An overhead photograph of four business professionals (three men and one woman) seated around a white conference table. One man is pointing at a laptop screen, while the others look on attentively. A woman is also seated at the table, looking towards the laptop. The setting is a bright, modern office with large windows in the background.

# Microsoft Premier Support Services Review

Prepared for  
**NASCO**

Chris Price  
Technical Account Manager  
October 2015

# Service Delivery Plan



The Service Delivery Plan (SDP) is an integral part of the Premier Service Delivery Methodology and serves as the planning foundation for all services.

The SDP is a status report as well as a forward-looking document on specific areas where Premier can support you in achieving your objectives.

Our goal is to ensure Premier Support is addressing your most important business issues. We want to help you improve the ability to align allocation of resources to organizational priorities.

*"Our relationship with Microsoft Services allows us to stay one step ahead of where our customers need to be."*  
Phil Jones, [eg Solutions](#), CIO

**Key Link**  
[List of all subscription-based Premier health checks](#)



## Premier Services – Delivered, Scheduled or Recommended

CURRENT CONTRACT	Status	Date	Hours
Offline Assessment for Active Directory Security	Recommended	-	86
SQL Server Health Check 12-mo. Subscription	Recommended	-	44
Active Directory Health Check 12-mo. Subscription	Recommended	-	44
SharePoint Server Health Check 12-mo. Subscription	Recommended	-	44
Custom Help - Lync/Skype Planning Guidance (2 days)	Recommended	-	24
Workshop - SCCM 2012: Advanced Concepts and Administration	Recommended	-	13
AD Certificate Services Assessment (ADCS)	Recommended	-	Scoping Needed
Workshop - ADFS: Deployment, Administration and Troubleshooting	Recommended	-	13
GPO Risk Assessment Program (Health Check) 12-mo. Subscription	Recommended	-	44
Ignite 2016 Conference Registration (3 employees)	Recommended	-	27

# Premier Support Agreement



## Premier Conditions of Satisfaction

- TAM will assist with reactive case escalations as needed
- TAM will coordinate proactive guidance for new technologies
- TAM will provide monthly reports

This Premier contract includes a Custom Support Agreement for Windows Server 2003.

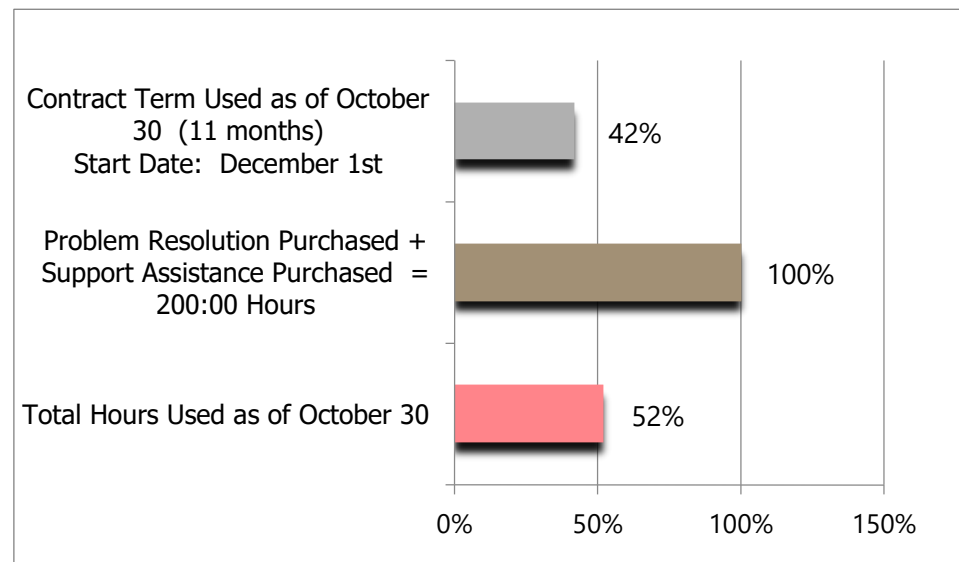
National Account Service Company LLC.  
Enterprise Agreement expiring 11/30/2017  
Enrollment #91873099



## Premier Services

### Premier Utilization as of 10/30/2015

	Purchased	Used	Balance
Problem Resolution Hours	80:00	118:52	-38:52
Support Assistance Hours (Proactive)	120:00	2:34	117:26
<b>Total</b>	<b>200:00</b>	<b>121:26</b>	<b>78:34</b>





## MCS Advanced Solutions

### **Cyber Architecture and Planning Engagement (CAPE)**

The CAPE solution is a rapid review of your IT security program, tailored to your business and security needs. Through on-site, in-person interviews and technical examination, it provides a comprehensive look at your security technologies and operational practices. It examines the program's business foundations, including your organization's security goals, risk posture, and policies and standards. A Comparative Analysis provides a qualitative assessment of your security program, using several norms as reference points. An Optimizing Roadmap provides a set of recommended improvements based on the Comparative Analysis, and a plan for implementing them. The roadmap is customized to your business, front-loading the most achievable and critical improvements.

### **Persistent Advisory Detection Services (PADS)**

Microsoft security experts leverage customized tools and they spend a week looking for malicious actors and software in your network. While our tools will detect and report "run of the mill" malicious code (virus, worms) the PADS engagement is designed to find bad actors that have already avoided all other security tools in a network (such as firewalls, intrusion detection systems, anti-virus/anti-malware, network monitoring systems) and have established presence inside your network. This engagement targets Advanced Persistent Threats or Determined Human Adversaries (the Microsoft term).



## Premier Cybersecurity

Premier Cybersecurity offerings are based on protection, detection, response and recovery. Our unmatched technical bench enables us to field unique, custom technologies, processes, and tools that make us the best-in-class in dealing with cybercrime, electronic espionage, data protection, deep platform expertise and forensics.

The AD Certificate Services Assessment covers these areas: CA configuration and design, component health, physical and logical security controls, group policy design, documentation and certificate usage statistics.

### **Key Recommended Service**

Offline Assessment for Active Directory Security  
AD Certificate Services Assessment

### **Additional Premier Services**

- Offline Assessment for Win Server Security (OAWSS)
- WSP – Windows Client: Securing Windows Client
- WSP - Windows Server 2012: New Security Features
- WSP - Windows Server 2012: Securing Win Server
- POP - Enhanced Mitigation Experience Toolkit
- POP - Security Lateral Account Movement (SLAM)
- WSP - Security Microsoft Forensics

*Datasheets can provide additional information*

Our Cybersecurity teams truly understand Microsoft's security products because they work closely with each product team. Our "custom tools" are able to see how malicious code interacts with the Windows operating system at the source code level, this is unique to Microsoft.

The customized tools we can run in your environment are the same tools used to protect Microsoft's networks. Our experts have designed, implemented and operated IT infrastructures in some of the most hostile environments.



# Messaging and Collaboration



Microsoft has been positioned as a Leader in Gartner's 2014 Magic Quadrant for Social Software in the Workplace.



## SharePoint

Premier Field Engineers can assist with planning and deployment of SharePoint 2013/2016. SharePoint 2007 ends support on October 10, 2017.



## Exchange

Premier Field Engineers can assist with planning and deployment of Exchange Server 2010/2016. Exchange Server 2010 ends support on January 14, 2020.



## Lync/Skype

NASCO is leveraging Office Communications Server at this time. There are issues installing the Lync client which is needed to collaborate with NASCO's partners and vendors who are running Lync 2010 and 2015.



## Premier Services

### Key Recommended Services

Custom Help - Lync/Skype Planning Guidance (2 days)  
Custom Help - SharePoint Migration Planning

### Additional Premier Services

- Workshop - Exchange 2013 Administration and Troubleshooting
- Workshop - Exchange 2013: Compliance Management
- PowerShell v4.0 for the IT Professional - Part 1
- PowerShell v4.0 for the IT Professional - Part 2
- Workshop - Lync 2013: Advanced Core
- Workshop - Lync 2013: Advanced Troubleshooting
- Workshop - Lync 2013: Adv. Conferencing and Voice
- Workshop - SharePoint 2013 Administration
- Workshop - SharePoint 2013 Developer
- Workshop - SharePoint 2013 Administration
- Workshop - SharePoint 2013 Deploy. and Upgrade
- Workshop - SharePoint 2013 BI
- Workshop - SharePoint 2013 Site Admin and Collaboration

*Datasheets are available for the services listed above.*

### Magic Quadrant for Social Software in the Workplace

<http://www.gartner.com/technology/reprints.do?id=1-20TBOV4&ct=140903&st=sb>

# Identity Management / AD



During the AD Health Check, the key technology, people, and process areas are analyzed against best practices established after delivering thousands of customer assessments.

