RAP as a Service Plus for System Center Service Manager

Overview

RAP as a Service Plus for System Center Service Manager is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your on-premises or Azure VM (IaaS) based Service Manager environment with an additional two days onsite focusing on education and remediation planning. This service is available for one Service Manager environment running either System Center Service Manager 2010 SP1, System Center 2012 Service Manager, System Center 2012 SP1 Service Manager, and System Center 2012 R2 Service Manager. System Center Service Manager 2010 RTM is not supported. The environment may comprise up to two management group: one for Service Manager and one for Data Warehouse and Reporting.

What is RAP as a Service Plus?

This is a delivery experience that enables 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 the 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 to Microsoft online servers, 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 System Center Service Manager 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.

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

Key benefits

- An online plus a scoped customized onsite delivery with a Microsoft accredited engineer
- Assessment results are 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
- Adapted hands-on learning
- Optimization workshop
The key technology, people, and process areas in your Service Manager environment are analyzed against the best practices established from over hundreds of customer assessments.

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<tr>
<th>Key Focus Areas</th>
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<tr>
<td>• Service Manager</td>
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<tr>
<td>Management Group - Design, Specifications, Management Pack Findings</td>
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<td>• Server Health – Specifications, Event Log, Performance</td>
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<td>• Data Layer Health – Instances, Databases, SQL Server Errors, Tables, Grooming</td>
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<td>• Operational Excellence</td>
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**RAP as a Service Plus**

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<tr>
<th>Collect</th>
<th>Submit</th>
<th>View</th>
<th>Advise</th>
<th>Persist</th>
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<td>Collecting data remotely helps you to maintain privacy and run the assessment on your schedule.</td>
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<td>You have access to the results based on our RAP expert system based analysis.</td>
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<td>Our Microsoft accredited engineers review the RAP findings, provide recommendations and build a remediation plan with you.</td>
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<td>Breakthrough follow-on experience – You can re-assess to track progress, get updates to the IP and platform, and interact with an exclusive community.</td>
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**Two Day Customizable Onsite**

Improved ability to remediate, prioritize and plan with adapted hands-on learning and limited remediation work within the boundaries of change control.

**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.
- 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 with 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)

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This datasheet was last updated November 24, 2015. To ensure you have the latest version of this datasheet, check here: