Overview

RAP as a Service Plus for System Center Operations Manager is a proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your on-premises or Azure VM (IaaS) based Operations Manager environment with an additional two days onsite, focusing on education and remediation planning. This service is available for Operations Manager environments running System Center Operations Manager 2007 R2, System Center 2012 Operations Manager, System Center 2012 SP1 Operations Manager, System Center 2012 R2 Operations Manager System Center 2016 Operations Manager, System Center Operations Manager Branch 1801, and System Center Operations Manager Branch 1807. System Center Operations Manager 2007/SP1 is not supported. The environment must be in a single management group to include one or more Management Servers, one Operations Manager database and one Operations Manager data warehouse.

What is RAP as a Service Plus?

This is a delivery experience to enable you to assess your environment at your convenience. The data is collected remotely allowing you to maintain the 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 enables you to view your results almost immediately. A Microsoft accredited engineer will review the findings, provide recommendations and plan a 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 Operations 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.
RAP as a Service Plus

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

**Key Focus Areas**
- Management Servers Health – Specifications, Event Log, Performance
- Data Layer Health – Instances, Databases, SQL Server Errors, Tables, Grooming, Backup
- 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.
- 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)

This datasheet was last updated September 20, 2018. To ensure you have the latest version of this datasheet, check here: