

Configuration Management Optimization

Proven expertise and best practices that can help you keep costs down and streamline your IT management.

- Improve software update management.
 - Configure and maintain systems.
 - Automate systems management.

The role that information technology (IT) plays within large organizations is expanding and evolving. Once viewed primarily as a back-office function, many executives now view IT as a strategic asset for the business. However, with these new levels of visibility and importance come new challenges and risks. For example, due to complexity in the IT environment, most organizations must allocate a disproportionate and undesirable level of IT resources toward maintaining existing systems. This reduces the time and budget IT departments can dedicate to new initiatives. Meanwhile, issues like application compatibility and systems-configuration errors increase the likelihood of downtime, negatively impacting end-user productivity and executive confidence in IT.

Configuration Management Optimization (CMO) from Microsoft® Services is a fixed-scope consulting engagement designed to provide enterprises with a configuration-management solution. With the help of this Offering, IT departments can streamline maintenance and shift their focus to strategic initiatives that advance the business.

This Offering includes desired configuration management (design, implementation, and ongoing monitoring), software update management (for both applications and patches), and System Center Configuration Manager™ 2007 SP1 best practices. These components are based on guidance from the Configuration Manager Product development team and the Microsoft internal IT department, and they have been validated and refined through real-world engagements with large organizations.

CMO from Microsoft Services can help you

- Streamline IT operations.
- Improve internal compliance.
- Simplify systems management.
- Implement best practices.

Streamline IT Operations

Many organizations must update software and patches manually, or they use point solutions that are difficult to operate and lack integration with other management tools. By providing you with a software-update solution, the Configuration Management Optimization Offering enables you to streamline IT operations to reduce costs, improve security, and reduce downtime.

The software-update-management components of the Offering are based on best practices from the Information Technology Infrastructure Library (ITIL) and the Microsoft Operations Framework (MOF). Using these components as a foundation, Microsoft Services consultants will customize your software-update solution based on the unique needs of your environment.

Improve Compliance

Many organizations find themselves unable to maintain IT standards once PCs are deployed into the environment. At times organizations also have difficulty assessing the ongoing level of compliance within the environment—especially for desktops and devices.

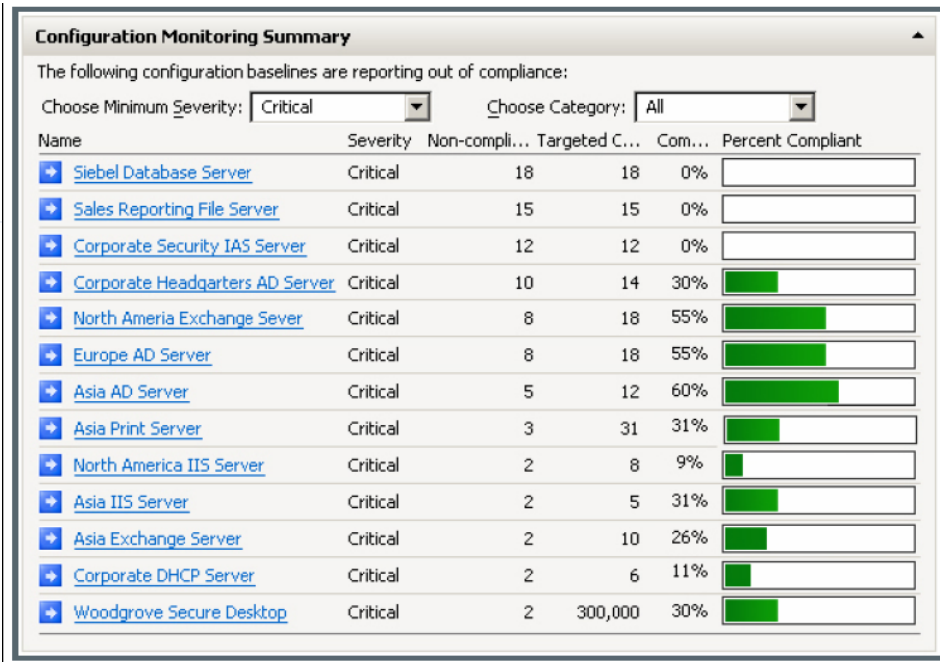


Figure 1. The configuration-monitoring summary helps simplify systems management.

By enabling you to centrally monitor and manage configurations in your infrastructure, CMO helps you comply with internal IT standards.

Simplify Systems Management

IT departments need systems-management tools to monitor and maintain their IT assets. Many use point solutions for systems management, but do not have an integrated suite of management tools. Through knowledge transfer and the deployment and optimization of your Configuration Manager installation, this Offering is designed to help you simplify systems management in your organization.

Implement Best Practices

This service Offering was developed in conjunction with the Configuration Manager Product development team and the Microsoft internal IT department. It was then tested and refined through multiple successful service engagements with large organizations. Microsoft Services consultants offer the highest level of expertise in planning, deploying, and optimizing a configuration-management solution. With a deep understanding of Configuration Manager, ITIL, and MOF, Microsoft Services consultants are uniquely qualified to provide guidance and best practices to make your configuration-management solution successful.

Engagement Overview

This engagement includes the following key deliverables:

- Implementation of the Configuration Manager Advanced Client (license not included).
- Configuration of Windows Server® Update Services.
- Installation and optimization of Configuration Manager site servers.
- Schematic of network and physical site architecture, including link speed and current capacity.
- Summary of workstation count and physical locations.
- Service-level and business-unit requirements.
- Documentation of current processes.
- Summary of subnet infrastructure for site boundaries and protection of remote locations.
- Recommendations on training for IT resources.
- Architecture and design guidance for your Configuration Manager implementation with placement of site servers at hub offices based on technical requirements and business needs.

