

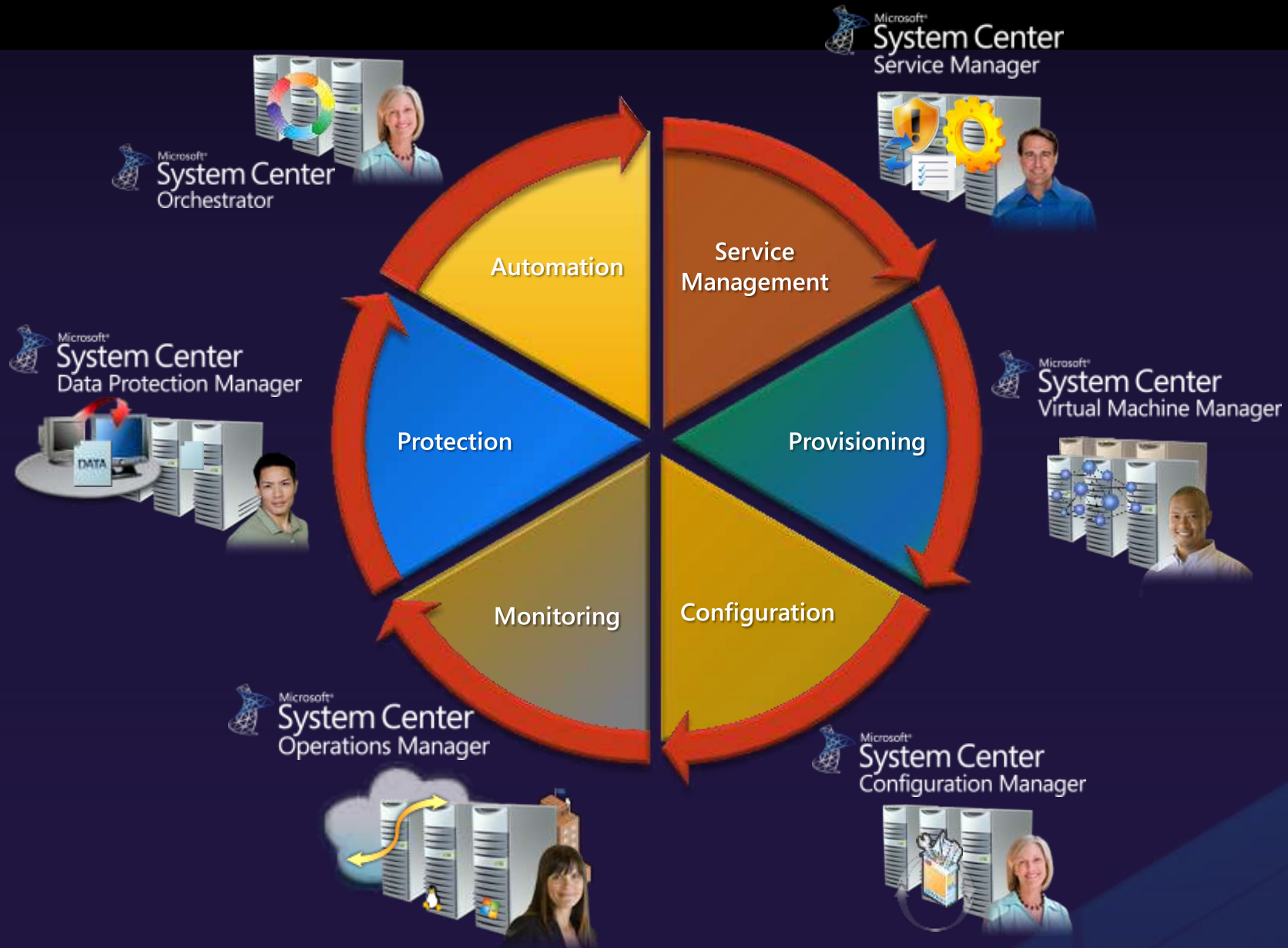
How to Leverage Series: System Center Client Management

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Agenda

- System Center Overview
 - Not just for servers...
- Benefits of System Center outside the Datacenter
 - Configuration Management of Devices (covered in previous session)
 - Data Protection of locally stored PC data
 - Monitoring/Reporting on the Health of PC's
 - Helpdesk Management
- Resources
- Q&A

