RAP as a Service for System Center Configuration Manager

Overview
Gain an insight into the health of your System Center Configuration Manager environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance.

Analyze your environment against best practices developed by Microsoft technology experts, then work with a Microsoft engineer to understand your results and develop a plan that limits risk and improves your environment.

Objectives
• Gain an expert’s perspective on what issues you should address first.
• Optimize your environment based on Microsoft best practices to prevent issues before they arise.
• Establish a baseline so you can track your progress throughout the year.

Methodology
Setup your assessment
Prior to working with your Microsoft engineer, you will setup your assessment and generate your first set of results.

Expert analysis
Your Microsoft engineer will analyze your results, help you understand each issue identified and ensure that you have the right information to fix the issue.

Persist and improve
Re-assess your environment on a monthly basis using the latest updates to continually drive improvement throughout the year.

Key Takeaways
• Holistic recommendations that enable you to improve your people, process and technology.
• Expert analysis and prioritized remediation guidance on what to fix first.
• Regular updates to guidance and features.

Scope
Assess the site servers, site database servers, and site system servers in your Configuration Manager environment. Collect and analyze client health data that is available from Configuration Manager site servers.

Run against a single hierarchy, either on-premises or Azure VM (IaaS) based, running System Center Configuration Manager 2007 or later with site systems including Windows Server 2008 or later.

Agenda
Welcome call
Occurs 2-4 weeks before delivery with your Microsoft Engineer and Technical Account Manager.

Setup and initial results
You complete the assessment setup and initial result gathering prior to your analysis.

Engineer led analysis
Your Microsoft engineer will analyze your results and lead the review of your findings.

Your engineer will work with you to develop a prioritized list of recommendations.

Close out meeting
Finalize and deliver your results.
### RAP as a Service for System Center Configuration Manager Comparison

<table>
<thead>
<tr>
<th>Feature</th>
<th>RAP as a Service for System Center Configuration Manager</th>
<th>RAP as a Service PLUS for System Center Configuration Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration</td>
<td>1 Day</td>
<td>3 Days (1 remote/2 onsite)</td>
</tr>
<tr>
<td>Delivered remotely</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Subscription duration</td>
<td>12 months</td>
<td>12 months</td>
</tr>
<tr>
<td>Data storage</td>
<td>Cloud hosted</td>
<td>Cloud hosted</td>
</tr>
<tr>
<td>Training and planning on findings</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### Detailed Scope and Requirements

**Technical Scope:**
- Configurations
- Server Assessment
- Client Assessment
- SQL Server Configurations
- Configuration Manager
- Operational Excellence

**Software Requirements:**
- System Center Configuration Manager 2007/R2/R3, System Center Configuration Manager 2012/2012 R2, or System Center Configuration Manager 1802/1806/1810/1902.

**Be proactive across Focus Areas**
- **Availability and Business Continuity:** Maximize your service availability and plan for disaster recovery
- **Change and Configuration Management:** Manage changes to services configuration settings across your environment.
- **Operations and Monitoring:** Manage and perform day-to-day operations within your environment.
- **Performance and Scalability:** Deliver the expected user experience by managing current and future performance and capacity requirements.
- **Security and Compliance:** Protect your services from attack and ensure the integrity and privacy of your data.
- **Upgrade, Migration and Deployment:** Manage product or development lifecycles, migrations between platforms, and deployment of new services into your environment.

**For more information**

Contact your Microsoft Account Representative for further details.