

Services Premier Workshop & Chalk 'n Talk Catalogue

The Microsoft Services Premier Workshop & Chalk 'n Talk Catalogue Autumn/Winter 2010/2011 is published by Microsoft Services in Ireland.

Workshop Schedule

Workshop	Location	Start date	End date	Price (hrs)	Duration (days)	Level	Link to workshop description
Windows 7 Essentials	Dublin	24-11-2010	26-11-2010	13	3	300	Link
Office 2010 Setup and Deployment in the Enterprise	Dublin	7-12-2010	9-12-2010	13	3	200-300	Link
SQL Server 2005/2008 Performance Tuning & Optimisation Workshop <i>PLUS</i>	Dublin	18-1-2011	21-1-2011	15	4	300	Link
System Center Configuration Manager 2007 SP1 & R2 Deployment & Configuration Workshop	Dublin	25-1-2011	27-1-2011	13	3	300	Link
Introduction to System Centre Operations Manager 2007	Dublin	08-02-2011	10-02-2011	10	3	300	Link
Performance Monitor: Monitoring Vital Signs WorkshopPLUS	Dublin	22-2-2011	24-2-2011	13	3	300	Link

Details on other workshops available for delivery can be found [here](#)

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Chalk 'n Talk Schedule

Chalk 'n Talk	Location	Start date	End date	Price (hrs)	Duration (days)	Level	Link to Chalk 'n Talk description
Windows 2008 Clustering	Dublin	15-10-2010	15-10-2010	6	1	200	Link
Windows 2008 Clustering	Belfast	9-11-2010	9-11-2010	6	1	200	Link
Windows 2008 R2 Hyper-V	Belfast	10-11-2010	10-11-2010	6	1	200	Link
Introduction to Windows Server 2008 R2	Dublin	18-11-2010	18-11-2010	6	1	200	Link
Windows 2008 Distributed File Systems	Dublin	22-11-2010	22-11-2010	6	1	200	Link
Windows 2008 R2 Hyper-V	Dublin	26-11-2010	26-11-2010	6	1	200	Link
Introduction to Windows Server 2008 R2	Belfast	30-11-2010	30-11-2010	6	1	200	Link
Introduction to PKI	Dublin	6-12-2010	6-12-2010	6	1	200	Link
SQL 2008 Database Mirroring	Dublin	10-12-2010	10-12-2010	6	1	200	Link

Details on other chalk 'n talks available for delivery can be found [here](#)

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***** Please note that if there are any other topics you would like to see offered on this schedule, please let us know and we will accommodate, either at a customer site or onsite at Microsoft location. Please let us know if you are interested in booking any of these sessions by contacting pssirl@microsoft.com *****

Conditions**Number of participants per customer/partner**

- Please note that there are only 15 seats available in these workshops and normally 4 seats available per customer/partner for which reason early enrollment is recommended

Enrollment

- Enrollment is done by emailing TAM Central Office pssirl@microsoft.com after approval by own manager/CSM.

Agenda and content description

- A detailed agenda and content description will be sent to all participants 2-3 weeks before the workshop starts. Any questions about the content of the workshop may be sent to TAM Central Office pssirl@microsoft.com.

Cancellations

- Cancellations must be received no later than 2 weeks before the workshop start and it is therefore recommended that all enrolled participants identify a backup if possible in case of late cancellation. Late cancellations will be invoiced.

Workshop cancellation

Microsoft Services may decide to cancel a workshop delivery one month in advance, in case the no. of enrolled participants is too low. Enrolled customers will be notified accordingly.

Payment

Payment is made by deduction of the appropriate number of Supportability Hours from the Premier Support Agreement as usually; the price is typically 4-5 hours per participant per day. However, customers can also pay separately from their contract through a PO. If you wish to pay for workshop using a PO, please contact pssirl@microsoft.com for a quote. Please see the price for each workshop in the catalogue.

- Discount of 15% for 2 attendees, 25% for 3 or greater attendees (discount on total hours)

Location: Workshops are held at **Microsoft Dublin**, - the location will be highlighted in the workshop invitation email.

Level	Description
100 – Introductory	An introduction to the topic or overview. Assumes little or no expertise with the topic being covered.
200 – Intermediate	Assumes 100-level knowledge and a fairly complete understanding of the features. The 200-level sessions may discuss case studies that cover a breadth of common scenarios or explain how to use more advanced features.
300 – Advanced	Assumes 200-level knowledge and an in-depth understanding of product features in a real-world environment. These may go into unusual case studies that illustrate specific aspects of the product that are key to improving performance or interoperability.
400 – Expert	Assumes the deepest level of technical knowledge we expect a customer to have. The 400-level Premier Workshops are essentially expert-to-expert sessions. The content provides the means for customers to push products to maximum performance, achieve the broadest possible interoperability, and create applications using even the most advanced features

Please Note: All dates are subject to change

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The following Premier Workshops are scheduled from October 2010 to February 2011

Windows 7 Essentials

Date: Dublin: November 24th to 26th, 2010 (3 days)

Description:

Windows 7 Essentials provides participants with a comprehensive introduction to a wide range of the new and improved features introduced to Windows since Windows XP. A hands-on experience, attendees will have ample opportunity to see demonstrations and try the new features for themselves.

Topics

- Productivity and User Experience
- Security
- Device Support
- Manageability and Remote Access
- Deployment
- Performance
- Troubleshooting Tools
- Consumer Features

Price: 13 proactive hours per participant for the workshop

This workshop is confirmed for delivery

Office 2010 Setup and Deployment in the Enterprise

Date: Dublin: December 7th to 9th 2010 (3 days)

Description:

This course will provide participants with the information necessary to design, deploy, and customize an Office 2010 installation. Courseware includes information on using the Office 2010 Resource Kit tools to customize and deploy Office 2010, Office 2010 patch management, and troubleshooting Office 2010 installations.

Topics

- What's new for End-users in Office 2010
- What's new for IT professionals in Office 2010
- Plan the deployment
- Configure and deploy Office 2010
- Maintain and update Office 2010
- Overview of Office 2010 Web Apps

Price: 13 proactive hours per participant for the workshop

This workshop is confirmed for delivery

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SQL Server 2005/2008 Performance Tuning & Optimisation Workshop PLUS

Date: Dublin: January 18th to 21st 2011 (4 days)

Description:

The SQL Server : Performance Tuning & Optimization 4-day WorkshopPLUS course provides information on SQL Server general architecture, index and page structures, locking and concurrency, tools and monitoring of SQL Server performance using SQL management studios, an introduction to dynamic management views, query optimization, scalability and insight into SQL OS, memory architecture and programming efficiency.

Topics

- Incoming Assessment
- Architecture
- Dynamic Management Views
- Tools and Monitoring
- Table & Index Structure
- Locking and Concurrency
- Memory Management
- Query Optimization
- Programming Efficiency
- Scalability
- Outgoing Assessment
- Action Planning session

Price: 15 proactive hours per participant for the workshop

This workshop is confirmed for delivery

System Center Configuration Manager 2007 SP1 & R2 Deployment & Configuration Workshop

Date: Dublin: January 25th to 27th 2011 (3 days)

Description:

This instructor-led workshop provides delegates with the knowledge and skills to manage Microsoft System Center Configuration Manager 2007 with SP1 and R2 (ConfigMgr 2007). Students will learn how to configure ConfigMgr 2007 components and how to manage the ongoing operations of a ConfigMgr 2007 infrastructure.

Topics

- Introduction and new features
- Deploying ConfigMgr 2007
- Discovery & ConfigMgr 2007 Clients
- Inventory Asset Intelligence, Metering
- Software Distribution
- Software Update Management
- Operating System Deployment

Price: 13 proactive hours per participant for the workshop

This workshop is confirmed for delivery

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Introduction to System Centre Operations Manager 2007 Workshop

Date: Dublin: February 8th to 10th 2011 (3 days)

Description:

The 'Introduction to System Centre Operations Manager 2007' workshop offers customers an introduction to the OpsMgr 2007 technology. Focus is given to helping customers with the new concepts in OpsMgr 2007 whilst also giving focus to the support and operating challenges of OpsMgr 2007.

Topics

- Introduction to OpsMgr 2007
- Monitoring Concepts
- Installing OpsMgr 2007 (Part 1)
- Installing OpsMgr 2007 (Part 2)
- OpsMgr Reporting
- Operating OpsMgr 2007
- End to End Monitoring
- Advanced Topics

Price: 13 proactive hours per participant for the workshop

This workshop is confirmed for delivery

Performance Monitor: Monitoring Vital Signs WorkshopPLUS

Date: Dublin: February 22nd to 24th 2011 (3 days)

Description:

The Performance Monitor: Monitoring Vital Signs 3-day WorkshopPLUS course provides participants with the skills necessary to properly analyze and troubleshoot the overall health of the Windows server. This course reviews key performance counters that validate operating system and hardware health. Upon successful completion of this workshop, participants will understand how to use Performance Monitor, Server Performance Advisor, and Windows Reliability and Performance Monitor, and will be able to analyze environments running Windows Server 2003, Windows Server 2008, and Windows Vista. The course provides multiple real-world examples of troubleshooting performance issues with Active Directory, Internet Information Services, Exchange Server, and SQL Server.

Topics

- Incoming Assessment
- Performance Monitor Introduction and Optimization
- Analyzing Disk Storage Performance
- Analyzing Kernel Memory Performance
- Analyzing User Mode Performance
- Monitoring the Network Interface
- Analyzing Processor Usage
- Monitoring Performance by Using Server Performance Advisor
- Windows Reliability and Performance Monitor
- Complete Server Analysis
- Outgoing Assessment
- Action Planning sessions

Price: 13 proactive hours per participant for the workshop

This workshop is confirmed for delivery

Please Note: All dates are subject to change

Workshop & Chalk 'n Talk Catalogue

The following Premier Chalk 'n Talks are scheduled from October 2010 to February 2011:

Windows 2008 Clustering

Date: Dublin: October 15th, 2010 (1 day)

Belfast: November 9th, 2010 (1 day)

Description:

This 1-day Chalk Talk discusses new features, functions, and technologies included in the Windows Server® 2008 operating system family. Information gained from this discussion will allow administrators and other IT professionals to understand the new technologies in Windows Server® 2008 as it relates to Windows Failover Clustering.

Topics:

- Clustering Overview
- Cluster Setup and Validation Report
- HA File Server and Print Server setup
- Cluster Quorum and Storage
- Geographically Dispersed Cluster
- Failover Clustering R2 Features
- Demo's

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

Introduction to Windows Server 2008 R2

Date: Dublin: November 18th, 2010 (1 day)

Belfast: November 30th 2010 (1 day)

Description

This half day session will focus on the roles and features available within Windows Server 2008 R2. The session is designed to give attendees a view of the out-of-box capabilities.

Topics:

- Active Directory Services
- Virtualisation
- Remote Desktop Services
- Clustering
- File Services
- Network Access Protection
- Best Practise Analysers
- Deployment

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

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Windows 2008 Distributed File Systems

Date: Dublin: November 22nd, 2010 (1 day)

Description:

This chalk talk discusses Distributed File Systems namespace and replication features, functions, and technologies included in the Windows Server® 2008 operating system family. Information gained from this discussion will allow administrators and other IT professionals to understand DFS technologies in Windows Server® 2008R2.

Topics:

- Introduction & Overview
- Installation
- Configuration
- Design considerations
- Troubleshooting

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

Windows 2008 R2 Hyper-V

Date: Dublin: November 26th, 2010 (1 day)

Belfast: November 10th 2010 (1 day)

Description:

This 1-day Chalk Talk discusses new features, functions, and technologies included in the Windows Server® 2008 operating system family. Information gained from this discussion will allow administrators and other IT professionals to understand, the new technologies in Windows Server® 2008 as it relates to Windows 2008 R2 Hyper-V.

Topics:

- Introduction and Architecture
- Requirements and Supported Configurations
- Windows Server Core
- Hyper-V R2 Features
- Security and Networking
- Installation and Demo

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

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Introduction to PKI

Date: Dublin: December 6th, 2010 (1 day)

Description:

This 1-day Chalk Talk focuses on understanding certificate-based security solutions using Windows Server 2008. Get in-depth guidance for designing and implementing certificate-based security solutions. Discuss how to incorporate best practices, avoid common design and implementation mistakes, help minimize risk, and optimize security administration.

Topics:

- Introduction to PKI
- New Features in Windows 2008 Certification Authority
- Certificate Enrollment
- Certificate Templates

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

SQL 2008 Database Mirroring

Date: Dublin: December 10th, 2010 (1 day)

Description:

During this Chalk Talk, attendees will learn about the high availability and disaster recovery technology called Database Mirroring'. In this chalk talk we will discuss the new features in SQL Server 2008, the benefits, how mirroring works, database snapshots, and best practices, and more.

Topics:

- Why Use Database Mirroring and How it Works
- Transparent Client Redirection
- Use with Database Snapshots
- Database Mirroring Performance Considerations
- Monitoring Database Mirroring
- Automatic Recovery from Corrupted Pages
- Log Stream Compression
- Write ahead on the incoming log stream
- Page read-ahead during the undo phase
- Database Mirroring Best Practices

Price: 6 proactive hours per participant for the chalk 'n talk

This Chalk 'n Talk is confirmed for delivery

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Other Planned Workshops

We also plan to hold Workshops on the following topics as per customer demand. Please note that none of the below Workshops have either been scheduled or confirmed for Delivery at this stage.

System Centre Configuration Manager 2007 Troubleshooting (3 days)

This instructor-led course provides students with the knowledge and skills to troubleshoot common System Center Configuration Manager 2007 (ConfigMgr) issues. Students will learn how to properly configure ConfigMgr components and how to use various tools and log files used in ConfigMgr troubleshooting.

Topics include:

- Troubleshooting Resources for Configuration Manager 2007
- Management Point Troubleshooting
- Client Health
- Software Metering, Software and Hardware Inventory
- Software Distribution
- Software updates
- Operating system deployment
- Site to site replication
- Desired Configuration Management (optional)

System Centre Operations Manager 2007 R2 – Monitoring, Optimizing & Troubleshooting (4 days)

This 4-day WorkshopPLUS course provides participants with a deep understanding of how to use System Center Operations Manager to monitor an organization's infrastructure. The workshop provides a technical drill-down into various aspects of the Ops Mgr technology with a strong emphasis on hands-on labs. Upon successful completion of this workshop, participants will have the knowledge to take control of an Operations Manager 2007 infrastructure and to extend its monitoring reach. Their improved understanding and expertise will allow them to react to business requirements with greater confidence and speed.

Topics include:

- Incoming Assessment
- Module 1: Operations Manager 2007 – Major Concepts.
- Module 2: Architecture
- Module 3: Security
- Module 4: Active Directory, SQL Server, and Exchange Server Management Packs
- Module 5: Monitoring UNIX /Linux with Operations Manager 2007 R2
- Module 6: Distributed Application Monitoring and Service Level Tracking
- Module 7: PowerShell, Scripting, and Management Pack Authoring
- Module 8: Notification
- Module 9: Reporting and Creating Custom Reports
- Module 10: Troubleshooting and Disaster Recovery
- Outgoing Assessment

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SQL Server 2008 Reporting Services (4 days)

Microsoft SQL Server 2008 Reporting Services provides a complete server-based platform that is designed to enable organizations to deliver relevant information where needed across the entire enterprise. SQL Server Reporting Services supports a wide variety of reporting needs including managed enterprise reporting, ad-hoc reporting, embedded reporting, and web based reporting. Reporting Services 2008 provides the tools and features necessary to author a variety of richly formatted reports from a wide range of data sources and provides a comprehensive set of familiar tools used to manage and secure an enterprise reporting solution. Reports are processed and delivered quickly and effectively, enabling users to either receive reports automatically through subscriptions, to access reports from a central report repository on an ad-hoc basis, or to consume reports in context of their business processes through reports directly embedded into their business or web applications. This four day workshop is lab centric, which allows you to get as much hands on experience as possible.

Topics Include:

- Module 1: Reporting Services Overview
- Module 2: Installing and Configuration
- Module 3: Basic Report Design
- Module 4: Advanced Report Design
- Module 5: Report Server Management
- Module 6: Ad Hoc Reporting
- Module 7: Introduction to Programming Reporting Services

Sharepoint 2010 Upgrade & Migration (3 days)

This 3-day workshop develops the knowledge and skills needed to determine an upgrade approach, identify potential issues, perform an upgrade, and verify the success of a SharePoint 2007 to SharePoint 2010 upgrade or migration. SharePoint 2010 administrators will walk away with a firm grasp on the technical concepts required to successfully plan, perform, and troubleshoot an upgrade or migration. Learn advanced upgrade and migration concepts from knowledgeable trainers to ensure a successful upgrade or migration. Advanced SharePoint 2010 upgrade and migration technical concepts are demonstrated using a mixture of presentations and hands-on scenario based labs delivered in virtualized environments. This combination of deep technical knowledge transfer and practical experience fortifies the knowledge needed for the SharePoint 2010 upgrade and migration process.

Topics include:

- Module 1: Upgrade and Migration Overview
- Module 2: Plan and Prepare for Upgrade
- Module 3: Upgrade Approaches
- Module 4: Upgrading Customizations
- Module 5: Upgrading Shared Service Providers
- Module 6: Testing & Troubleshooting Upgrades

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Windows Server 2003/2008: Group Policy Administration and Troubleshooting (3 days)

This 3-day Workshop^{PLUS} course provides participants with the knowledge and skills necessary to effectively set up, configure, administer, and troubleshoot a Group Policy environment. Group Policies are an important element of an efficient and well-managed environment: they enable control, central administration, and change. Responsible personnel should be aware of how to administer and troubleshoot Group Policies.