System Center

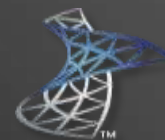
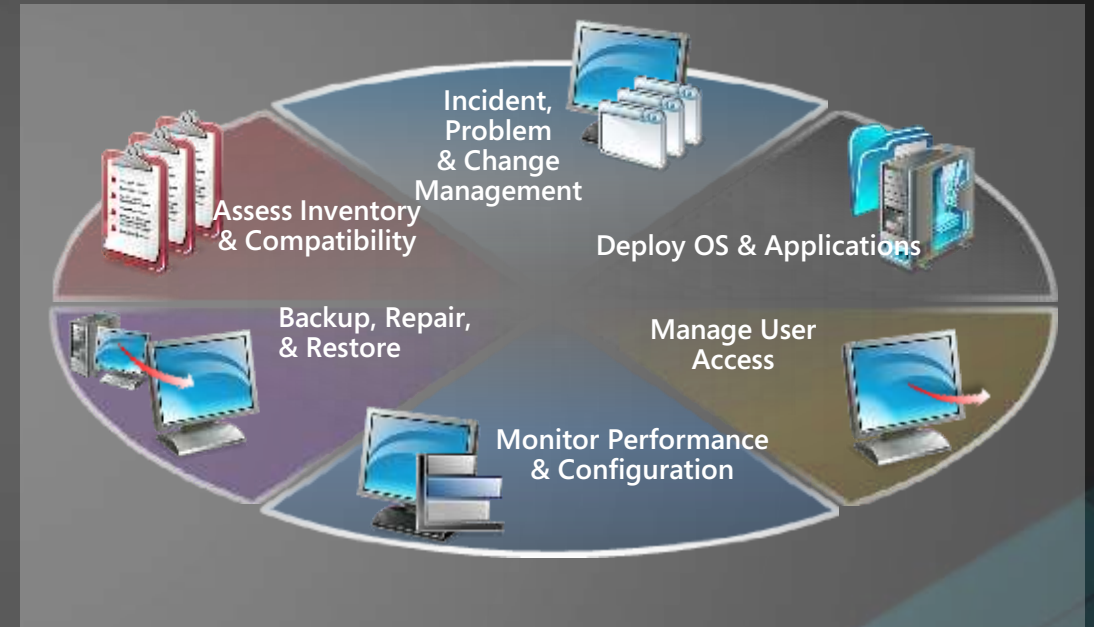


Integrated Client Management Suite

Drive Simplification of Management Through Standardization

Suite Licensing Lowers Capital Expenditure While Supporting Unified Management

- Single infrastructure for end to end management lowers deployment cost
- Standardized user environment lowers training and operational costs
- Common knowledge and rules engine accelerates ROI and improves processes
- Simple, cost effective, and flexible licensing eases procurement process



Microsoft™
System Center

Configuration Manager 2012

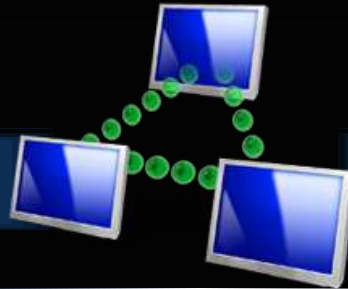
Empower Users



Empower people to be productive from anywhere on whatever device they choose

- Device freedom
- Optimized, personalized application experience
- Application self-service

Unify Infrastructure



Reduce costs by unifying IT management infrastructure

- Mobile, physical, and virtual management
- Security & compliance
- Integrated Service management

Simplify Administration

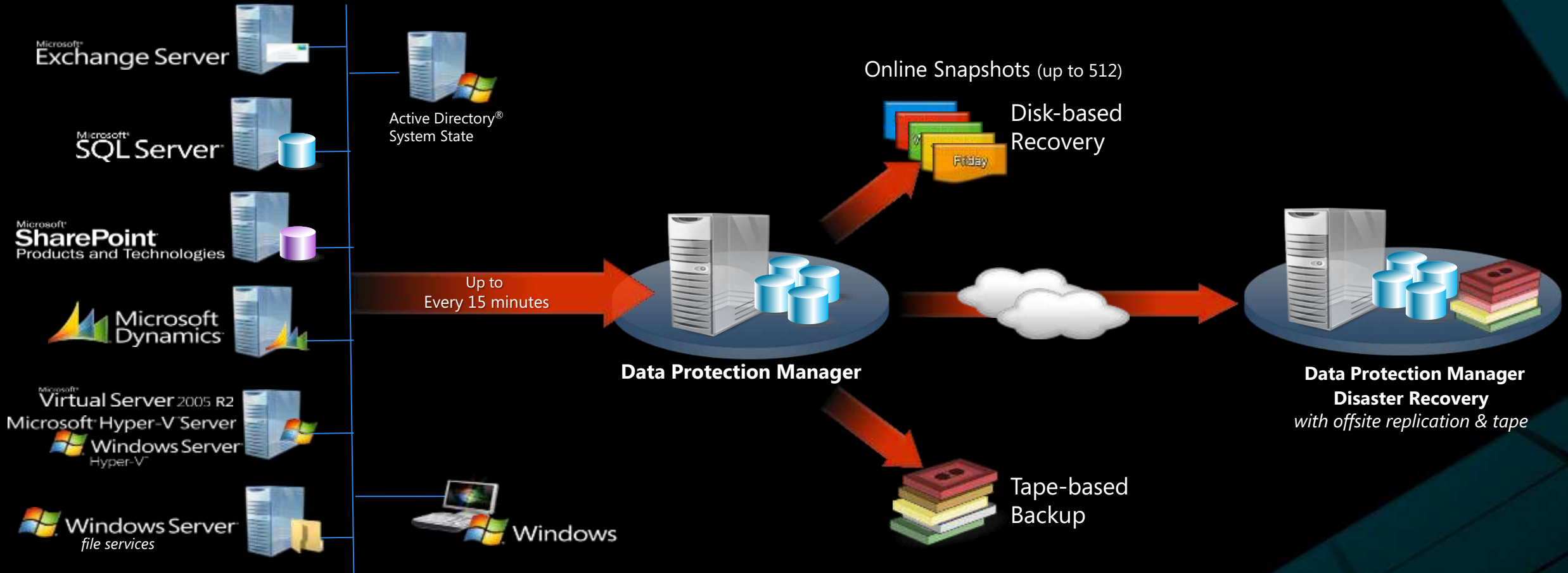


Improve IT effectiveness and efficiency

- Comprehensive client management capabilities
- Improved administrator effectiveness
- Reduced infrastructure complexity



