**Introduction**

The Education Standards BoardSharePoint 2019 environment is experiencing significant performance issues, leading to site and library unavailability. Provided error logs and CPU usage screenshots highlight critical events, including high CPU utilization, HTTP 503 errors, Security Token Service application failures (Event ID 8306), timer job failures (Event ID 6398), inability to read application pool configurations (Event ID 2307), and the shutdown of the application group in IIS (Event ID 2299). This scope of work aims to conduct an initial health check to identify the root causes of these issues and provide a comprehensive examination of the environment.

**Scope of Work**

1. **Examine CPU Usage for the Past 6 Months**
   * **Objective**: Identify outliers in CPU utilization for Application and Web Front End (WFE) servers.
   * **Estimated Work**: 8 hours
   * **Description**: Review CPU usage data to pinpoint periods of high utilization and correlate with system events and user activities.
2. **Examine Windows Event Logs of the Past 6 Months**
   * **Objective**: Identify processes and requests causing high CPU demand on Application and WFE servers.
   * **Estimated Work**: 10 hours
   * **Description**: Examine event logs to detect patterns and anomalies that contribute to performance degradation.
3. **Examine IIS Logs**
   * **Objective**: Identify HTTP transactions and areas for optimization.
   * **Estimated Work**: 6 hours
   * **Description**: Review IIS logs to understand the nature of incoming requests, response times, and potential bottlenecks.
4. **Examine ULS Logs**
   * **Objective**: Identify common errors in the SharePoint environment.
   * **Estimated Work**: 8 hours
   * **Description**: Investigate ULS logs to uncover recurring issues and error messages affecting performance.
5. **Examine and Identify Necessary Configurations of SharePoint Health Analyzer Rules**
   * **Objective**: Ensure Health Analyzer rules are correctly configured to monitor and maintain system health.
   * **Estimated Work**: 4 hours
   * **Description**: Review and adjust Health Analyzer rules to align with best practices and organizational needs.
6. **Examine Schedule Jobs and Run History**
   * **Objective:** Identify schedules and run times for all scheduled jobs (e.g., SharePoint search jobs such as full crawl, incremental crawl, continuous crawl).
   * **Estimated Work:** 6 hours
   * **Description:** Examine job schedules and histories to optimize performance, reduce system load, and minimize the impact of scheduled jobs during business hours.
7. **Examine Request Distribution**
   * **Objective**: Determine the distribution of requests across WFEs.
   * **Estimated Work**: 6 hours
   * **Description**: Analyse IIS logs and load balancer logs to understand request patterns and load distribution.
8. **Verify Resource Throttling Settings and Identify Customizations**
   * **Objective**: Assess the impact of resource throttling settings on the environment.
   * **Estimated Work**: 5 hours
   * **Description**: Review key resource throttling settings and their customizations to ensure they are not adversely affecting performance.
9. **Examine SharePoint Libraries That Go Unavailable (e.g., C&I - ECS Investigations Library)**
   * **Objective:** Analyse and recommend best practices for better performance.
   * **Estimated Work:** 5 hours
   * **Description:** Evaluate the library structure and usage and provide recommendations for optimization.
10. **Examine Integrations with Records Point**
    * **Objective:** Identify the impact of Records Point integrations on the performance of the SharePoint environment.
    * **Estimated Work:** 8 hours
    * **Description:** Review and analyse the integration points with Records Point to determine their positive impact on system performance and identify any areas for optimization.

**Total Estimated Work: 66 hours**