest significant time and resources. As part of the Application Threat Modeling service, Microsoft provides customers with an overview of our own thread modeling process. Threat Analysis & Modeling v.20 tool, and an understanding of the process overview, Microsoft experts will delve into the details of the process from start to finish.

Active Directory Security Assessment (ADSA) ** | ACE Services
Duration: Various | Resources: Various

Active Directory provides mission-critical authentication, authorization and configuration capabilities to manage users, computers, servers and applications throughout an organization’s IT infrastructure. Because Active Directory provides broad and deep control of environments in which it is deployed, proper configuration and use of an Active Directory installation is critical to securing an organization’s systems and applications.

ADRAP Repeat RAP (Active Directory) | PFE
Duration: 2 Days to 5 Days | Resources: PFE

ADRAP - Repeat RAP is targeted for the same customer and IT team that had a full ADRAP delivered in the past 18 months on the environment. The IT team should be reasonably familiar with the ADRAP toolset. During the delivery, the customer will get the updated toolset with minimum knowledge transfer and less engineer onsite time, but will receive the engagement at a significant discount compared to the full RAP delivery. This engagement provides insight into the current health of an organization’s production Active Directory environment.

ADRAP with Remediation Planning [ADRAP+RPS] | PFE
Duration: 3 Days | Resources: PFE

ADRAP + Remediation Planning Session (RPS) includes an additional day for the RPS, during which a plan is co-developed with the customer to address the issues identified during the RAP delivery. This engagement provides insight into the current health of an organization’s production Active Directory environment. This multi-day engagement uses a variety of tools to collect data and statistics of the most important aspects of a Windows 2000 or Windows 2003 Active directory: directory replication, name resolution, group policy and SYSVOL consistency, backup and disaster recovery, Microsoft Exchange DSAccess (new tool), and the overall health of domain controllers.

Application Security Code Review ** | ACE Services
Duration: Various | Resources: Various

The Application Security Code Review service provides you with data that will help you understand not only the code-level risks in your mission-critical applications, but also the steps needed 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 reduce the risk of financial loss, as well as asymmetrical risk to reputation at the hands of malicious hackers.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
Application Security Design Review ** | ACE Services
Duration: Various | Resources: Various

The Application Security Design Review service provides you with data that will help you understand potential threats to your mission-critical applications and the steps needed to mitigate risk associated with each threat. This allows you to identify and fix potential vulnerabilities early, before they require re-engineering efforts later during the implementation or verification phase.

BizTalk Server Health Check (BTSHC) | PFE
Duration: 2 to 3 Days | Resources: Various

The BizTalk Health Check (BTHC) is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate production BizTalk implementations to ensure productive use. It includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations.

Microsoft Services Risk and Health Assessment Program for Microsoft System Center Configuration Manager (CMRAP) | PFE
Duration: Various | Resources: PFE

The Microsoft® Services Risk and Health Assessment Program for System Center Configuration Manager is a proactive, Premier Offering to assess the health, performance, and efficiency of the Configuration Manager hierarchy, including site systems and clients. The Risk and Health Assessment Program for Configuration Manager (CMRAP) performs over 1,000 in-depth tests. These tests analyze and report about the Configuration Manager architecture, configuration, and installation issues that can directly impact server, client, and network health, as well as situations that deviate from recommended best practices. Remediation recommendations are also generated.

CMRAP with Remediation Planning (this is a manual release) [CMRAP+RPS] | PFE
Duration: 3 Days | Resources: PFE

CMRAP with Remediation Service (this is a manual release) CMRAP + Remediation Planning Session (RPS) includes an additional day for the RPS, during which a plan is co-developed with the customer to address the issues identified during the RAP delivery. The Microsoft® Services Risk and Health Assessment Program for System Center Configuration Manager is a proactive, Premier Offering to assess the health, performance, and efficiency of the Configuration Manager hierarchy, including site systems and clients.

CSRAP Repeat RAP (Cluster Server) | PFE
Duration: 3 Days | Resources: Various

CSRAP - Repeat RAP is targeted for the same customer and IT team that had a full CSRAP delivered in the past 18 months on the environment. The IT team should be reasonably familiar with the CSRAP toolset. During the delivery, the customer will get the updated toolset with minimum knowledge transfer and less engineer onsite time, but will receive the engagement at a significant discount compared to the full RAP delivery.

** These offerings are deliverable through both MCS and Premier.

To request assistance or additional information please contact your Microsoft Services Representative.
**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Infrastructure Security Design Review (SDR) ** | ACE Services
Duration: Various | Resources: Various

In today's global market, an organization's need to service their clients is extending the enterprise IT environment beyond traditionally fortified server rooms and datacenters. Managing corporate information assets in this global IT environment and ensuring their security is an everyday challenge faced by information security managers and information asset owners. The Security Design Review (SDR) service is designed to help organizations identify the risk in new deployment or changes to current IT infrastructure, information systems or applications, and evaluate their impact to business.

Infrastructure Security Strategy Consulting ** | ACE Services
Duration: Various | Resources: Various

Developing an effective Information Security Strategy requires more than just desire and will. It requires experience. The security architects on the Microsoft ACE Team bring decades of combined experience not only in protecting Microsoft's global IT environment, but also in the experience gained from helping major government and Fortune 500 customers solve some of their most challenging security problems.

ISA Health Check | PFE
Duration: 2 Days | Resources: Various

The ISA Server Health Check (ISAHC) is an opportunity to review and determine any risks of computer threats associated with the configuration of ISA servers in the enterprise. The engagement leverages a variety of tools to collect data and statistics that is used to identify performance enhancements, security risks, and client configuration concerns. The tools used are passive and only collect information about your ISA configuration; they do not make any changes to the configuration of ISA.

ISO- Security Assessment Services** | ACE Services
Duration: Various | Resources: Various

ISAS is an ongoing process of discovering, correcting and preventing security problems, thereby helping organizations to reduce their overall risk posture. ISAS focuses on the three critical components of a successful enterprise: People, Process and Technology. It evaluates security controls in place to protect the business-critical information assets and identifies threats and vulnerabilities in the environment and their impact.

Microsoft Security Baseline Evaluation (MSBE) ** | Ops Consulting
Duration: 1 Week | Resources: 1 Security OC

This Microsoft developed evaluation provides executives, IT Management, and IT staff with the opportunity to understand their security profile by: evaluating a customer's IT environment in the areas of technology, governance, and process, rating your security procedures against relevant industries and recommending areas for change to help build a more secure environment, both now and for the future.
**Microsoft Security Risk Assessment (MSRA)** | **Ops Consulting**
Duration: Various | Resources: 1 Security OC

Microsoft Risk Security Assessment Program provides a formal methodology for reviewing a critical segment of a customer’s IT environment. It is an in-depth analysis of the Infrastructure, Operations, People, and Applications resulting in a clear remediation roadmap to mitigate core vulnerabilities.

**Microsoft Services Risk Assessment Program for Exchange (EXRAP)** | **PFE**
Duration: Various | Resources: Various

Used to evaluate customers’ production Exchange environments to ensure productive use. Includes an operational interview, hands-on knowledge transfer, reports that detail health along with findings and recommendations, and a remediation plan.

**MOSSRAP Repeat RAP** | **PFE**
Duration: 2-5 Days | Resources: Various

Repeat RAP engagements are targeted for the same customer and IT team that had a full RAP delivered in the past 18 months on the environment. The IT team should be reasonably familiar with the MOSSRAP toolset. During the deliver, the customer will get the updated toolset with minimum knowledge transfer and less engineer onsite time, but will receive the engagement at a significant discount compared to the full RAP delivery.

**OPSRAP with Remediation Planning (this is a manual release) [OPSRAP+RPS]** | **PFE**
Duration: 3 Days | Resources: Various

OPSRAP with Remediation Planning - The Risk and Health Assessment Program for IT Operations provides critical insight into the health of Customers service management processes and functions. Experienced Microsoft operations consultants work to gather data about current Customer practices.

**Public Key Infrastructure (PKI) Design and Implementation** | **Ops Consulting**
Duration: 2 to 6 Weeks | Resources: 1 Security OC

The PKI Design and Implementation offering assists with creating a PKI design that will support the current certificate needs for Encrypting File System (EFS), as well as have the flexibility for future growth. Senior Security Professionals work to identify the requirements for certificate-based applications and create a design which will meet those requirements. After the conceptual design is approved, Microsoft assists in developing and implementing a Proof of Concept and Pilot implementation.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Public Key Infrastructure (PKI) for SCCM Native Mode ** | Ops Consulting
Duration: 3 Weeks | Resources: 1 Security OC

PKI Design and Implementation for SCCM Native Mode is a comprehensive consulting engagement that uses your existing investments in Microsoft technologies to create a self-managed PKI solution that supports the certificate requirements of SCCM. Once implemented, it can be expanded to support future certificate-based security initiatives for your company such as file encryption using the encrypting file system, e-mail signing and encryption using Secure/Multipurpose Internet Mail Extensions (S/MIME), wireless network authentication using Wi-Fi protected access or Wi-Fi protected access 2, and domain isolation with internet protocol security.

Public Key Infrastructure Health Check (PKIHC) | PFE
Duration: 3 Days | Resources: Various

The Microsoft® PKI Health Check (PKIHC) is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate production PKI implementations to ensure productive use. It includes a review, a hands-on knowledge transfer and a report that details health along with findings and recommendations.

Remediation - Side by Side | PFE
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - ADRAP: AD Database - All | PFE
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - ADRAP: AD Integrated Services - All | PFE
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**Remediation - Side by Side - ADRAP: AD Replication - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ADRAP: Account Information - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ADRAP: DC Health - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ADRAP: Name Resolution - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ADRAP: Operational Excellence - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ADRAP: Prerequisites - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Remediation - Side by Side - CMRAP: Client Assessment - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CMRAP: Configuration - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CMRAP: Operational Excellence - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CMRAP: Server Assessment - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Cluster Services - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Exchange Pre-installation - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Remediation - Side by Side - CSRAP: Group Policy - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Monitoring - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Network - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Operation System - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Operational Excellence - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Performance - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
Remediation - Side by Side - CSRAP: SQL Pre-installation - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Security - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - CSRAP: Storage - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - ExRAP: Client Access - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - ExRAP: Dependencies - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - ExRAP: Mailbox - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Remediation - Side by Side - ExRAP: Operations - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ExRAP: Performance - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ExRAP: Prerequisites - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ExRAP: Supporting Technical Data and Findings - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ExRAP: Transport - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - ExRAP: Unified Messaging - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Remediation - Side by Side - SPRAP: Operational Excellence - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SPRAP: SQL Configuration - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SPRAP: Server Configuration - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SPRAP: Server Health - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SPRAP: SharePoint Configuration - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SQLRAP: Environmental Dependencies - All | PFE**
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Remediation - Side by Side - SQLRAP: High Availability - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - SQLRAP: Monitoring - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - SQLRAP: Operational Excellence - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - SQLRAP: Performance - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - SQLRAP: SQL Architecture - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - SQLRAP: SQL Configuration - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Remediation - Side by Side - SQLRAP: SQL Operations - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - SQLRAP: Security - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Applications - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Device Driver - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Hardware - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Networking - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Remediation - Side by Side - WDRAP: Operational Excellence - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Policy Management - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Power Management - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Prerequisites - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Security - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**Remediation - Side by Side - WDRAP: Windows Reliability - All | PFE**
Duration: Various | Resources: Various

Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Remediation - Side by Side - WDRAP: Windows System Performance - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - WDRAP: Windows System Shutdown Process - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Remediation - Side by Side - WDRAP: Windows System Startup Process - All | PFE
Duration: Various | Resources: Various
Side-by-Side Remediation Services are part of the roadmap that helps resolve discovered issues and to implement optimization actions in the environment analyzed during the Risk and Health Assessment. Side-by-Side Remediation Services also helps to educate your staff in handling problems in the future to help ensure your systems continue to run as planned.

