RAP as a Service Plus for Internet Information Services

Overview

RAP as a Service Plus for Internet Information Services is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your environment with an additional two days onsite, focusing on education and remediation planning. The service is available for a single web farm with up to 24 servers running Windows Server 2008 (IIS 7.0), Windows Server 2008 R2 (IIS 7.5), Windows Server 2012 (IIS 8.0), Windows Server 2012 R2 (IIS 8.5) and Windows Server 2016 (IIS 10.0).

What is RAP as a Service Plus?

This is a delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain privacy and run the assessment on your own schedule. Encryption of data submitted through the cloud, and the encryption of results viewed on our online portal help protect your data. This also enables you to view your results almost immediately. A Microsoft accredited engineer will review the findings, provide recommendations and plan a two-day follow up onsite visit, which will focus on knowledge transfer and build a remediation plan with your staff and your Technical Account Manager (TAM).

An Online Experience

Encryption of data submitted through the cloud, and the encryption of results viewed on our online portal help protect your data. Your data is analyzed using our RAP expert system. The results remain available throughout the licensed period of your assessment. You can also re-assess your environment at any time using the updated best-practice guidance that is made available to subscribers on a regular basis. Your IT staff or other teams within your organization can be granted access to the results so that they can collaborate effectively on the outcome of the assessment.

Practical Recommendations

RAP as a Service for Internet Information Services collects information on the key technology, people, and process areas in your environment and analyzes this information against best practices obtained from over thousands of customer assessments. Solutions for each of the issues are identified and articulated in the Technical Findings report. All critical and important issues are explained by the Microsoft accredited engineer and a remediation plan is provided as one of the key deliverables.
RAP as a Service Plus

**Key Focus Areas**

- Hardware configuration and settings
- Event logs information
- Operating system information and settings
- IIS configuration
- IIS logs
- Application pool configuration
- Network settings
- Operational excellence

**Follow-on Experience**

Persistence is now built-in with this service, allowing you to:

- Re-assess your environment multiple times to track progress.
- Get updates to newly released best-practice guidance.
- Obtain new online portal features.
- Interact with an exclusive online community.

**Deliverables Include**

- Assessment tooling, multiple submissions, and access to an online portal
- Regular updates to best practice guidance and online portal features
- Use of the online portal and tools for one year with an active Microsoft Premier Support contract
- Optimization workshop onsite which includes:
  - Knowledge transfer of issues found through a customized experience using adapted hands-on learning material to include topics of your choice based on Key Focus Areas
  - A full remediation plan
  - Technical Findings report

For more information, visit: [https://services.premier.microsoft.com](https://services.premier.microsoft.com)