A test of standard antivirus tools provided these results: "the initial threat detection rate was only 5%, meaning that 95% of the new, unknown malware went completely undetected."

- Mark Goodman, author of *Future Crimes*

Domain admins should have domain privileges under the concept of least privilege. If a domain admin inadvertently runs a virus program, the virus will have administrative access to the local computer and to the entire domain.



## Active Directory

To be added



## Certificate Services - PKI

Microsoft recommends reviewing the PKI infrastructure to ensure we are following best practices. We have a standard assessment, however, we can also provide custom remote help that may only involve several hours (at different times) with a Premier Field Engineer.

## Key Links

[Implementing Least-Privilege Administrative Models](#)  
[Best Practices for Securing Active Directory](#)  
[Managing Service Accounts](#)  
[How to Mitigate Pass-the-Hash Credential Theft](#)  
[Enhanced Mitigation Experience Toolkit \(EMET\)](#)



## Premier Services

The Offline Security Assessment for Active Directory provides in depth information in terms of how AD should be configured to mitigate risks. This assessment takes place onsite and involves a toolset and many interviews with key staff.

### Recommended Service

Offline Security Assessment for Active Directory

### Additional Premier Services

- AD Certificate Services (ADCS) Assessment
- DFS Namespaces and DFS Replication Health Check
- Group Policy Object Health Check
- Accelerate Package - AD Security Risk Mitigation
- Accelerate Package - Secure and Resilient AD
- Accelerator - AD Deployment and Migration
- POP - AD Recovery Execution Service (ADRES)
- ADFS Design and Operations Review
- AD Operational Monitoring Service

### Training

- Upgrading AD from Win 2003 to Win 2008 R2
- AD FS Deployment and Troubleshooting
- Managing a Win 2008 R2 AD Certificate Services
- ADFS Deployment, Admin and Troubleshooting

Premier has walkthrough videos for the RAP as a Service (Risk Assessment Program) offering. These videos cover key activities related to the assessment. If you are new to "RAP as a Service" these videos are highly recommended.

<http://blogs.msdn.com/b/ps/archive/2014/08/19/new-walkthrough-videos-for-rap-as-a-service.aspx>

*Become familiar with the top issues detected among Microsoft's customers when they perform a SQL Server Risk Assessment. This information will help you prevent the "database perfect storm" from happening in your workplace.*

<http://blogs.technet.com/b/mspfe/archive/2013/01/09/10-top-sql-server-issues-detected-by-the-sql-server-risk-assessment-program.aspx>



## SQL Server DR

### SQL Server Recovery Execution Service

This is a key service for mission-critical application. A clear and comprehensive Disaster Recovery (DR) Plan is key in minimizing downtime in the event of an unplanned outage or loss of data. Development and testing of this DR Plan is the primary goal of the SQL RES (Recovery Execution Service) offering.



## SQL Server Optimization

### SQL Server Performance Tuning and Optimization Clinic

This offering provides DBAs and developers with a unique opportunity to work with an engineer and performance-tune /optimize specific SQL instances. The clinic provides the knowledge and skills to effectively use tools and techniques and it covers areas such as: SQL Server engine, examine base lining for performance, identification of costly queries, understanding of how wait statistics can be used to find potential impending bottlenecks, examine disk, memory and CPU bottlenecks of the operating system, stress test SQL Server, set up alerting through WMI / Database Mail and how to test for and employ SQL Server best practices.



## Premier Services

The SQL Server assessment process compares the existing environment and operational plans with Microsoft best practices. Customers gain understanding of potential risks that affect ongoing support of the SQL Server platform. The health check provides information to make informed database decisions that impact business needs.

### Key Recommended Service

SQL Server Health Check (12-month subscription)

### Additional Premier Services

- SQL Server Design and Migration Review
- SQL Server Recovery Execution Service
- SQL Server Performance Tuning and Optimization Clinic
- Onboarding Accelerator - Deployment and Migration Assistance for SQL Server
- Accelerate Package - Performance Optimization for Database Workloads

### Workshops:

- SQL Server 2014 Perf Tuning and Optimization
- SQL Server 2014 AlwaysOn Availability Groups
- SQL Server 2014 Features and Admin.
- SQL Server Hands-on Troubleshooting
- SQL Server 2014 Enhanced OLTP and DW Perf
- Chalk Talk - SQL Server 2008 Database Mirroring
- Chalk Talk - SQL Server 2008 Perf Analysis Tools
- Chalk Talk - SQL Server 2008 Reporting Services