Risk and Health Assessment Program for Microsoft SharePoint Server (SPRAP) | PFE
Duration: Various | Resources: Various
The Risk and Health Assessment Program for Microsoft SharePoint Server (SPRAP) has been developed to provide in-depth analysis of your SharePoint Products and Technologies configurations, custom code, and operational procedures to uncover areas that are potential risks to server stability or that do not align with Microsoft best practices. This can help ensure that your environment is configured and managed properly to meet your business needs.

Risk and Health Assessment Program for Windows Desktop (WDRAP) | PFE
Duration: Various | Resources: Various
The Risk and Health Assessment Program for Windows Desktop (WDRAP) was designed and developed by the Premier Field Engineering organization and is used to evaluate and remediate issues with PCs. It includes a review, hands-on knowledge transfer, and a report that details health status along with findings and recommendations. The offering was developed as a direct result of performing reactive on-site work and allows us to leverage knowledge gained in a proactive manner to identify and resolve problems before they lead to downtime.

Security Roadmap Creation** | Ops Consulting
Duration: 4 Weeks to 6 Weeks | Resources: 1 Security OC
The Security Roadmap offering is a three week engagement that guides the customer from “Too many ideas” security stage to the prioritized, actionable project stage. Generally following the Microsoft Solutions Framework Risk Management Discipline, the process uses a risk driven approach to help ensure that the highest priority items for that company end up in the roadmap.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**SharePoint Risk Assessment | ACE Services**
Duration: 1 Week or Greater | Resources: Various

The SharePoint Risk Assessment is specifically designed to give your organization’s current production collaboration systems a health check, generate a roadmap for managing content, direct where overall information access and application response times improvements can improve end user experiences. The SRA is designed for senior IT staff members and engineers in charge of support and management of their SharePoint environment; as well as business analysts responsible for business process optimization.

**SQLRAP Repeat RAP (SQL Server) | PFE**
Duration: 3 Days | Resources: Various

SQLRAP - Repeat RAP is targeted for the same customer and IT team that had a full SQLRAP delivered in the past 18 months on the environment. The IT team should be reasonably familiar with the SQLRAP toolset. During the delivery, the customer will get the updated toolset with minimum knowledge transfer and less engineer onsite time, but will receive the engagement at a significant discount compared to the full RAP delivery.

**SQLRAP with Remediation Planning [SQLRAP+RPS] | PFE**
Duration: 3 Days | Resources: Various

This engagement is a comprehensive analysis of an organization’s production SQL server. This multi-day engagement uses a variety of tools to collect configuration, security, maintenance, scalability and disaster recovery information for an organization's SQL server.

**Security Health Check | PFE**
Duration: 2 Days | Resources: Various

Security Health Check (SECHC) is a proactive security engagement created by the Microsoft Services group to help Microsoft customers identify security gaps in their Microsoft platform environment. This goal is accomplished by evaluating customer’s environment against a continuously updated checklist for hosts configurations, security processes and network environment. All recommendations are based on Microsoft official security guidance.

**WDRAP Repeat RAP (Windows Desktop) | PFE**
Duration: 3 Days | Resources: Various

WDRAP - Repeat RAP is targeted for the same customer and IT team that had a full WDRAP delivered in the past 18 months on the environment. The IT team should be reasonably familiar with the WDRAP toolset. During the delivery, the customer will get the updated toolset with minimum knowledge transfer and less engineer onsite time, but will receive the engagement at a significant discount compared to the full RAP delivery.
WDRAP with Remediation Planning (this is a manual release) [WDRAP+RPS] | PFE
Duration: 3 Days | Resources: Various

WDRAP with Remediation Planning - The Risk and Health Assessment Program for Windows Desktop (WDRAP) is designed and developed by the Premier Field Engineering Organization and is used to evaluate and remediate issues with PCs. It includes a review, hands-on knowledge transfer, and a report that details health along with findings and recommendations. The offering was developed as a direct result of performing reactive on-site work and allows us to leverage that knowledge in a proactive manner to identify and resolve problems before they produce downtime.

Windows Azure Application Security Code Review ** | ACE Services
Duration: Various | Resources: Various

Security is the top concern of companies shifting their IT workloads into the cloud. Microsoft can help your company overcome security as a hurdle, and to leverage Windows Azure to reduce cost and increase efficiency. As the creator of Windows Azure as a cloud provider, we have extensive security expertise in deploying applications on Windows Azure.

Windows Phone 7 Application Security Code Review ** | ACE Services
Duration: Various | Resources: Various

The Microsoft Application Security Code Review service provides you with information to not only understand the code-level risks of your product, but also the possible mitigations for 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 Windows Phone 7 application, your organization reduces the risk of financial loss, as well as asymmetrical risk to reputation at the hands of malicious hackers.

Windows Security Hardening** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Security OC

Environments based on Windows Servers and Workstations inherently possess the technology required to harden the Windows infrastructure against attack. The Active Directory and Group Policy technologies built into Microsoft Windows allow an organization to implement and enforce security policies on all Windows systems in the environment. These security policies, which are based on existing organizational security standards and recommended practices for Windows hardening, lead to an increased protection against attack and better compliance with regulatory requirements.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Workshops and WorkshopPLUS (Premier support required)

US Enterprise Services Workshops provide customers with Microsoft best practices to help them utilize Microsoft technologies and receive knowledge transfer directly from Microsoft subject matter experts. These best practices focus on administration, operation, and helping customers make the most productive use of their Microsoft enterprise environment. There are regular open enrollment US Workshop deliveries at Microsoft facilities in the United States.

Contact your TAM or ADC for pricing information and a list of deliveries coming to your area. WorkshopPLUS are deliveries in which innovation have taken traditional workshops to the next level. These deliveries include an Incoming Assessment to baseline knowledge, an Outgoing Assessment to measure knowledge transfer, and an Action Planning session designed to help students apply their workshop learning in the workplace.

All Technologies

MOF 4.0: Managing Change, Configuration and Risk [CCR] | PFE
Duration: 3 Days | Resources: 1 Process OC
The Microsoft® Operations Framework (MOF) Managing Change, Configuration, and Risk Workshop is designed for the IT organization that wants to focus their efforts on managing changes, configuration baselines, and a risk-balanced approach to IT Service Management.

BPOS, Azure, and Cloud Services

BPOS Administration and Troubleshooting Best Practices for Exchange Online [workshop] | PFE
Duration: 3 Days | Resources: 1 Instructor
The BPOS Administration and Troubleshooting Best Practices for Exchange Online workshop is a 3-day course addressing the details of managing and supporting Microsoft® Exchange Online. Key areas of focus include the Microsoft Online Administration Center (MOAC), Exchange Online configuration, Directory Synchronization, Mail Migration from On Premise Exchange, managing Contact, Distribution lists, Users, and Resource Mailboxes, plus troubleshooting techniques.

BPOS Administration and Troubleshooting Best Practices for SharePoint [Workshop] | PFE
Duration: 2 Days | Resources: 1 Instructor
The BPOS Administration and Troubleshooting Best Practices for SharePoint Workshop is a 2-day course addressing the details of managing and supporting Microsoft® BPOS SharePoint. Key areas of focus include the Microsoft Online Administration Center (MOAC), creating and managing users, Site Collection management, backup & restore, plus best practices and troubleshooting techniques. Administrators will walk away with a deeper understanding of the technical concepts required to successfully operate this world-class collaboration service.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
Office 365 Exchange Online: Advanced Administration using PowerShell | PFE
Duration: 1 Day | Resources: 1 Instructor
The Office 365 Exchange Online: Administration using PowerShell course provides students with the knowledge and skills to perform Exchange administration and management tasks using Remote PowerShell. The course introduces new features available in Exchange Online and includes various demonstrations designed that simulate managing Exchange Online in a daily work environment.

Office 365 Identity Authentication Management | PFE
Duration: 2 Day | Resources: 1 Instructor
The Office 365: Identity & Authentication Management Domain course provides students with the knowledge to manage their Online Company regarding domain types and identities. Options include either Standard (Online) or Federated (On-Premises AD accounts via Directory Synchronization) Identities.

Office 365 SharePoint Online Administration and Configuration | PFE
Duration: 3 Day | Resources: 1 Instructor
The Office 365 SharePoint Online: Administration and Configuration workshop is a three-day course that teaches you how to manage and support Microsoft Office 365 SharePoint Online. Key areas of focus include Office 365 and SharePoint Online features and new platform capabilities, as well as setting up and configuring Active Directory® Federation Services (AD FS) and Directory Synchronization.

Premier Webcast – Cloud Computing: Performance Testing | PFE
Duration: 1 Day | Resources: 1 Consultant
Cloud computing and cloud-hosted applications will alter the way you think about and carry out performance testing. In this session, we will explore how cloud platforms pose new opportunities and challenges for performance engineers, and what that means to you when bringing the next generation applications to the cloud. What’s the same and what’s different with cloud-hosted applications compared to traditional ones? Find out why improper performance test planning can result in inconsistent or invalid findings. Avoid unexpected cloud testing costs by accurately estimating the type and amount of compute capacity your application will need. Take away an understanding of the advantages and challenges of hosting Visual Studio load generators in the cloud and performance testing cloud-based applications.

WorkshopPLUS - Office 365 Exchange Online Administration and Configuration | PFE
Duration: 4 Day | Resources: 1 Instructor
The Office 365 Exchange Online: Administration and Configuration WorkshopPLUS course provides students with the knowledge and skills to migrate users from Exchange Server on-premises to Exchange Online. Additionally, the workshop teaches students how to perform Exchange administration and management tasks with the Exchange Online interface. The workshop introduces new features available in Exchange Online and includes various hands-on labs that simulate managing Exchange Online in a daily work environment.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
WorkshopPLUS - Office 365 SharePoint Online Administration and Configuration | PFE
Duration: 4 Day | Resources: 1 Instructor

The Office 365 SharePoint Online: Administration and Configuration workshop is a three-day course that teaches you how to manage and support Microsoft Office 365 SharePoint Online. Key areas of focus include Office 365 and SharePoint Online features and new platform capabilities, as well as setting up and configuring Active Directory® Federation Services (AD FS) and Directory Synchronization.

Database

Chalk Talk - SQL Server 2008: What's New with Clustering | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Premier Technology Days: Database | PFE
Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for Microsoft SQL Server is an exciting opportunity to explore the new enhancements that Microsoft SQL Server 2008 offers. Available exclusively to Microsoft’s Premier customers, the Premier Technology Day provides an opportunity to take an in-depth view of what’s new and exciting in Microsoft SQL Server 2008 Server.

Premier Webcast - SQL Server 2008 R2 - Utility Control Point Management | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

SQL Server 2008 R2 introduced a new management utility, Utility Control Point (UCP). This Webcast discusses the various out of the box solutions for managing multiple SQL Server instances and compares them. After comparing each out of the box management solution, we dive deeper into the Utility Control Point and it’s benefits. The deep dive covers setup, security, management, monitoring, data-tier applications, and troubleshooting.

Premier Webcast - SQL Server 2008: Database Indexing Deep Dive | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Starting with SQL Server 2005, Microsoft introduced a wide range of tools that were able to greatly impact the performance of your SQL Server databases. This webinar will cover each of the tools and the techniques used to properly index a SQL Server database.

Premier Webcast - SQL Server Azure | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

SQL Azure is a new cloud based offering from Microsoft that is built on SQL Server technologies. This Webcast discusses the role of a Database Administrator in regards to SQL Azure. Key differences in the administration roll between SQL Server 2008 and SQL Azure will be discussed. After taking this workshop you should fully understand what SQL Azure is and what new challenges you will take on.

** These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
These offerings are deliverable through both MCS and Premier.

To request assistance or additional information please contact your Microsoft Services Representative.
**SQL Server 2008 Reporting Services | PFE**  
Duration: 4 Days | Resources: 1 Instructor

Microsoft SQL Server 2008 Reporting Services provides a complete server-based platform that is designed to support a wide variety of reporting needs including managed enterprise reporting, ad-hoc reporting, embedded reporting, and web based reporting to enable organizations to deliver relevant information where needed across the entire enterprise.

**SQL Server 2008: SQL Server for Non-SQL Administrators | PFE**  
Duration: 2 Day | Resources: 1 Instructor

This 2-day Workshop available exclusively for Microsoft Premier Support customers contains Level 100 to 300 content.

**WorkshopPLUS - SQL Server 2005 for Administrators | PFE**  
Duration: 4 Days | Resources: 1 Instructor

This 4-day WorkshopPLUS course will teach students tools and techniques to install, configure, secure and maintain Microsoft SQL Server 2005. Benefit from an introduction to new features. Gain experience and confidence through interactive, break-fix labs designed provide students with hands-on experience for optimizing the management of SQL Server 2005 in a daily work environment.

**WorkshopPLUS - SQL Server 2005/2008: Performance Tuning and Optimization | PFE**  
Duration: 4 Days | Resources: 1 Instructor

This 4-day WorkshopPLUS course provides information on SQL Server general architecture, index and page structures, locking and concurrency, tools and monitoring of SQL Server performance using SQL Management Studio, dynamic management views, query optimization, and insight into SQL OS, memory architecture and programming efficiency.

**WorkshopPLUS - SQL Server 2008 - For Administrators | PFE**  
Duration: 4 Days | Resources: 1 Instructor

The SQL Server 2008: for Administrators 4-day WorkshopPLUS course introduces new features and enhancements in SQL Server 2008, and covers installation and upgrade scenarios, high availability features, backup and restore scenarios, monitoring tools, and security. Students will gain experience and confidence through interactive, break-fix labs designed to provide hands-on experience with optimizing the management of SQL Server 2008.

**WorkshopPLUS - SQL Server 2008: Failover Clustering | PFE**  
Duration: 3 Days | Resources: 1 Instructor

Covers the features and enhancements in SQL Server 2008, as well as covers installation and upgrade.

**These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
**Development**

**.NET Framework 4.0 New Features and Enhancements | PFE**
Duration: 4 Days | Resources: 1 Instructor
The ".NET Framework 4.0 – What’s New?" workshop is an offering for developers that helps them learn the new enhancements and features in the .NET Framework 4.0. The topics covered in this workshop will help you understand the improvements and changes in the version 4.0 of the .NET Framework, the CLR and the C# language.

**ALM Workshops for Project Management** | Consulting
Duration: 2 Days | Resources: 1 Instructor
Microsoft Visual Studio Team System was built with teams that focus on Agile software development in mind. The fundamental reference for such a process within Visual Studio Team System is MSF for Agile Software Development. This two-day ALM workshop helps project managers understand how to apply proven project management techniques to MSF Agile projects using the Visual Studio Team system.

**App-V: Advanced Sequencing and Troubleshooting | PFE**
Duration: 2 Days | Resources: 1 Instructor
The Microsoft Application Virtualization Advanced Sequencing and Troubleshooting workshop provides attendees with the key skills required to sequence, diagnose and maintain basic and complex virtual applications. By using existing diagnostic tools and techniques in a virtual environment, the curriculum will aid the student in identifying problems and determining the best course of action.

**Application Lifecycle Management Competency Improvement Workshops ** | MCS and Premier
Duration: 1 Week | Resources: 1 Instructor
These workshops are also designed to be sold separately (Premier) or in conjunction with other Application Lifecycle Management Services Offerings, as a follow-up for the Assessment and Roadmap for Application Lifecycle Management. They are designed to provide structured knowledge transfer process to mature key Application Lifecycle Management competencies and to accelerate deployment or adoption decisions in your planned roadmap.

**Developing Workflow Solutions with Windows Workflow Foundation Workshop | App Dev Consulting**
Duration: 4 Days | Resources: 1 Instructor
This is a 4 day technical training event for developers and architects, focusing on the Windows Workflow Foundation component of the .Net 3.5 Framework. Windows Workflow Foundation is an extensible programming model and runtime components for building solutions on the Windows platform.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Premier Technology Days: Development | PFE**
Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for Developers is an exciting opportunity to explore the different facets of software development. Available exclusively to Microsoft’s Premier customers, the Premier Technology Day provides an opportunity to take an in-depth view of IIS and Web Performance. The event will feature sessions led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

**Premier Webcast - CRM 2011: Developer Awareness | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

Premier Webcasts are an exciting opportunity to explore the new enhancements that Microsoft Dynamics CRM 2011 offers. These sessions provide an opportunity to take an in-depth view of what’s new and exciting in CRM 2011. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

**Premier Webcast – Visual Studio 2010 SharePoint Load Testing | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

Premier Webcasts are an exciting opportunity to explore the new enhancements that Microsoft Dynamics CRM 2011 offers. These sessions provide an opportunity to take an in-depth view of what’s new and exciting in CRM 2011. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

**Premier Webcast – Visual Studio Test SHOTS | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

You may want to take training classes, but can never seem to find time. If so, Visual Studio Test SHOTS are for you! S.H.O.T.S. is a series of Short One Topic Sessions focused on a specific topic related to testing with Visual Studio 2010.

**SharePoint 2010 Developer | PFE**
Duration: 4 Days | Resources: 1 Instructor

SharePoint 2010 is the business collaboration platform that enables you to connect and empower people through formal and informal business communities, within the enterprise and beyond, and to manage content throughout the information lifecycle. Whether deployed on-premises or as hosted services, SharePoint’s integrated capabilities are enhanced by search technologies and enable you to rapidly respond to changing business needs by making data-driven decisions and by deploying customized solutions quickly and securely.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Silverlight 4.0 for Developers | PFE
Duration: 3 Days | Resources: 1 Instructor
Microsoft brings prospective Silverlight 4 developers a 3 day instructor-led training course that may be customized at customer request to focus on particular areas (e.g. more or less focus on using Expression Blend™ or greater emphasis on developing for both Silverlight and WPF). The course can also be customized to focus on the delivery of a particular application with the flexibility to augment the course with a consulting engagement involving architectural assistance or proof of concept development.

Visual Studio 2010 – Introduction to Load Testing | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
This session will introduce you to Load Testing with Visual Studio 2010 and demonstrate how to create Web Performance Tests, Unit Tests, and Load Tests. In addition, it will highlight features such as the rich extensibility model, reporting options, and more.

Visual Studio 2010 ALM: Deployment Planning | PFE
Duration: 2 Days | Resources: 1 Instructor
The Visual Studio 2010 Application Lifecycle Management Development Tools workshop is a three-day instructor-led training course that provides participants with extensive knowledge on an advanced set of tools to help identify inefficient applications, expose poor quality code, and automate software testing. After the course, participants will have a deeper understanding of how to leverage advanced Visual Studio 2010 ALM tools to ensure the highest quality software.

Visual Studio 2010 ALM: Development Tools | PFE
Duration: 3 Days | Resources: 1 Instructor
The Visual Studio 2010 Application Lifecycle Management Development Tools workshop is a three-day instructor-led training course that provides participants with extensive knowledge on an advanced set of tools to help identify inefficient applications, expose poor quality code, and automate software testing. After the course, participants will have a deeper understanding of how to leverage advanced Visual Studio 2010 ALM tools to ensure the highest quality software.

Visual Studio 2010 ALM: Team Foundation Server Administration | PFE
Duration: 4 Days | Resources: 1 Instructor
The Team Foundation Server Administration workshop is a four-day instructor-led training course that provides participants with a wide range of technical information about the Visual Studio ALM tools, and specifically, how Team Foundation Server provides a fundamental point of integration for the entire suite of development tools and technologies. After the course, participants will have a deeper understanding of how to leverage Team Foundation Server to maximize team collaboration, and enable development processes to ensure the highest quality software.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
Visual Studio 2010 ALM: Testing Tools | PFE  
Duration: 4 Days | Resources: 1 Instructor  
The VS 2010 ALM Testing Tools workshop is a three-day instructor-led training course that provides participants with a wide range of technical information about the Visual Studio 2010 Test Tooling, and specifically, how the integrated tool suite provided in Visual Studio and Microsoft Test Manager can help testers and developers create and manage robust test plans and suites throughout the Software Development Life Cycle.

Windows Communication Foundation 4.0 | PFE  
Duration: 4 Days | Resources: 1 Instructor  
Technical training event for developers and architects, focusing on the Windows Communication Foundation (formerly code-name Indigo) component of .NET 4.0.

Windows Communication Framework: WCF Troubleshooting | PFE  
Duration: 3 Days | Resources: 1 Instructor  
This is in-depth technical workshop for developers focusing on introduction and troubleshooting Windows Communication Foundation (WCF). The first day covers a WCF introduction and the remaining days cover the tools, logging and tracing, best practices, and testing techniques used to troubleshoot WCF.

Windows Presentation Foundation 4.0 | PFE  
Duration: 3 Days | Resources: 1 Instructor  
Built on the .Net Framework, Windows Presentation Foundation (WPF) is a next-generation presentation system for building Windows client applications with visually stunning user experiences. WPF provides developers with a unified programming model for building rich Windows smart client applications that incorporate UI, media content, and documents. It also provides the foundation for building applications and high fidelity experiences in Windows Vista.

Windows SharePoint Services 3.0 Administrator Workshop | PFE  
Duration: 4 Days | Resources: 1 Instructor  
The Windows SharePoint Services 3.0 Administration Workshop contains approximately 20 hours of instruction and 40 hands on administrative exercises, plus an optional 1 day User Interface (UI) module adding 18 UI related exercises.