Topics include:

- Incoming Assessment
- Module 1: Group Policy Essentials
- Module 2: Group Policy Templates
- Module 3: Group Policy Processing
- Module 4: GPO Policy Troubleshooting & Security
- Module 5: Windows Server and Client Technology Updates
- Module 6: Advanced Group Policy Management
- Module 7: Group Policy Preferences
- Outgoing Assessment

Windows Server 2003/2008: AD Troubleshooting (4 days)

This 4-day Workshop^{PLUS} course now covers Windows Server 2003, Windows Server 2008 and Windows Server 2008 R2. The course provides participants with the skills required to understand and successfully troubleshoot Active Directory problems, including AD-related critical services, DNS issues, logon failures, and Active Directory replication failures. Students learn the tools used in Active Directory troubleshooting to help them accelerate time to resolution. Hands-on lab exercises reinforce key learnings.

Topics include:

- Incoming Assessment
- Module 1: Active Directory Troubleshooting Process & Active Directory Fundamentals
- Module 2: Troubleshooting Critical Services and Flexible Single Master Scenarios
- Module 3: DNS Concepts and Troubleshooting
- Module 4: Client Logon and Authentication
- Module 5: Replication
- Outgoing Assessment

BPOS - Administration and Troubleshooting Best Practices for Exchange Online (3 days)

This workshop is a 3-day course addressing the details of managing and supporting Microsoft® Exchange Online. Key areas of focus include the Microsoft Online Administration Center (MOAC), Exchange Online configuration, Directory Synchronization, Mail Migration from On Premise Exchange, managing Contact, Distribution lists, Users, and Resource Mailboxes, plus troubleshooting techniques. Administrators should walk away with a deep understanding of the technical concepts required to help them successfully operate the Exchange Online Service.

Topics include:

- Module 1: Introduction to Microsoft Online Services
- Module 2: Introduction to BPOS
- Module 3: Administering Exchange Online Services
- Module 4: Accessing Exchange Online
- Module 5: Directory Synchronization and Co-existence
- Module 6: Mailbox Migration
- Module 7: Troubleshooting Exchange Online

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BPOS - Administration and Troubleshooting Best Practices for SharePoint Online (2 days)

The BPOS Administration and Troubleshooting Best Practices for SharePoint Workshop is a 2-day course addressing the details of managing and supporting Microsoft® BPOS SharePoint. Key areas of focus include the Microsoft Online Administration Center (MOAC), creating and managing users, Site Collection management, backup & restore, plus best practices and troubleshooting techniques. Administrators should walk away with a deeper understanding of the technical concepts required to help them successfully operate this world-class collaboration service.

Topics include:

- Module 1: Introduction to Microsoft Online Services
- Module 2: Introduction to BPOS
- Module 3: SharePoint Online Administration
- Module 4: Troubleshooting

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Other Planned Chalk & Talks

We also plan to hold Chalk 'n Talks on the following topics as per customer demand. Please note that none of the below Chalk n' Talks have either been scheduled or confirmed for Delivery at this stage.

System Centre Virtual Machine Manager

Virtual Machine Manager 2008 R2 helps enable centralized management of physical and virtual IT infrastructure, increased server utilization, and dynamic resource optimization across multiple virtualization platforms. It includes end-to-end capabilities such as planning, deploying, managing, and optimizing the virtual infrastructure. This 1 day session is designed to give customers a high level view of the product with a focus on best practice. **Topics include:**

- Operations and Roles
- Configuration and Deployment
- Security
- Backup and Recovery considerations

System Centre Operations Manager:

Operations Manager 2007 R2 helps customers improve their availability and performance metrics through enhanced service level monitoring. While their IT operations staff will be able to have improved access the key functionality they need to maintain and enhance the service they deliver to their end users. This 1 day session is designed to give customers a high level view of the product with a focus on best practice. **Topics include:**

- Architecture and Deployment / Upgrade
- Operations and Monitoring Theory
- Reporting
- Backup and Recovery considerations

System Centre Configuration Manager:

System Center Configuration Manager 2007 R2 comprehensively assesses, deploys, and updates servers, client computers, and devices-across physical, virtual, distributed, and mobile environments. This 1 day session is designed to give customers a high level view of the product with a focus on best practice. **Topics include:**

- Software Distribution
- Inventory, Software Metering
- ConfigMgr Site Systems
- Software Update Management
- Reporting
- Backup and Recovery considerations

SQL 2008 Security Hardening

This workshop is intended to provide a comprehensive set of best practices, recommendations and hints on how to plan and use efficiently SQL Server 2008 security features. **Topics include:**

- Plan for correct OS, Cluster and Active Directory requirements for security
- Explore Windows Server 2008 and SQL Server 2008 security concepts for your environment;
- Make the right security choices during SQL Server and Cluster installations
- Know and use the most secure configuration items for the OS and SQL