RAP as a Service for Internet Information Services

Overview

RAP as a Service Internet Information Services (IIS) is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your IIS environment. This service is available for a single web farm with up to 24 servers running Windows Server 2008 (IIS 7.0), Windows 2008 R2 (IIS7.5), Windows Server 2012 (IIS8.0), Windows Server 2012 R2 (IIS 8.5) and Windows Server 2016 (IIS 10.0).

What is RAP as a Service?
This is a delivery experience that enables you to assess your IIS 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 enables a secure transmission of data, enabling you to view your results immediately on our secure online portal. 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 submitted via secure transfer to Microsoft online servers are analyzed using our RAP expert system. Results are displayed on the secure online portal that remains available throughout the licensed period of your assessment. You can also reassess your environment at any time using 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 Internet Information Services collects information on the key technology, people, and process areas in your server environment and analyzes this information against best practices obtained from 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

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

**Key Focus Areas**

- Hardware configuration and settings
- Event logs information
- Operating system information and settings
- Internet Information Services Configuration
- Internet Information Services Logs
- Application Pool Configuration
- Network settings
- Operational excellence

**Breakthrough Follow-on Experience**

Persistence is now built-in with this service, allowing you to reassess your Internet Information Services 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 with an active Microsoft Premier Support contract for one year
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

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

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This datasheet was last updated March 17th, 2017. 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_IIS.pdf](http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_RAPasaService_IIS.pdf)