Windows SharePoint Services 3.0 Developer Workshop | PFE  
Duration: 4 Days | Resources: 1 Instructor  
This is a 4-day workshop intended to provide a Developer tour of the capabilities of Windows SharePoint Services version 3 (WSS 3.0). WSS 3.0 is available as a Microsoft Update for Windows Server 2003 and later versions. WSS 3.0 is the underlying layer for a separately licensed product: Microsoft Office SharePoint Server 2007 that provides other value-add components. All development done for WSS 3.0 will work without any additional effort on SharePoint Server 2007 websites.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**Windows Vista Application Compatibility for Developers Workshop | PFE**
Duration: 1.5 to 2 Days | Resources: 1 Instructor

The Windows Vista Application Compatibility workshop is designed to assist in the planning or preparation of making applications compatible with Windows Vista. It is delivered by a team of consultants that have extensive knowledge in guiding ISVs and Enterprises with their respective applications and LOB products. This workshop is delivered at a customer site. The typical duration is between a day and a half and two days.

**Windows Workflow Foundation Workshop | PFE**
Duration: 4 Days | Resources: 1 Instructor

This is a 4 day technical training event for developers and architects, focusing on the Windows Workflow Foundation component of the Microsoft® .NET Framework 4.0. Windows Workflow Foundation provides an extensible programming model and runtime components for building business process solutions on the Windows platform.

**Workshop - Windows 7: Kernel Mode Debugging | PFE**
Duration: 3 Days | Resources: 1 Instructor

Learn how to setup and use WinDbg, the Microsoft kernel mode debugger, to debug a host of issues related Windows system level components. Learn system architecture, tips and tricks for both post-mortem (crash dump) and live debugging of another machine. Business Benefits Developing kernel mode debugging skills in house is a strategic investment in customer satisfaction.

**WorkshopPLUS - Advanced .NET Debugging | PFE**
Duration: 4 Days | Resources: 1 Instructor

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.

**WorkshopPLUS - IIS 6.0 Critical Problem Management | PFE**
Duration: 3 Days | Resources: 1 Instructor

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 utilize tools to reduce mean time to restoration of service by ensuring that all critical systems are properly configured for debugging before a critical problem occurs, thus avoiding reboots to enable debug support, and reduce mean time to resolution by teaching the skills to diagnose the cause of many critical problems and the skills to make quick and effective decisions about next steps.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Dynamics

Microsoft Dynamics® AX AIF Workshop | PFE
Duration: 2 Days | Resources: 1 Instructor

This is a two day course to learn how to use the Application Integration Framework to connect your business. Understand the key features of AIF and how you can bring in data from other interconnected system.

Microsoft Dynamics® AX Development Workshop | PFE
Duration: 5 Days | Resources: 1 Instructor

In this comprehensive, week-long training, your developers will gain significant expertise on how to design forms and reports, interact with data and build customizations using the extensibility of Dynamics AX.

Microsoft Dynamics® Admin & Troubleshooting Workshop – Dynamics AX, CRM, GP, NAV | PFE
Duration: 3 Days | Resources: 1 Instructor

The Microsoft Dynamics® Admin and Troubleshooting Workshop is a three day course for Dynamics administrators. This workshop focuses on key components of the application and supporting technology as well as the tools and knowledge to troubleshoot and resolve common issues with the application. This class will also cover best practices for how to support users of the application. There is also an optional fourth day for helpdesk personnel and Administrators focusing on real world troubleshooting.

Microsoft Dynamics® CRM Development Workshop | PFE
Duration: 3 Days | Resources: 1 Instructor

A three day course to gain knowledge and hands on practice with the customization capabilities of Dynamics CRM and learn best practices for user interface customizations, workflow, and advanced development topics leveraging CRM web services.

Microsoft Dynamics® CRM Online Admin and Best Practices Workshop | PFE
Duration: 2 Days | Resources: 1 Instructor

The Microsoft Dynamics CRM Online Workshop is a two day course for Dynamics CRM Online customers that provides a thorough review of the features available in the CRM Online application. Attendees will gain a deeper understanding of the CRM Online application and through a series of instructor led presentations, demos, and hands on labs.

Microsoft Dynamics® Reporting Services Workshop Dynamics AX, CRM, GP | PFE
Duration: 2 Days | Resources: 1 Instructor

A two day course for Microsoft Dynamics users who will be deploying or creating reports using SQL Reporting Services and learn setup and configuration, report design, and integration with Microsoft Dynamics.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Premier Webcast - CRM 2011: CRM Administrator Deep Dive | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Premier Webcasts are an exciting opportunity to explore the new enhancements that Microsoft Dynamics CRM 2011 offers. These sessions provide an opportunity to take an in-depth view of what’s new and exciting in CRM 2011. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Webcast - CRM 2011: End User Improvements | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Premier Webcasts are an exciting opportunity to explore the new enhancements that Microsoft Dynamics CRM 2011 offers. These sessions provide an opportunity to take an in-depth view of what’s new and exciting in CRM 2011. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Internet

Duration: 1 Day | Resources: Various

This Chalk Talk is intended for users that want to gain insight into common operational tasks that should be considered for optimal performance of an environment based on Commerce Server 2007 or Commerce Server 2009.

Chalk Talk - Internet Explorer 8: Performance Tips and Tricks | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Chalk Talk - Internet Explorer 8: Upgrade and Compatibility for Developers | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

IE 8 Migration, Compatibility and Remediation Techniques | PFE
Duration: 3 Days | Resources: 1 Instructor

The Windows® Internet Explorer 8 Migration Workshop helps customers understand the migration process from Internet Explorer 6 to Internet Explorer 8 using a structured workshop targeted to IT Professional’s and Developers. Within the workshop your subject matter experts will learn how to evaluate compatibility issues along with remediation techniques. Microsoft offers this as a three day workshop.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Internet Investigations – Tools and Techniques | PFE
Duration: 3 Days | Resources: 1 Instructor

The only way to be a great cybercrime investigator is to have a solid technical foundation. This course describes how the Internet works. It discusses the tools available to conduct an Internet investigation. Topics include: IP addressing, ISPs, DNS, E-mail header analysis, Social Networking, instant messaging, steganography, basic encryption and anonymization techniques. This class will also cover some of the more advanced techniques and tools available when conducting an Internet investigation such as website scraping, Internet tracing, advanced search engine techniques, etc..

Windows Internet Explorer Migration Workshop** | MCS
Duration: 5 Days | Resources: 1 Instructor

The Windows® Internet Explorer® Migration Workshop helps customers understand the migration process from Internet Explorer 6 to Internet Explorer 9, using a structured workshop targeted to IT professionals and developers. Within the workshop, IT subject matter experts will learn how to evaluate compatibility issues along with remediation techniques.

IT Operations

BizTalk Server 2006 Development | PFE
Duration: 4 Days | Resources: 1 Instructor

This 4 day developer-focused workshop will include an overview of Microsoft BizTalk Server 2006 along with many presentations, demonstrations and hands-on labs covering how to develop, build, deploy and debug the many features of a BizTalk Server 2006 solution. No prior Microsoft BizTalk Server experience is required.

BizTalk Server 2010: Architecture and Administration | PFE
Duration: 3 Days | Resources: 1 Instructor

This 3 day workshop for architects and administrators will include an overview of Microsoft BizTalk Server 2010 along with presentations and hands-on labs covering how to design, build, and operate a robust, scalable and secure BizTalk Server 2010 environment. No prior Microsoft BizTalk Server experience is required but would be helpful as this will be a fast paced course.

Information Technology Infrastructure Library (ITIL) Foundations V3 Workshop with Certification** | Ops Consulting
Duration: 3 Days | Resources: 1 Process OC

The ITIL foundation Course is a 3-day instructor lead course that introduces ITIL V3 terminology, structure, concepts and principles that can be applied immediately and to pass the (optional) ITIL Foundation certification examination. The ITIL V3 Foundation course is aimed at all levels of the IT organization from senior managers to front line support as an introductory level course providing an overview of ITIL. In addition, it will prepare all attendee to take and pass the ITIL foundation Certification Exam.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
**MOF Foundations Workshop** **|** MCS and Premier
Duration: 2 Days | Resources: 1 Instructor

The Microsoft Operations Framework (MOF) 4.0 Foundations Workshop is a 2-day course that introduces the new MOF lifecycle framework: Plan, Deliver, Operate and Manage. The workshop includes the McKinley simulation where students run a fictional airport applying the key concepts in the lecture to improve critical IT systems availability.

**Microsoft Operations Framework (MOF) Foundations 4.0 Workshop with Certification** **|** Ops Consulting
Duration: 3 Days | Resources: 1 Process OC

MOF 4.0 Foundations is an introductory, 3-day course designed to teach the key elements of the Microsoft Operations Framework. It illustrates how MOF organizes and describes all of the activities and processes involved in creating, managing, and supporting an IT service into phases and Service Management Functions (SMF) that mirror the IT service lifecycle. It also explains how key management reviews enable decision making within IT. This workshop is designed to prepare the student to take the included MOF Foundations certification exam.

**MSInsight - Virtualization Workshop** **|** Consulting
Duration: 2 Days | Resources: 1 Instructor

In this two-day workshop, you will engage in peer-to-peer discussions with Microsoft IT professionals. In a series of guided discussions, you will receive key insights into Microsoft’s virtualization efforts and how Microsoft IT plans and executes deployment, management, and leverage of virtualization in its environment (including datacenters, branch offices, and test/development scenarios).

**Office 2010: New Features and Advanced Topics for End-Users and Help Desk Support** **|** PFE
Duration: 1 Day | Resources: 1 Instructor

The Office 2010: New Features and Advanced Topics for End Users and Help Desk Support one-day workshop provides an introduction to new feature changes for users to appreciate and covers some advanced usage topics for Word, Excel, PowerPoint and Outlook. Whether you’ve been using Office for 10 years or 2 years, all participants will gain new skills in Office to help them become more productive in their daily tasks.

**Office 2010: Troubleshooting and Support - Preparing the Service Desk** **|** PFE
Duration: 1 Day | Resources: 1 Instructor

The Office 2010 Troubleshooting and Support – Preparing the Service Desk 1-day Workshop focuses on troubleshooting common issues that Microsoft frontline support has received across the Word, Excel, PowerPoint and Outlook applications. Participants will learn the troubleshooting techniques to resolve these issues as well as a solid methodology for tackling the unknown. This framework will prepare the Service Desk for future problem solving with consistent approaches.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
PMOM Workshop ** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
Learn the concepts behind service availability, configuration control, and monitoring that are all focused on meeting the business requirements in a low-cost manner. Each of these two-day workshops starts with an incoming assessment, move through the course objectives, and end with an outgoing assessment. These workshops are designed to help participants build their awareness of the key concepts behind SLM, DCM, and PMOM.

SLM Workshop** | Ops Consulting
Duration: 1 Week or Greater | Resources: 1 Process OC
Learn the concepts behind service availability, configuration control, and monitoring that are all focused on meeting the business requirements in a low-cost manner. Each of these two-day workshops start with an incoming assessment, move through the course objectives, and end with an outgoing assessment. These workshops are designed to help participants build their awareness of the key concepts behind SLM, DCM, and PMOM.

Virtualization: Implementing System Center Virtual Machine Manager 2008 R2 | PFE
Duration: 3 Days | Resources: 1 Instructor
System Center Virtual Machine Manager 2008 R2 is 3 day workshop that will provide participants with the best practices necessary to design, deploy, customize deploy System Center Virtual Machine Manager 2008 R2 through instructor-led training and hands-on labs.

WorkshopPLUS - MOSS 2007: Administration and Troubleshooting | PFE
Duration: 4 Days | Resources: 1 Instructor
4-day WorkshopPLUS course addresses the depths of Microsoft® Office SharePoint Server 2007 deployment, configuration, security, operations, backup & restore, and troubleshooting. MOSS administrators will walk away with a firm grasp on the technical concepts required to successfully operate this world-class collaboration infrastructure.

WorkshopPLUS - Performance Monitor - Monitoring Vital Signs | Consulting
Duration: 3 Days | Resources: 1 Instructor
The Performance Monitor: Monitoring Vital Signs 3-day WorkshopPLUS course provides participants with the skills necessary to properly analyze and troubleshoot the overall health of the Windows server. This course reviews key performance counters that validate operating system and hardware health.

WorkshopPLUS - PowerShell 20 - Scripting for the IT Administrator | PFE
Duration: 4 Days | Resources: 1 Instructor
The PowerShell 2.0: Scripting for the IT Administrator 4-day WorkshopPLUS course provides students with the hands-on experience required to automate administrative tasks on Windows-based server and client computers by using PowerShell 2.0.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
Management

App-V: Introduction to App-V | PFE
Duration: 3 Days | Resources: 1 Instructor
The Introduction to Microsoft Application Virtualization workshop provides attendees with the key skills required to use and manage App-V 4.5. The workshop is a 3 day hands-on workshop intended for IT Professionals as well as Application Packagers. The workshop takes the attendee through an in-depth discussion with multiple hands-on lab exercises with topics ranging from Deploying App-V through diagnosing application issues.

Desired Configuration Manager (DCM) Workshop** | Ops Consulting
Duration: 2 Days | Resources: 1 Instructor
The Microsoft® Services Desired Configuration Manager (DCM) Workshop two-day workshop is designed to help participants build their awareness of the key concepts behind Desired Configuration Management. The workshop also shows you how these concepts can be implemented and automated in your Microsoft environment using examples from Microsoft products, solutions, and guidance.

MSInsight - Manageability Workshop | Consulting
Duration: 2 Days | Resources: 1 Instructor
In this two-day workshop you will engage in peer-to-peer discussions with Microsoft® IT and Services professionals, sharing key best practices on how Microsoft IT uses its management products together with people and processes to improve operational efficiency and reduce costs.

Premier Online Webcast - SCOM 2007 R2: Console Overview and Navigation | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
State / Alert / Performance Views, Dashboards, Health Explorer.

Premier Online Webcast - SCOM 2007 R2: Management Packs | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Premier Online Webcast - SCOM 2007 R2: Reporting | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
Running Reports, Scheduling Reports, Creating Ad-Hoc Reports.

Premier Technology Days: Management | PFE
Duration: 1 Day | Resources: 1 Instructor
The Premier Technology Day for System Center is an exciting opportunity to explore the new enhancements in System Center Product like Configuration Manager and Operation Manager 2007, as well as participate in lively discussion about these products.

** These offerings are deliverable through both MCS and Premier.
To request assistance or additional information please contact your Microsoft Services Representative.
Premier Webcast - Configuration Manager 2007: ConfigMgr 2007 SP2, R3 and ConfigMgr V.Next | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
These Premier Webcasts are meant to drive a level 200 understanding of System Center Configuration Manager 2007 concepts and fundamentals. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Webcast - Configuration Manager 2007: Deploying Software and Software Updates | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
These Premier Webcasts are meant to drive a level 200 understanding of System Center Configuration Manager 2007 concepts and fundamentals. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Webcast - Configuration Manager 2007: Extending Hardware Inventory, Asset Intelligence, DCM | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
These Premier Webcasts are meant to drive a level 200 understanding of System Center Configuration Manager 2007 concepts and fundamentals. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Webcast - Configuration Manager 2007: Overview of Features, Planning Concepts | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
These Premier Webcasts are meant to drive a level 200 understanding of System Center Configuration Manager 2007 concepts and fundamentals. These sessions are led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Webcast – System Center Operations Manager 2007 R2 – Monitoring Exchange 2010 SP1 | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
The Operations Manager Jump Start Monitoring Series was designed as a level 300 introduction for Operations Manager Admins and/or Exchange Admins to expedite and facilitate a better understanding of how Operations Manager monitors Exchange 2010 SP1.

Premier Webcast – System Center Operations Manager 2007 R2 – Monitoring SQL Server | PFE
Duration: 2.5 Hours | Resources: 1 Instructor
The Operations Manager Jump Start Monitoring Series was designed as a level 300 introduction for Operations Manager Admins and/or SQL Server Admins to expedite and facilitate a better understanding of how Operations Manager monitors SQL Server.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
This workshop focuses on core features, architectural considerations, image deployment and advanced customization scenarios relating to Operating Systems Deployment in Configuration Manager 2007. Included in the workshop training and labs are scenarios such as the capturing of a Windows 7 reference image and its deployment using Configuration Manager 2007. The course additionally includes best practices and guidance in the areas of Driver Management, User State Migration, Advanced Customization and Troubleshooting of Operating System Deployments.

The concepts and administration of Configuration Manager 2007 is 3-day workshop will provide participants with the concepts and administration of System Center Configuration Manager 2007 through instructor-led training and hands-on labs. This workshop focuses on introduction, new features, deployment and installation of Configuration Manager 2007 sites and clients, inventory, asset intelligence, Metering, Remote Control, Software Distribution and Patch Management using Configuration Manager 2007.

The System Center Operations Manager Installation and Administration workshop is designed to prepare a customer to design, deploy and operate Operations Manager 2007 efficiently within their environment. This workshop incorporates best practices learned from numerous System Center Operations Manager 2007 implementations and imparts knowledge about lessons learned from those engagements.

System Center Service Manager 2010 is a new addition to the System Center suite of products and delivers an integrated platform for automating and adapting IT Service Management best practices to the organization’s requirements.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
WorkshopPLUS - System Center Configuration Manager 2007 R3 Implementation and Configuration | PFE
Duration: 4 Days | Resources: 1 Instructor

The System Center Configuration Manager 2007 R3: Implementation and Configuration 4-Day workshop provides students with a deeper understanding of Microsoft System Center Configuration Manager 2007 R3. The workshop covers new features in the 2007 version, as well as configuration and implementation best practices and troubleshooting technique.

WorkshopPLUS - System Center Configuration Manager 2007 R2 Implementation and Configuration | PFE
Duration: 4 Days | Resources: 1 Instructor

The System Center Configuration Manager 2007 R2: Implementation and Configuration 4-day workshop provides students with a deeper understanding of Microsoft System Center Configuration Manager 2007 R2. The workshop covers new features in the 2007 version, as well as configuration and implementation best practices and troubleshooting techniques.

WorkshopPLUS - System Center Operations Manager 2007 R2 Advanced | PFE
Duration: 4 Days | Resources: 1 Instructor

The System Center Configuration Manager 2007 R2: Implementation and Configuration 4-day workshop provides students with a deeper understanding of Microsoft System Center Configuration Manager 2007 R2. The workshop covers new features in the 2007 version, as well as configuration and implementation best practices and troubleshooting techniques.

Messaging and Collaboration

Chalk Talk - Exchange Server 2007: Designing, Deploying and Managing CAS Services | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Chalk Talk - Exchange Server 2007: Designing, Deploying and Managing Transport | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

** These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.

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**Chalk Talk - Exchange Server 2007: Storage Basics | PFE**
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

**Chalk Talk - Exchange Server 2010: Move Mailbox Behavior | PFE**
Duration: 1 Day | Resources: Various

Move Mailbox behavior in exchange 2010 has been significantly changed. This new feature provides a lot of advantages. This chalk talk will cover the various aspects of moving mailboxes between databases, Servers and Cross Forest Move.

**Chalk Talk - Exchange Server 2010: Understanding DR Operations | PFE**
Duration: 1 Day | Resources: Various

The Understanding Disaster Recovery Operations in Exchange 2010 Chalk Talk provides participants with the knowledge and skills necessary to effectively prepare for and restore services in the event of an Exchange 2010 disaster scenario.

**Chalk Talk - Exchange Server 2010: Understanding and Implementing Messaging Hygiene Features | PFE**
Duration: 1 Day | Resources: Various

The Understanding Messaging Hygiene in Exchange 2010 Chalk Talk will assist customers in understanding Exchange 2010’s messaging hygiene concepts. It builds on this foundation with operational guidance and best practices to help customers provide a layered, multipronged, and multifaceted approach to reducing spam and viruses.

**Chalk Talk - Exchange Server 2010: Understanding and Managing Role Based Access Control | PFE**
Duration: 1 Day | Resources: Various

The Role Based Access Control Chalk Talk will gives customers the ability to understand and use RBAC to implement granular permissions to Administrators and Users within the environment to perform certain tasks as required.

**Chalk Talk - Exchange Server 2010: Understanding, Implementing and Managing Database Availability Groups | PFE**
Duration: 1 Day | Resources: Various

Database Availability Groups in Exchange Server 2010 is the corner stone of high availability and site resiliency. This chalk talk will cover the various aspects of database availability groups, their implementation and management.

**Chalk Talk - Exchange Server 2010: Using Exchange Pre-Deployment Tools | PFE**
Duration: 1 Day | Resources: Various

Microsoft Exchange Server team has created multiple tools to help with planning of the deployment of Exchange Server 2010. This chalk talk will cover the various pre-deployment tools and how to effectively use them to plan deployment of Exchange Server 2010.
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Exchange 2010 - Upgrading from 2003 or 2007 | PFE
Duration: 2 Days | Resources: 1 Instructor

The Exchange 2010 – Upgrading from 2003 or 2007 is a 2-day Workshop that provides participants with the knowledge and skills necessary to effectively setup and configure Exchange Server 2010 in an existing Exchange organization (Exchange 2003 or 2007). Includes extensive hands on labs covering upgrading and coexisting with 2003 and 2007. The workshop instructor will integrate lessons from field experience and Microsoft’s best practices.

Exchange 2010 High Availability Workshop | PFE
Duration: 3 Days | Resources: 1 Instructor

The goal of the class is to help the students understand Exchange 2010 high availability and provide high quality hands-on labs which facilitate solid understanding of the core technologies covered in this course. Microsoft offers this as a three day workshop. The course provides participants with the knowledge and skills necessary to setup and configure Exchange Server 2010 in a High Availability environment.

Exchange Server 2007: PowerShell Solutions | PFE
Duration: 3 Days | Resources: 1 Instructor

The PowerShell Solutions for Exchange 2007 workshop provides participants with the knowledge and skills necessary to efficiently use PowerShell for managing their Exchange 2007 environment. Throughout the workshop, students will be challenged to work with Exchange Management Shell to solve common administrative problems in Exchange 2007. This workshop examines the Exchange Management Shell and demonstrates advanced scripting techniques. It requires a working knowledge of PowerShell and Exchange 2007 concepts. Please review the target-audience information and contact your Microsoft Services representative to ensure that this workshop is appropriate to the student's experience and technical expertise.

MSInsight - High Availability Messaging Workshop | PFE
Duration: 2 Days | Resources: 1 Instructor

In this two-day Insight Workshop, you will get an inside view into how Microsoft manages messaging and communications, uses a service-oriented approach offering availability SLAs, and ensures high security to deliver its vision of unified communications.

Duration: 2.5 Hours | Resources: 1 Instructor

Learn about many new improvements, features, capabilities about DAG.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Premier Online Webcast - Exchange 2010: Storage Design Deep Dive | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Learn about the many new ESE improvements and Storage Design Changes, the Exchange 2010 Storage Architecture (Store Innovations, ESE Database Innovations), the new storage options available with Exchange, how Exchange 2010 store innovations could reduce cost, about the tools that would help design and test Exchange 2010 storage, and bust the Exchange 2010 storage myths.

Premier Online Webcast - Exchange 2010: Upgrade Process and Sizing | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Learn the best practices for successful Exchange 2010 upgrade, the coexistence and transition best practices, the latest recommendations in sizing servers and planning topologies, and about the tools that could be used to size and validate Exchange 2010 design.

Premier Technology Day - Messaging - 2 Day | PFE
Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for Messaging is an exciting opportunity to explore the new enhancements that Microsoft Exchange Server 2010 offers. Available exclusively to Microsoft Premier customers; the Premier Technology Day provides an opportunity to take an in-depth view of what’s new and exciting in Exchange Server 2010. The event will feature sessions led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

Premier Technology Days: Messaging | PFE
Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for Messaging is an exciting opportunity to explore the new enhancements that Microsoft Exchange Server 2010 offers. Available exclusively to Microsoft Premier customers; the Premier Technology Day provides an opportunity to take an in-depth view of what’s new and exciting in Exchange Server 2010. The event will feature sessions led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

SharePoint 2010 – Power User | PFE
Duration: 4 Days | Resources: 1 Instructor

The SharePoint Server 2010: Power User 4-day Workshop course addresses the depths of SharePoint Server 2010 site management, permissions, web parts, workflows, collaboration features, Business Intelligence, and much more, geared toward Site Administrators. SharePoint 2010 site administrators will walk away with a firm grasp on the technical concepts required to successfully administer this world-class collaboration infrastructure.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
SharePoint 2010 Upgrade and Migration Workshop | PFE
Duration: 3 Days | Resources: 1 Instructor

The SharePoint 2010: Upgrade and Migration 3-day workshop develops the knowledge and skills needed to determine an upgrade approach, identity potential issues, perform an upgrade, and verify the success of a SharePoint 2007 to SharePoint 2010 upgrade or migration. SharePoint 2010 administrators will walk away with a firm grasp on the technical concepts required to successfully plan, perform, and troubleshoot an upgrade or migration.

WorkshopPLUS - Exchange Server 2010 Administration and Troubleshooting | PFE
Duration: 3 Days | Resources: 1 Instructor

The SharePoint 2010: Backup, Recovery, and Availability 4-day WorkshopPLUS course provides students with the knowledge and skills to recover from disasters, and to implement availability and business continuity solutions in a Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010 environment.

WorkshopPLUS - Exchange 2007 Clustering | PFE
Duration: 4 Days | Resources: 1 Instructor

4-day WorkshopPLUS course provides participants with the knowledge and skills necessary to effectively setup, configure, administer and troubleshoot an Exchange Server 2007 cluster implementation. This workshop covers Exchange Server 2007 clustering features such as Single Copy Cluster and Cluster Continuous Replication. It also covers Standby Continuous Replication, which can be combined with the clustering features.

WorkshopPLUS - Exchange Server 2003: Database Recovery 2 | PFE
Duration: 3 Days | Resources: 1 Instructor

This 3-day delivery provides students with the skills required to successfully back-up, restore, repair, and recover Exchange Server 2003 databases.

WorkshopPLUS - Exchange Server 2003: Troubleshooting | PFE
Duration: 3 Days | Resources: 1 Instructor

This 3-day workshop provides students with the knowledge and practice to troubleshoot Exchange Servers.

WorkshopPLUS - Exchange Server 2007 Database Recovery | PFE
Duration: 4 Days | Resources: 1 Instructor

This update to the Exchange Server 2007: Database Recovery 4-day WorkshopPLUS course provides participants with the skills required to successfully back-up, restore, repair, and recover Exchange Server 2007 databases. Technical reviews of Exchange architecture, transaction log mechanics, and the "Online Backup" API are combined with hands-on labs and exercises to offer a targeted and practical classroom experience.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
WorkshopPLUS - Exchange Server 2007: Disaster Recovery | PFE
Duration: 3 Days | Resources: 1 Instructor

This 3-day WorkshopPLUS course provides participants with the knowledge and practice to successfully avoid, prepare for, and recover from disaster scenarios with Exchange Servers. Each module is designed to provide participants with the concepts, tools and hands-on troubleshooting experience to ensure that their Exchange Servers yield high performance, high efficiency, and high-availability mail messaging.

WorkshopPLUS - Exchange Server 2007: Mail Flow and Transport | PFE
Duration: 4 Days | Resources: 1 Instructor

The Exchange Server 2007: Mail Flow and Transport 4-day WorkshopPLUS course provides participants with a deeper understanding of Exchange Server 2007 transports and specifically the Hub and Edge roles. The workshop covers architecture, server roles and configuration, and basic troubleshooting. The workshop provides a technical drilldown into transport technologies.

WorkshopPLUS - Exchange Server 2010 Database Recovery | PFE
Duration: 4 Days | Resources: 1 Instructor

The Exchange Server 2010: Database Recovery 4-day WorkshopPLUS course provides participants with the skills required to successfully back up, restore, repair, and recover Exchange Server 2010 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.

WorkshopPLUS - SharePoint 2010 - Administration | PFE
Duration: 4 Days | Resources: 1 Instructor

The SharePoint 2010: Administration 4-day WorkshopPLUS course provides in-depth coverage of Microsoft® SharePoint Foundation 2010 deployment, configuration, security, operations, backup, and restore. Students are also introduced to some key enterprise features of SharePoint Server 2010, including Search.

WorkshopPLUS - SharePoint 2010 - Backup Recovery Availability | PFE
Duration: 4 Days | Resources: 1 Instructor

The SharePoint 2010: Backup, Recovery, and Availability 4-day WorkshopPLUS course provides students with the knowledge and skills to recover from disasters, and to implement availability and business continuity solutions in a Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010 environment.

** Mobility **

Premier Webcast - Windows Phone 7: for Developers | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

This online workshop will provide an understanding of the vision and scope of the Windows Phone 7 platform and what is available to developers that allows them to capitalize on the platform in order to bring compelling experiences to their users.

** These offerings are deliverable through both MCS and Premier. **
To request assistance or additional information please contact your Microsoft Services Representative.
Office Systems

*Chalk Talk - Office SharePoint Server 2007: Capacity Planning | PFE*
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

*Chalk Talk - Office SharePoint Server 2010: PowerShell for SharePoint 2010 Administrators | PFE*
Duration: 1 Day | Resources: Various

This Chalk Talk is designed for SharePoint 2010 Administrators with minimum PowerShell experience. It is an introduction to use of PowerShell as well and an introduction to the SharePoint 2010 PowerShell Snap-In.

*Chalk Talk - Office SharePoint Server 2010: SharePoint 2010 Social Features | PFE*
Duration: 1 Day | Resources: Various

This PFE Chalk Talk provides information to help attendees understand the logical components present within a Microsoft SharePoint Server 2010 farm (the new “Service Applications” framework), and how to configure them. It also gives valuable tips for administering and troubleshooting such environments.

*Chalk Talk - Office SharePoint Server 2007: Understanding Logical Architecture for SharePoint | PFE*
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

*Chalk Talk - Performance Point Server 2007: Monitoring and Analytics | PFE*
Duration: 1 Day | Resources: Various


*Chalk Talk - SharePoint Server 2010: 2007 to 2010 Upgrade | PFE*
Duration: 1 Day | Resources: Various

This 1-day Chalk Talk discusses SharePoint 2007 to SharePoint 2010 upgrade and the process of migrating content from one platform to another within your organization.

*MOSS2007 - SPS Upgrade to MOSS2007 (Lecture Only) | PFE*
Duration: 2 Days | Resources: 1 Instructor

The SharePoint Services (SPS) 2003 to Microsoft Office SharePoint System (MOSS) 2007 Workshop contains approximately 16 hours (2 days) of instruction. The material covers upgrade from SPS 2003 and Windows SharePoint Services (WSS) 2.0 to MOSS 2007 and WSS 3.0.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
MOSS 2007: Power User | PFE
Duration: 4 Days | Resources: 1 Instructor

4-day Workshop course addresses the depths of Microsoft Office SharePoint Server 2007 site management, permissions, web parts, workflows, collaboration features, excel services, working with data, and much more. PRE-REQUISITE: An understanding of MOSS Site management, permissions, web parts, workflows and Excel services.

Office 2010: Compatibility Assessment and Migration Planning - Dedicated Delivery Only | PFE
Duration: 2 Days | Resources: 1 Instructor

The Office 2010 Compatibility Assessment and Migration Planning – This 2-day workshop focuses on individual training and knowledge transfer through traditional presentation, and more on providing guidance, round table, and hands on labs with actual customer installation, configuration, customizations, and Line of Business applications in the customer lab. Workshop attendees will receive information and hands on experience that will play an important role in transitioning successfully to Microsoft Office 2010.

Office 2010: Enterprise Deployment | PFE
Duration: 1 Day | Resources: 1 Instructor

The Office 2010: Best Practices for Deploying and Managing 3-day workshop is focused on providing the information necessary to design, deploy, and customize an Office 2010 installation. This workshop focuses on using Office tools to customize and deploy Office 2010, upgrading to Office 2010, multi-language deployments, patch management, migration considerations and deployment troubleshooting.

Platforms

Advanced Windows User Mode Debugging | PFE
Duration: 3 Days | Resources: 1 Instructor

The Advanced Windows User Mode Debugging 3-day course builds on concepts learned in the Windows Architecture for Debugging workshop and explains different debug scenarios and troubleshooting strategies, including live and post-mortem debugging scenarios and other 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 topics.

Chalk Talk - Windows 7: LTI Deployment with MDT 2010 | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

Chalk Talk - Windows Server 2003/2008: Introduction to Public Key infrastructure (PKI) | PFE
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.
**Chalk Talk - Windows Server 2008 R1-R2: Failover Clustering | PFE**
Duration: 1 Day | Resources: Various

This one day chalk talk goes over Windows 2008 R1-R2 Failover Clustering.

**Chalk Talk - Windows Server 2008 R2: Hyper-V | PFE**
Duration: 1 Day | Resources: Various

This is a one day Chalk Talk for Windows 2008 R2 Hyper-V.

**Chalk Talk - Windows Server 2008: Active Directory | PFE**
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

**Chalk Talk - Windows Server 2008: Failover Clustering | PFE**
Duration: 1 Day | Resources: Various

This 1-day service (aka Chalk Talk) will be delivered by PFE onsite to customers. Title and product listed.

**Deploying Windows 7- Windows Server 2008 R2 with Microsoft Deployment Toolkit 2010 Lite Touch (MDT 2010) | PFE**
Duration: 3 Days | Resources: 1 Instructor

Deploying Windows 7/2008 R2 with Microsoft Deployment Toolkit 2010 Lite Touch (MDT 2010) is a 3-day workshop that will provide participants with the deployment knowledge necessary to design, deploy, customize Windows 7 and Windows Server 2008 R2 using MDT 2010. This is accomplished through instructor-led training and hands-on labs.

