RAP as a Service for IT Operations

Overview

RAP as a Service for IT Operations is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues in your IT Service Management Environment. It will provide remediation guidelines, best practice and industry standard guidelines addressing identified issues in the areas of people, processes and technology.

What is RAP as a Service?
This is a delivery experience to enable you to assess your IT Service Management environment at your convenience. The data is collected remotely allowing you to maintain privacy and run the assessment on your own schedule. Submission of data through the cloud and viewing results on our online portal uses encryption to help protect your data. This enables you to view your results almost immediately. A Microsoft accredited engineer will review the findings, provide recommendations and knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

An Online Experience
Data submission to Microsoft online servers and displaying your results on the online portal uses encryption to 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 in order to collaborate effectively on the outcome of the assessment.

Practical Recommendations
RAP as a Service for IT Operations collects information on the key automation, people and IT Service Management 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.

Key Benefits
- Online delivery with a Microsoft accredited engineer
- Convenience of the remote delivery means minimal impact on your environment and IT staff
- Assessment results available online
- Easily share results with your IT staff and others in your organization
- Re-assess your environment to track progress
- Reduce support costs by exposing configuration and operational issues before they affect your business
- Flexible scheduling options
- Access to best practice updates for one year with an active Premier Support contract

Gain valuable insight into the health and state of your IT Service Management processes by proactively diagnosing issues and risks, reviewing your results online, use remediation guidelines on identified issues based on best practice guidance and receiving continuous updates on industry standards and proven frameworks.
RAP as a Service

The key technology, people, and process areas in your IT Service Management environment are analyzed against best practices established from over thousands of customer assessments.

Key Focus Areas
- Covering the full IT Service Management Lifecycle
- Supporting MOF, ITIL & ISO/IEC 20000 processes
- Effective process state planning tool
- Delivering IT & Business aligned recommendations
- Supporting Continuous Service Improvement in your organization
- Provides in-depth information on identified issues
- Issues based on best practice scenario’s

Breakthrough 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, and 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
- Knowledge transfer of issues found
- Remediation plan
- Operational Findings report

For more information, visit: https://services.premier.microsoft.com

This datasheet was last updated October 2, 2014. To ensure you have the latest version of this datasheet, check here: http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_RAPasaService_OPS.pdf

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