




CRM Environment Scorecard
























Scorecard Legend

The following scorecards are a consolidated view of the assessment, based on the collected data and the answers provided during the investigation. Using a scale of High, Medium, and Low, the scorecards illustrate the likelihood of encountering performance issues in a specific category. The following legend will be used throughout the rest of this document:

-  Indicates that the overall CRM application, or most used functionality is impacted.
-  Indicates that certain forms, user groups or locations are impacted
-  Indicates guidelines which have no immediate impact

Consolidated Scorecard

This scorecard gives an executive level summary of the issues discovered during the Dynamics CRM 2011 Review.

Dynamics CRM Consolidated Scorecard	
Processes	
The maintenance organization did not formally accept the CRM environment	
There is no Performance test environment available	
Unexpected disk pressure experienced	
No formal acceptance process is used to accept and implement functionality in production	
Some of the recommendations provided in the Health Check of February 2013 have not been implemented	
The governance structure, how to process and implement new functionality in production, is not in use	
Currently it is not possible to perform a full roll back of the production environment	
There is no Pro Active monitoring on the Avanti CRM Servers	
There is no SQL knowledge in the Application maintenance team	
Dynamics CRM Server	
Investigate on EventViewer Message: 3 – Security Kerberos	
Custom Web service Configuration	
HTTPS and Compression	
CCA Client	
Enable Compression on used web services	
Limit the amount of data transferred	
Investigate error messages	
SQL Server	
Update SQL Server	
Investigation of Table size and growth needed	
Add Missing indexes	
Index Defragmentation	
Disk Latency Issues	
MaxDegreeOfParallelism is not set to 1	
Enable CLR for improved performance	
Enable Traceflag 2371, 1117 and 1118	
Appendix	
Appendix A: Proactive Monitoring	
Appendix B: Taking a Performance Baseline using the Dynamics CRM Performance Toolkit	