**Identity Lifecycle Manager (ILM) 2007 Advanced Concepts Workshop | PFE**
Duration: 5 Days | Resources: 1 Instructor


**MSInsight - Collaboration and Knowledge Management Workshop | PFE**
Duration: 2 Days | Resources: 1 Instructor

In this two-day workshop, you will engage in peer-to-peer discussions with Microsoft® IT and Services professionals. In a series of guided discussions, you will receive key insights about how Microsoft enables communication and collaboration across the organization. You will also learn how Microsoft uses cross team and enterprise-wide knowledge management to make information easier to find, easier to use and easier to keep update.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**MSInsight - Desktop Deployment Workshop | PFE**

Duration: 2 Days | Resources: 1 Instructor

In this two-day workshop, you will engage in peer-to-peer discussions with Microsoft IT and Services professionals. In a series of guided discussions, you will receive key insights into how Microsoft planned for and executed the migration from Windows XP Service Pack 2 (SP2) and Office 2003 to Windows Vista and Office Enterprise 2007. This workshop differs from other Insight Workshops because it focuses on the process to deploy new technology, instead of exploring the new technology itself.

**MSInsight - Enterprise Security and Directory Services Workshop | PFE**

Duration: 2 Days | Resources: 1 Instructor

In this two-day workshop, you will engage in peer-to-peer discussions with Microsoft® IT and Services professionals. In a series of guided discussions, you will receive key insight about how Microsoft secures the enterprise and uses enterprise directory services while leveraging technologies such as Public Key Infrastructure (PKI), Internet Protocol Security (IPSec), and Microsoft Active Directory®. You will also learn how Microsoft applies robust processes and policies to manage its IT environment and identity information.

**Premier Technology Day: Microsoft SharePoint Technologies Social Networking Tools | PFE**

Duration: 1 Day | Resources: 1 Instructor

Social computing gives corporations new ways to create value together. Blogs, podcasts, and other social media help them capture and share knowledge, enhancing innovation and teamwork. Social networks make it easy to find expertise and stay connected to key contacts. People can self-organize to solve problems and meet customer needs. SharePoint 2010 includes an enhanced set of collaboration and social networking tools for both organic and managed communities across your organization.

**Premier Technology Days: MOSS/SPS | PFE**

Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for SharePoint Products and Technologies is an exciting opportunity to explore the existing and new enhancements that Windows SharePoint Server 3.0 (WSS 3.0) or Microsoft Office SharePoint Server 2007 (MOSS 2007) or Microsoft Office SharePoint Server 2010 offers. Available exclusively to Microsoft Premier Customers, the Premier Technology Day provides an opportunity to take an in-depth view of what’s new and exciting in SharePoint Products and Technologies. The event will feature sessions led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

**These offerings are deliverable through both MCS and Premier.**

To request assistance or additional information please contact your Microsoft Services Representative.
**Premier Technology Days: Platform | PFE**
Duration: 1 Day | Resources: 1 Instructor

The Premier Technology Day for Platforms is an exciting opportunity to explore the new enhancements that Microsoft Windows Server 2008 offers. Available exclusively to Microsoft Premier customers, the Premier Technology Day provides an opportunity to take an in-depth view of what’s new and exciting in Windows 2008 Server. The event will feature sessions led by Microsoft Premier Field Engineering (PFE) – Microsoft’s experts in the field that are solving problems and implementing solutions for our customers every day.

**Premier Webcast – Active Directory Federation Services – The Benefits of Federation | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

Starting with Windows Server 2003 R2, Microsoft introduced Active Directory Federation Services (AD FS). This standards-based technology allows multiple disparate organizations to better share services among their respective user base. This webcast will discuss key concepts and cover an introduction of the newest version, AD FS 2.0, which extends standard support to Security Assertion Markup Language (SAML).

**Premier Webcast – Windows Server 2008 - Read-Only Domain Controllers | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

This Premier Webcast is an exciting opportunity to explore the new enhancements that Windows Server 2008 offers. The Live Meeting presentation will describe how RODC can help increase the level of security in your environment.

**Premier Webcast - Windows 7: Client Deployment | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

Microsoft Deployment Toolkit 2010 Update 1 provides a well documented toolset for the IT Professional to create, customize and maintain corporate images in an easy to use fashion. Get out of the business of managing an image per hardware model or vendor. We’ll discuss task sequencing to avoid those scenarios, so only a single image per OS version and architecture needs to be maintained. This webcast should be of interest to the IT Professional who works with Windows 7 image creation, maintenance and servicing.

**Premier Webcast - Windows 7: Client Performance | PFE**
Duration: 2.5 Hours | Resources: 1 Instructor

Windows 7 provides enhanced troubleshooting tools for performance and user experience analysis. In addition, the underlying architecture of the Windows Kernel provides the IT professional with robust capabilities and various tools to diagnose issues in ways not before possible. In addition to tools and techniques we will also discuss: user experience and perception and how implementing new builds in the user space can have perception problems that are not necessarily new. This webcast is vital for every Windows Client professional. As someone who supports the end user experience, it is imperative to understand the complexities of desktop application, operating system interaction and the troubleshooting tools and steps available.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Premier Webcast - Windows Server 2008 R2 - Active Directory | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

This Premier Webcast is an exciting opportunity to explore the new enhancements that Windows Server 2008 R2 offers. The Live Meeting presentation will provide you with a list of new features and benefits that Windows Server 2008 R2 offers regarding Active Directory.

Premier Webcast - Windows Server 2008 R2 - Deployment | PFE
Duration: 2.5 Hours | Resources: 1 Instructor

Microsoft Deployment Toolkit 2010 Update 1 provides a well documented toolset for the IT Professional to create, customize and maintain corporate images in a easy to use fashion. Get out of the business of managing an image per hardware model or vendor. We’ll discuss task sequencing to avoid those scenarios, so only a single image per OS version and architecture needs to be maintained. This webcast should be of interest to the IT Professional who works with Windows Server image creation, maintenance and servicing.

Windows 7 Application Compatibility for Enterprises Workshop | PFE
Duration: 2 Days | Resources: 1 Instructor

Windows 7 offers improved security and a greatly enhanced user experience through improvement of existing features and the introduction of many new ones. Windows 7 Application Compatibility for Enterprises Workshop is designed to assist enterprise customers to identify and overcome application compatibility issues that are barriers to deployment of Windows 7.

Windows 7 Forensics | PFE
Duration: 3 Days | Resources: 1 Instructor

Windows 7 offers improved security and a greatly enhanced user experience through improvement of existing features and the introduction of many new ones. Windows 7 Application Compatibility for Enterprises Workshop is designed to assist enterprise customers to identify and overcome application compatibility issues that are barriers to deployment of Windows 7.

Windows Architecture for Debugging (Dedicated Only) | PFE
Duration: 1 Day | Resources: 1 Instructor

The Windows Architecture for Debugging 1-day course provides the foundation for the Advanced Windows User Mode Debugging and Advanced .NET Debugging courses. Students learn Windows architecture and internals, exception handling, assembly language, and call stacks. Demos and hands-on lab exercises reinforce key topics. The workshop contains Level 400 content.

Windows Critical Problem Management Workshop | PFE
Duration: Various | Resources: 1 Instructor

Provides participants with skills that will enable them to interpret blue screens and identify common causes in addition to understanding the debugging process and the skills needed to work effectively with Microsoft Premier Support to resolve issues most efficiently.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Windows Server 2008 - Implementing Hyper-V | PFE
Duration: 2 Days | Resources: 1 Instructor
Implementing Hyper-V is a 2-day workshop that will provide participants with the best practices necessary to design, deploy, customize and manage Hyper-V environments through instructor-led training and hands-on labs. This workshop examines the key features of the Hyper-V role for Windows Server 2008. Architecture concepts are examined only as needed to support attendee understanding of Installation, Management, and Troubleshooting of the Hyper-V environment.

Windows Server 2008 R2 Directory Services | PFE
Duration: 3 Days | Resources: 1 Instructor
This 3 day course describes new Directory Services features, functions, and deployment included in the Windows Server® 2008 R2 operating system family. Information gained from this training will allow Active Directory administrators and other IT professionals to understand and deploy the new “Directory Services” features in Windows Server® 2008 R2.

Windows Server 2003/2008 R2 Active Directory Backup and Disaster Recovery | PFE
Duration: 3 Days | Resources: 1 Instructor
The Active Directory: Backup and Disaster Recovery 4-day WorkshopPLUS course provides participants with the knowledge and skills required to prepare for, recover from, or avoid specific Microsoft® Active Directory disasters. Following a primer module, “Preparing for and Avoiding Disasters”, students will explore several specific disaster scenarios.

Duration: 3 Days | Resources: 1 Instructor
Managing and Supporting a Windows Server 2008 Active Managing and Supporting a Windows Server 2008 R2 Active Directory Certificate Services (ADCS) Workshop provides participants with the knowledge and core skills to understand, manage, monitor, and support a Windows based PKI infrastructure. This 3 day Workshop consists of demonstrations and labs that provide hands-on experience focused exclusively on the skills and objectives that align with managing, monitoring and supporting a Windows Server 2008 Public Key Infrastructure (PKI), in addition to the new features in Windows 2008 R2 PKI.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Windows Server 2008: Networking | PFE
Duration: 4-Days | Resources: 1 Instructor
This 4 day workshop describes new “networking” features, functions, and technologies included in the Windows Server® 2008 operating system family. Information gained from this training will allow networking administrators and other IT professionals to understand, deploy, and troubleshoot the new “networking” technologies in Windows Server® 2008.

Windows 7: Essentials | PFE
Duration: 3 Days | Resources: 1 Instructor
Windows 7 Essentials provides participants with a comprehensive introduction to a wide range of the new and improved features introduced to Windows since Windows XP. A hands-on experience, attendees will have ample opportunity to see demonstrations and try the new features for themselves.

Windows PowerShell: PowerShell v2 Essentials | PFE
Duration: 3 Days | Resources: 1 Instructor
This course is designed to introduce System Administrators to the new world of PowerShell v2. PowerShell is an extremely powerful new command shell and scripting language, which provides system administrators a consistent method of administering Microsoft products. This course introduces key PowerShell concepts and uses a mix of instructor led delivery and interactive lab sessions.

Windows 7: Platform Filtering | PFE
Duration: 4 Days | Resources: 1 Instructor
The Filtering Partner Engagement Workshop is targeted at partners (ISVs, IHVs, OEMs) who have anti-virus, firewall, or other applications that filter the Windows platform.

Windows 7: Ready Set 7 | PFE
Duration: 2 Days | Resources: 1 Instructor
Ready Set 7 is a remediation service to instantly assist customers with Windows 7 application compatibility issues. PFE will work with individual customers on one of the customer's applications to demonstrate how to remediate application issues. Multiple customers will be scheduled for each Ready Set 7 session. This service is owned and driven by DPE.

WorkshopPLUS - Active Directory: Backup and Disaster Recovery | PFE
Duration: 4 Days | Resources: 1 Instructor
4-day WorkshopPLUS course provides participants with the knowledge and skills required to prepare for, recover from, or avoid specific Microsoft® Active Directory disasters.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.

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WorkshopPLUS - IIS 7.5 - Administration and Troubleshooting | PFE
Duration: 4 Days | Resources: 1 Instructor

The IIS 7.5: Administration and Troubleshooting 4-day WorkshopPLUS course provides students with the skills necessary to deploy, administer, and troubleshoot Internet Information Services 7.5. Students will also gain an understanding of the IIS architecture and how to manage security. The hands-on labs included will help the administrator to troubleshoot IIS using the built-in tools and to manage Web servers.

WorkshopPLUS - MOSS 2007: Backup, Recovery, and Availability | PFE
Duration: 4-Days | Resources: 1 Instructor

The MOSS 2007: Backup, Recovery, and Availability 4-day WorkshopPLUS course provides students with the knowledge and skills to recover from disaster, and implement availability and business continuity solutions in a Windows SharePoint Services 3.0 or Microsoft Office SharePoint Server (MOSS) 2007 environment. The modules in this workshop focus on both new and proven methods for implementing disaster recovery and high availability.

WorkshopPLUS - SharePoint 2010 Backup Recovery Availability | PFE
Duration: 4 Days | Resources: 1 Instructor

The SharePoint 2010: Backup, Recovery, and Availability 4-day WorkshopPLUS course provides students with the knowledge and skills to recover from disasters, and to implement availability and business continuity solutions in a Microsoft SharePoint Foundation 2010 or Microsoft SharePoint Server 2010 environment.

WorkshopPLUS - Windows Administration and Automation Using Windows PowerShell | PFE
Duration: 4 Days | Resources: 1 Instructor

4-day WorkshopPLUS course provides students with the hands-on experience required to automate their Microsoft® Windows Server® 2008, Windows Server® 2003, Windows Vista®, and Windows XP® environments by utilizing the flexibility and ease of Microsoft Windows PowerShellTM 1.0 scripting, along with Windows Management Instrumentation (WMI) and Active Directory Service Interfaces (ADSI). Over 30 hands-on labs immerse students in using Windows PowerShell.

WorkshopPLUS - Windows Server 2008 R2 Deploying and Managing Failover Cluster | PFE
Duration: 4 Days | Resources: 1 Instructor

The Windows Server 2008 R2: Deploying and Managing Failover Cluster 4-day WorkshopPLUS course uses instructor-led training and hands-on labs to provide students with the fundamentals necessary to design, deploy, and manage a Windows Server 2008 or Windows Server 2008 R2 Failover Cluster installation. This workshop covers configuration, architecture, setup, deployment and migration strategies, as well as the differences between Windows Server 2008 R2 Failover Cluster and Windows Server 2003 Cluster Services (MSCS). The workshop also covers the differences between Windows Server 2008 and Windows Server 2008 R2 Failover Clusters, including PowerShell and Windows Server Core editions.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
**WorkshopPLUS - Windows Server 2003/2008: Active Directory Troubleshooting | PFE**
Duration: 4 Days | Resources: 1 Instructor

The updated Active Directory: Troubleshooting 4-day WorkshopPLUS course now covers Windows Server 2003, Windows Server 2008, and Windows Server 2008 R2. The course provides participants with the skills required to understand and successfully troubleshoot Active Directory problems, including DNS issues, File Replication Service issues, logon failures, and Active Directory replication failures.

**WorkshopPLUS - Windows Server 2003/2008: Group Policy Administration and Troubleshooting | PFE**
Duration: 3 Days | Resources: 1 Instructor

The Group Policy: Administration and Troubleshooting 3-day WorkshopPLUS course provides participants with the knowledge and skills necessary to effectively set up, configure, administer, and troubleshoot a Group Policy environment.

**WorkshopPLUS - Windows Server 2003: Clustering Essentials | PFE**
Duration: 3 Days | Resources: 1 Instructor

This 3-day course covers the configuration, architecture, and troubleshooting of key problem areas. Students will also be provided with the best practices for installing and administering a clustered environment.

**Search**

**Microsoft Office SharePoint System (MOSS) Search Workshop | PFE**
Duration: 4 Days | Resources: 1 Instructor

Microsoft Office SharePoint System (MOSS) 2007 Workshop contains approximately 32 hours (4 days) of instruction. The material covers search service, crawl, index, best bets, property mappings, query, user search experiences, and alerts.

**Security**

**Deploying and Managing Forefront Client Security | PFE**
Duration: 4 Days | Resources: 1 Instructor

The Forefront Client Security workshop is designed to provide attendees classroom based instruction on the product with hands-on labs. The material covers products features, planning considerations for deployment, deployment steps and pitfalls to avoid, as well as operational activities and troubleshooting steps.

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Managing and Supporting a Windows Server 2003 PKI - 3 day | PFE
Duration: 3 Days | Resources: 1 Instructor
Managing and Supporting a Windows 2003 PKI Workshop provides participants with the knowledge and core skills to understand, manage, monitor, and support a Windows 2003 Server PKI. The Workshop consists of demonstrations and labs that provide hands-on experience focused exclusively on the skills and objectives that align with managing, monitoring and supporting a Windows Server 2003 Public Key Infrastructure (PKI).

Public Key Infrastructure (PKI) Workshop** | Ops Consulting
Duration: 1 Week | Resources: 1 Security OC
The PKI 3-day Workshop combines an overview and shares real world experience in PKI Infrastructure and Certificate Authority and Enrollment. Students will learn about and discuss secure PKI operations and infrastructure, PKI management, managing certificate authorities, configuring key archival, PKI uses and best practices.

Secure Application Development Workshop ** | ACE Services
Duration: Various | Resources: 1 Instructor
The workshop educates the attendees with security concepts and techniques to apply to their development projects. This includes designing with security in mind and incorporating industry established best practices. The basic security principles such as Authentication, Authorization, Access Control, Asset Handling, and others will be addressed, with an emphasis on understanding the problem and implementing a secure solution. Attendees will gain a thorough understanding of the need and importance of developing secure applications.

Microsoft Forefront Identity Manager 2010: Overview and Advanced Concepts | PFE
Duration: 3 Days | Resources: 1 Instructor
This three-day instructor-led workshop introduces and explains the features and capabilities of Microsoft® Forefront™ Identity Manager 2010 (FIM), and provides an overview of the solution scenarios that FIM addresses. The workshop format includes presentation, discussion, demonstration, and many hands-on exercises. It is intended for students who have no previous Forefront Identity Manager 2010 or Microsoft® Identity Lifecycle Manager 2007 (ILM) experience.

TMG 2010: Upgrading your ISA skills to Forefront TMG 2010 | PFE
Duration: 3 Days | Resources: 1 Instructor
Forefront Threat Management Gateway 2010 (TMG) builds upon the Secure Application Publishing, VPN solution and Firewall protection capabilities delivered by ISA Server 2006 by also performing as a Secure Web Gateway. This enables businesses by allowing employees to safely and productively use the Internet without worrying about malware and other threats.
WorkshopPLUS - Defense in Depth | PFE
Duration: 3 Days | Resources: 1 Instructor

The Defense in Depth 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.

WorkshopPLUS - Defense in Depth Securing Windows Server 2008 R2 | PFE
Duration: 4 Days | Resources: 1 Instructor

The Defense in Depth: Securing Windows Server 2008 R2 4-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 2008 R2 strategies, tools, and best practices for comprehensively securing servers from the file system, applications, and server communications across a network.

** These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
As part of Microsoft® Premier Support or Microsoft Consulting Services contracts, customers have access to Microsoft Services Lab facilities in Issaquah, Washington; Irving, Texas; and Charlotte, North Carolina. In these facilities, customers perform hands on testing and Microsoft provides consulting services to include testing and infrastructure consulting support.

**All Technologies**

**Lab Activities** | Lab Consulting  
Duration: Various | Resources: 1 Instructor  
Microsoft offers a variety of configurations to meet your specific testing, optimization or application testing requirements. Large-scale configurations include more than 100 client workstations and multi-processor servers. Smaller configurations include one or two servers and several client or development workstations.

**Custom Lab Activities** | Lab Consulting  
Duration: Various | Resources: 1 Instructor  
Lab facilities are also available for custom activities to meet customers' most specific needs. Your Premier TAM/ADC or MCS consultant assists you in defining the scope of, and determining availability for, a custom Lab exercise. We plan, coordinate and treat these activities like the custom reviews with which most Premier and MCS customers are already familiar. Additionally, you can rely on Microsoft Studios to prepare a professional-quality video of your lab visit for use as marketing collateral.

**Problem Isolation Lab** | Lab Consulting  
Duration: Various | Resources: 1 Instructor  
Complex problems that occur infrequently or under stressful conditions can be among your greatest challenges. The Labs' problem isolation service helps you to identify and devise successful solutions. The lab facilities work in conjunction with other resources from Product Support Services to assist you in resolving these difficult issues.

**Remote Testing Lab** | Lab Consulting  
Duration: Various | Resources: 1 Instructor  
This offering allows customers to complete testing without the requirement of physically traveling to any of the facilities, and without the requirement to install expensive temporary hi-speed WAN links. Testing includes various scenarios: pre-engagement readiness (assistance with load generation scripts), partial remote (combination of customers in the labs and remote locations), allowing the customer the option to send only the essential resources to the lab, and full remote (ghost labs).

**These offerings are deliverable through both MCS and Premier.**
To request assistance or additional information please contact your Microsoft Services Representative.
Development

Script Development Lab** | Lab Consulting
Duration: Various | Resources: 1 Instructor
These services are available to assist customers with the design, development, and parameterization of test scripts to be used with performance testing tools such as Segue SilkPerformer and Microsoft Application Center Test. This service can be delivered at the customer site, remotely, or as part of a Performance and Scalability Test in the Microsoft Services Labs.

Web Application Performance Testing** | Lab Consulting
Duration: Various | Resources: 1 Instructor
Increase your web application's performance while learning about testing tools, testing methodology and troubleshooting from experts. Companies that rely on information systems need those systems to perform at peak efficiency and reliability. To assist customers like you and to get the most out of your mission critical technology investments, Microsoft offers you the resources of the Testing Services Labs.

IT Operations

Migration/Deployment Plan Validation Lab** | Lab Consulting
Duration: Various | Resources: 1 Instructor
Having an untested plan can be worse than not having a plan at all. An untested plan may give a false sense of security. Customers may use the lab facilities to perform a walk through of their plan to identify potential problem areas before deploying on production systems. Wide Area Network (WAN) simulators can be used to validate complex replication/network configuration scenarios and determine performance characteristics in a controlled environment.

Test Consulting/Performance Analysis Lab** | Lab Consulting
Duration: Various | Resources: 1 Instructor
These services are available to assist customers with the process and methodology of executing performance tests using tools such as Segue SilkPerformer and Microsoft Application Center Test. This may include assistance with utilization of the tools for performance testing, assistance with collection of data during test execution and analysis and interpretation of collected data. Some of the data collection tools used include Performance Monitor, SQL Profiler, Network Monitor as well as those facilities provided by the load testing tools. This service can be delivered at the customer site, at a third-party testing facility or in the Microsoft Services Labs.

** These offerings are deliverable through both MCS and Premier. To request assistance or additional information please contact your Microsoft Services Representative.