RAP as a Service for System Center Service Manager

Overview

RAP as a Service 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. 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, System Center 2012 R2 Service Manager, and System Center 2016 Service Manager. System Center Service Manager 2010 RTM is not supported. The environment may be composed by up to two management groups: one for Service Manager and one for Data Warehouse and Reporting.

What is RAP as a Service?

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. 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 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.

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**RAP as a Service**

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

**Key Focus Areas**

- **Service Manager Management Group** – Design, Specifications, Management Pack Findings
- **Server Health** – Specifications, Event Log, Performance
- **Data Layer Health** – Instance(s), Database(s), SQL Errors, Table(s), Grooming
- **Operational Excellence**

**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
- Technical Findings report

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

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