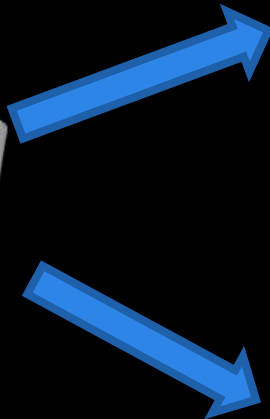
Microsoft® System Center Data Protection Manager 2010



Data backup - Current



End user



Copy to servers
backed up by IT



Do your own
backups

Limited/no IT involvement
Tax for end users
Policies are difficult to enforce

Critical business data on laptops is not backed up

Requirements for Laptop Data Backup

Remove the end user tax

Support roaming user backups

Allow customizability for specific users

Enforce admin defined restrictions

Keep IT costs low

How DPM Solves This?



Client protection/ recovery – Back-Up Policy

Backup Policy
8:00 AM – 12:00 AM – 6:00 PM
Protect "My Documents"
Retain Data for – 30 Days
Alert policy – 14 Days



When you want to protect the data?
What data you want to protect?
How long you want to retain the data?
How often you want to backup that client has not been backed up to DPM?

Backup



Server Admin

Client Name	Policy	Status
Client 1	Exchange 2007	On
Client 2	State	On
Client 3	State	On
Client 4	State	On
Client 5	State	On
Client 6	State	On
Client 7	State	On
Client 8	State	On

8:00 AM – 12:00 AM – 6:00 PM
Protect "My Documents"
Retain Data for – 30 Days
Alert policy – 14 Days

Client protection/ recovery — *Disconnected Vs Connected*



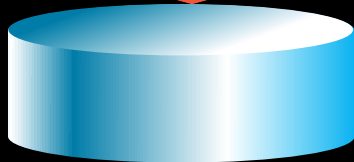
Backup Policy
8:00 AM – 12:00 AM – 6:00 PM
Protect "My Documents"
Retain Data for – 30 Days
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Traveling
While **Traveling** by Plane
At On Site Office Meeting

12:00 Noon
Time to take a backup



Backup at 12:00 Noon



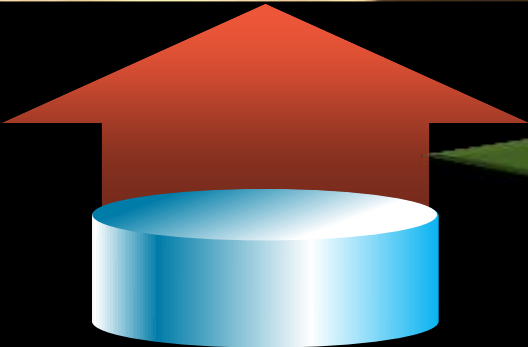
Client protection/ recovery — *Disconnected Vs Connected*



Backup Policy
8:00 AM – 12:00 AM – 6:00 PM
Protect "My Documents"
Retain Data for – 30 Days
Alert policy – 14 Days

Back **At Corporate Office**

8:00 AM
Time to take a backup



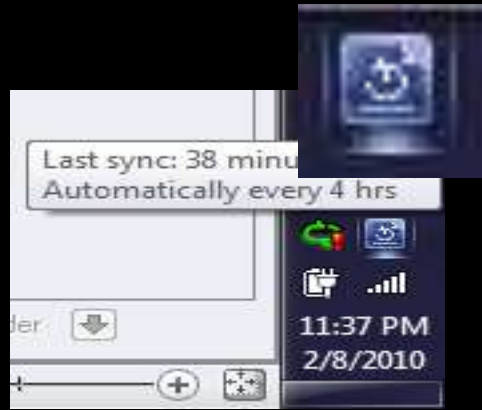
Restore Yesterday's Data
Restore Last Month's Data

Client protection/ recovery

C3



Intuitive End User Interface

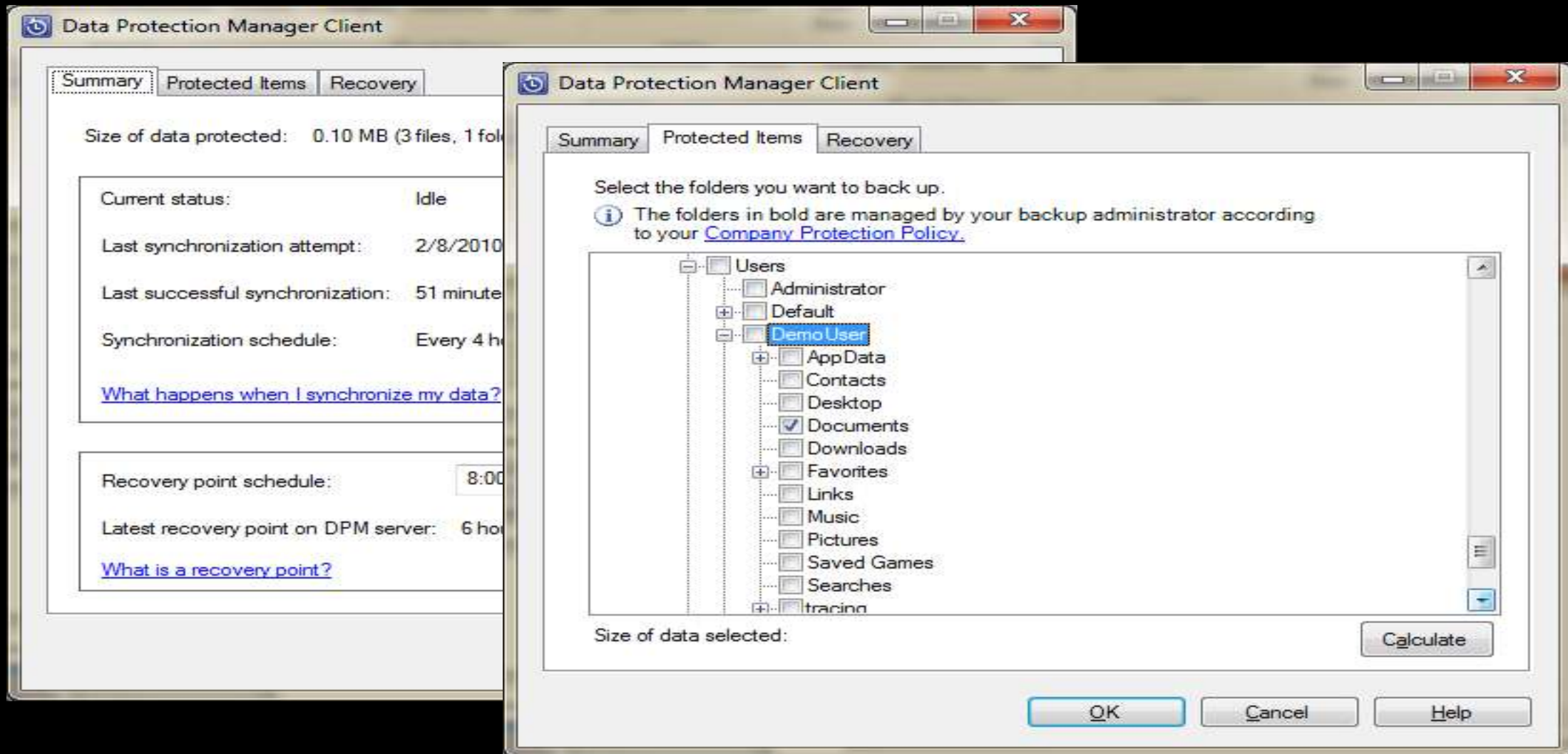


- Easy monitoring of backups



- Quick access to common information and features

Customizability

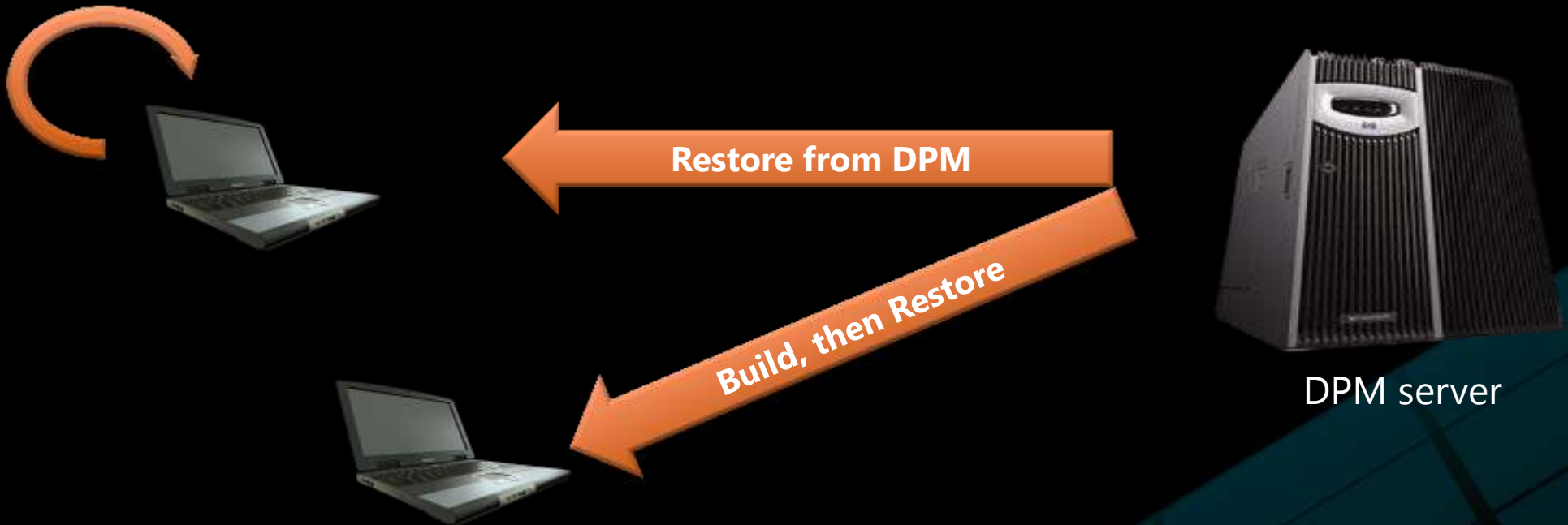


End User Restore



End user

1. Local Restore when not connected
2. Network restore when connected
3. Remote restore for new laptop



Restore to a New Laptop (from DPM)

Data Protection Manager Client

 Data protected: 0.10 MB
3 files, 1 folders

 Last sync: 58 minute(s) ago
Automatically every 4 hrs

Most recent recovery point: 6 hour(s)

[Sync now](#)

[Open DPM Client](#)


[Recover data](#)

[Help](#)


Data Protection Manager Client

Summary Protected Items Recovery

Using the Data Protection Manager Client, you can recover your data irrespective of which computer you backed it up from. To recover your data, you must know the name of the DPM server on to which it was backed up. Contact your backup administrator for this information.

Search for recovery points on: 

Time	Link
Computer: prash7.fareast.corp.microsoft.com	
2/8/2010 5:25:01 PM	Open...
2/8/2010 4:33:48 PM	Open...

 Once you open a recovery point, it will be available for 3 days for recovery.

To recover data from backups stored locally, right click on the file/folder you want to restore and select "Restore previous versions". For more details [click here](#).

System Center Operations Manager

Delivers end-to-end service management of applications and IT services running across your datacenter fabric; providing you greater insight and control into the health and performance of your Microsoft, UNIX and Linux servers, and their workloads..

End to End Datacenter Service Management

- Proactive management of IT services
- Delivers best practice driven alerting, service level monitoring, and reporting

Best of Breed for Windows and Beyond

- Integrated monitoring across Windows, UNIX & Linux servers and workloads
- Expertise for over 100 Microsoft and non-Microsoft applications, servers, and clients

Increased Efficiency and Control

- Automates routine and time consuming tasks
- Provides intelligent monitoring of your environment

Microsoft
System Center
Operations Manager 2007 R2



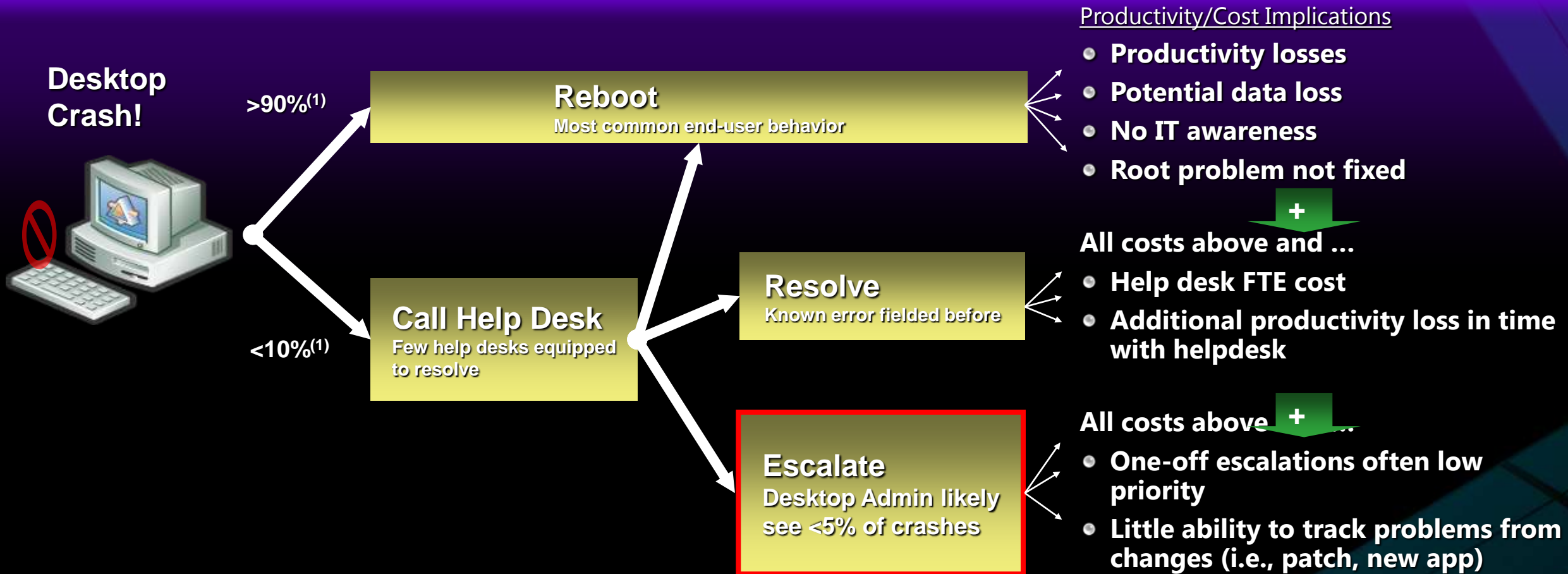
JOHNS HOPKINS
INSTITUTIONS

*"System Center Operations Manager 2007 R2 gives us an application health view, which allows us to more quickly identify root cause and address incidents before our customers are impacted."
- John Taylor, IT Manager and Systems Architect, Systems Monitoring and Management Group*



Lack of Awareness of End-User Problems

Unreported issues drive productivity and satisfaction down and costs up



Flexible Approach

Scales to meet diverse needs for entire Enterprise

Agentless Exception Monitoring

- No agent deployment required
- Integrates with Windows Error Reporting (Watson)
- Visibility to and resolution knowledge for client crashes
- Entire Enterprise space

Collective Client Monitoring

- Reporting and alerting on collections of clients
- Proactive monitoring of errors, utilization, performance and reliability
- Remote diagnostic and troubleshooting tasks
- Agent managed
- Medium scale within Enterprise

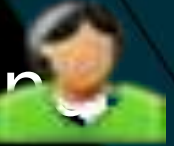


Business Critical Client Monitoring

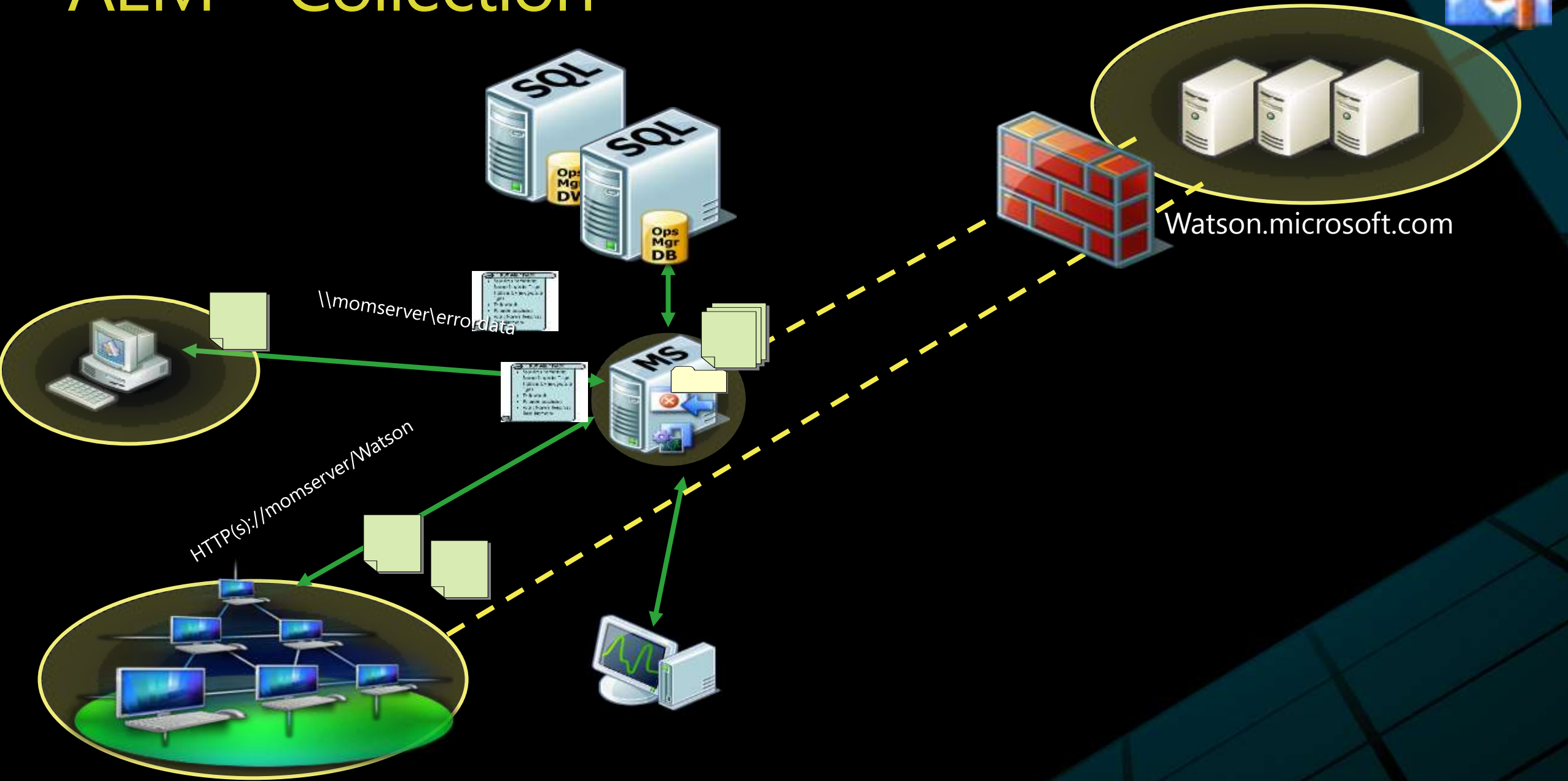
- Deeper monitoring and alerting on individual clients
- Verified availability via heartbeat
- Host for user perspective transactions
- Optional: security auditing capabilities
- Small scale within Enterprise

Agentless Exception Monitoring

- Enables collection, viewing and reporting of application and operating system crashes
- Acquiring, viewing and editing knowledge response
- Leverages Watson and Windows Error reporting clients
- Allows Enterprises to manage flow of crash information
- Aggregates Error data for reporting
- Scales to the entire Enterprise



AEM – Collection

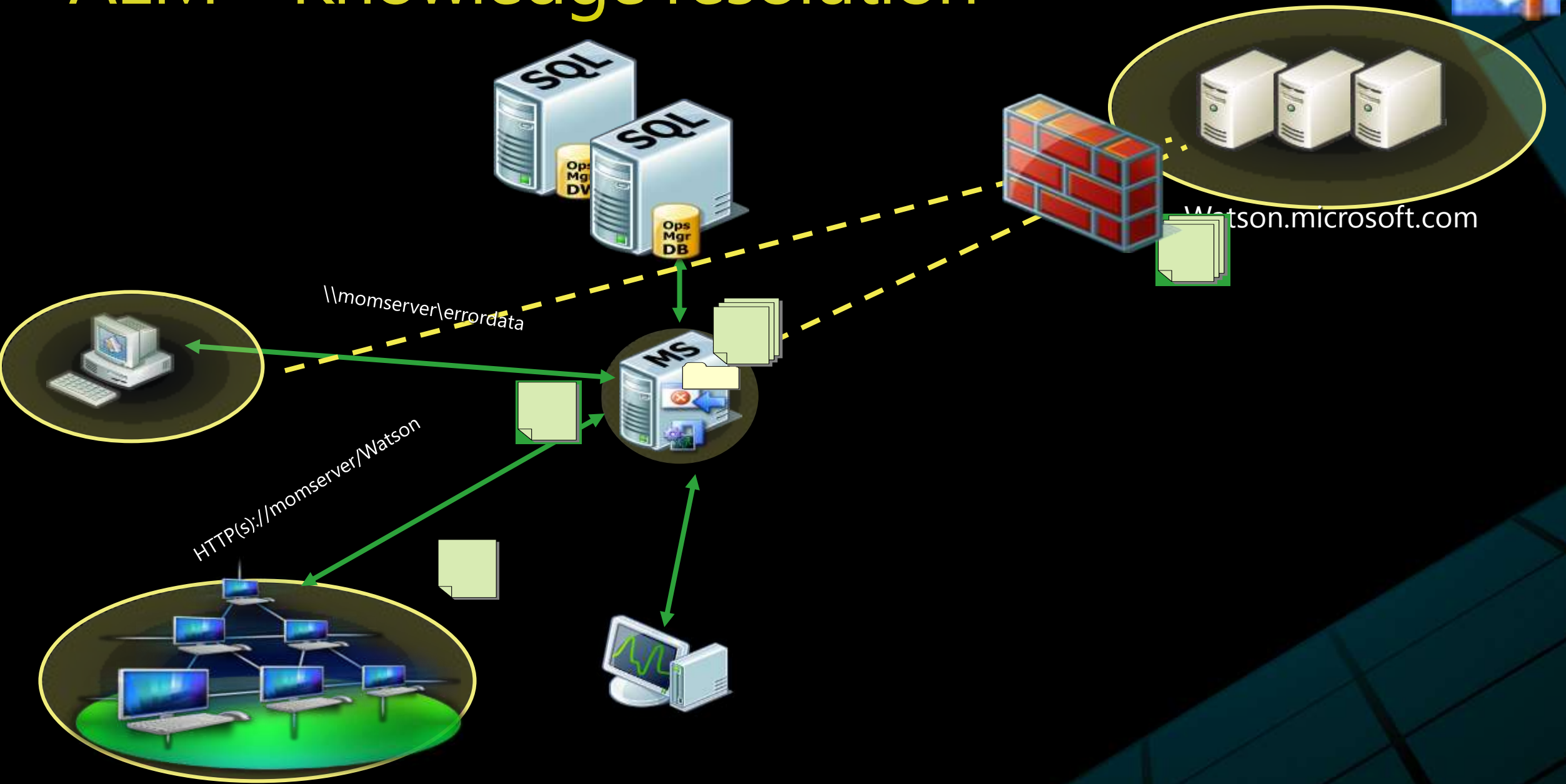


AEM Knowledge Resolution



- Control Error forwarding of Error reports
 - Basic
 - Detailed
- Microsoft provides knowledge response for forwarded Error reports
- Filtering of forwarded Error report data
- Control privacy for diagnostic data gathering
- Provide help desk response options for crashes
- Specify a “self help” link to display to end users for a crash

AEM – Knowledge resolution



Report - Top N Applications



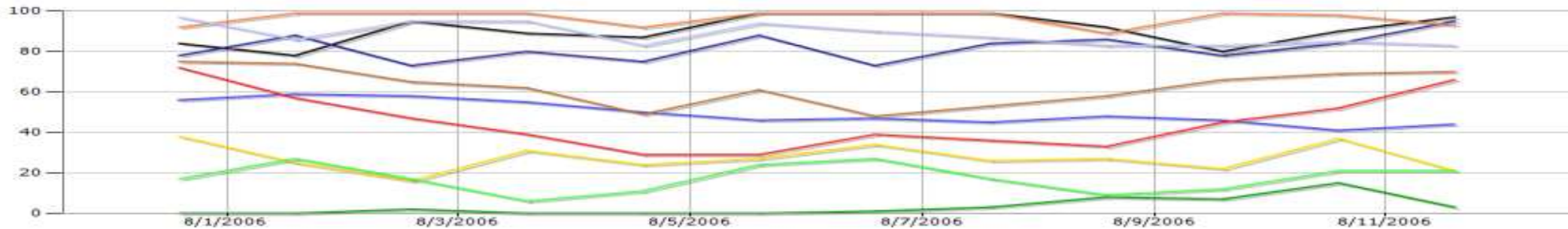
AEM TopN Application crashes



Expand this section to see a full description of this report

Report Generated: 7/26/2006 4:30 PM
 Start/End date and time: From 7/1/2006 5:08 PM to 7/7/2006 5:08 PM
 Object(s): 2 Objects included in this report
 TopN Errors: 5
 Cost per Crash \$ 100

Top1 - 10 Errors



	Application Name	Version	Vendor	Total volume	Unique Users affected	Unique Computers affected	Crash Cost in \$
	Microsoft.MOM.UI.Console.exe	6.0.3093.0	Microsoft	12	1	10	1200
	Microsoft.ACME.UI.Console.exe	6.0.3094.0	-	10	4	2	1000

Reports: [TopN error groups](#)

Views: [AEM Application State view](#)

[AEM Error Group State View](#)

Report - Top Errors

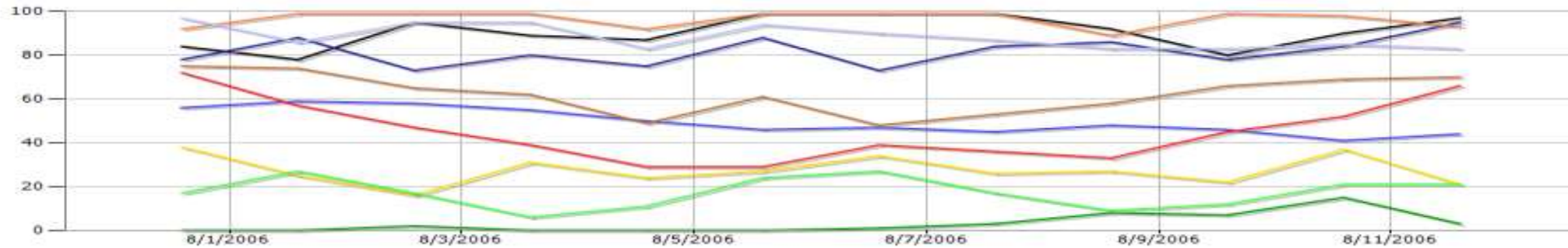


AEM TopN Errors report

Expand this section to see a full description of this report

Report Generated: 7/26/2006 4:30 PM
 Start/End date and time: From 7/1/2006 5:08 PM to 7/7/2006 5:08 PM
 Object(s): 2 Objects included in this report
 TopN Errors: 5

Top1 - 10 Errors



Management Group	TopN	Application Name	Version	Module	Version	# of crashes	Avg daily Crash freq	Response / available since
<input type="checkbox"/> Woodgrove Bank	1	Microsoft.MOM.UI.Console.exe	6.0.3093.0	Hungapp	0.0.0	1	1	06/12/2006 13:30:00
<input type="checkbox"/> Woodgrove Bank	2	Microsoft.MOM.UI.Console.exe	6.0.3094.0	Hungapp	0.0.0	0.09	06/12/2006 13:30:00	06/12/2006 13:30:00

Reports: [TopN Application crashes](#)

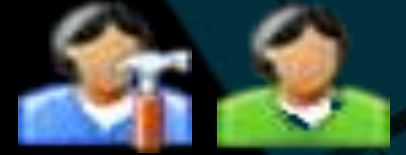
Views: [Attributes View](#)

AEM Reports



- Cost Incurred due to Errors and System crashes
 - Assign cost per crash
- Error Trending report by application
 - Trend of crash rate
- System crash report
 - Operating system crashes by computer

AEM - Features



- Simple configuration and deployment of functionality
- Collect and transmit aggregated crash/hang data from clients
- Provide help desk response options for incoming crashes
- Aggregated Reports on Error data collected from clients
- Alert on aggregated crash/hang data
- Redirect CEIP information
- Better on Windows Vista
 - HTTP based secure error reporting
 - Improved report extraction

Service Manager : The Power is in the Integration



SELF SERVICE



**COMPLIANCE
AND RISK**



IT ANALYST



**ASSET MANAGEMENT
PROVANACE**



Portal



Knowledge Base



Incident and Problem



CMDB



Change



Data Warehouse



Authoring



Workflows

SERVICE MANAGER

Microsoft
System Center
Configuration Manager

Microsoft
System Center
Operations Manager

opalis

Active Directory

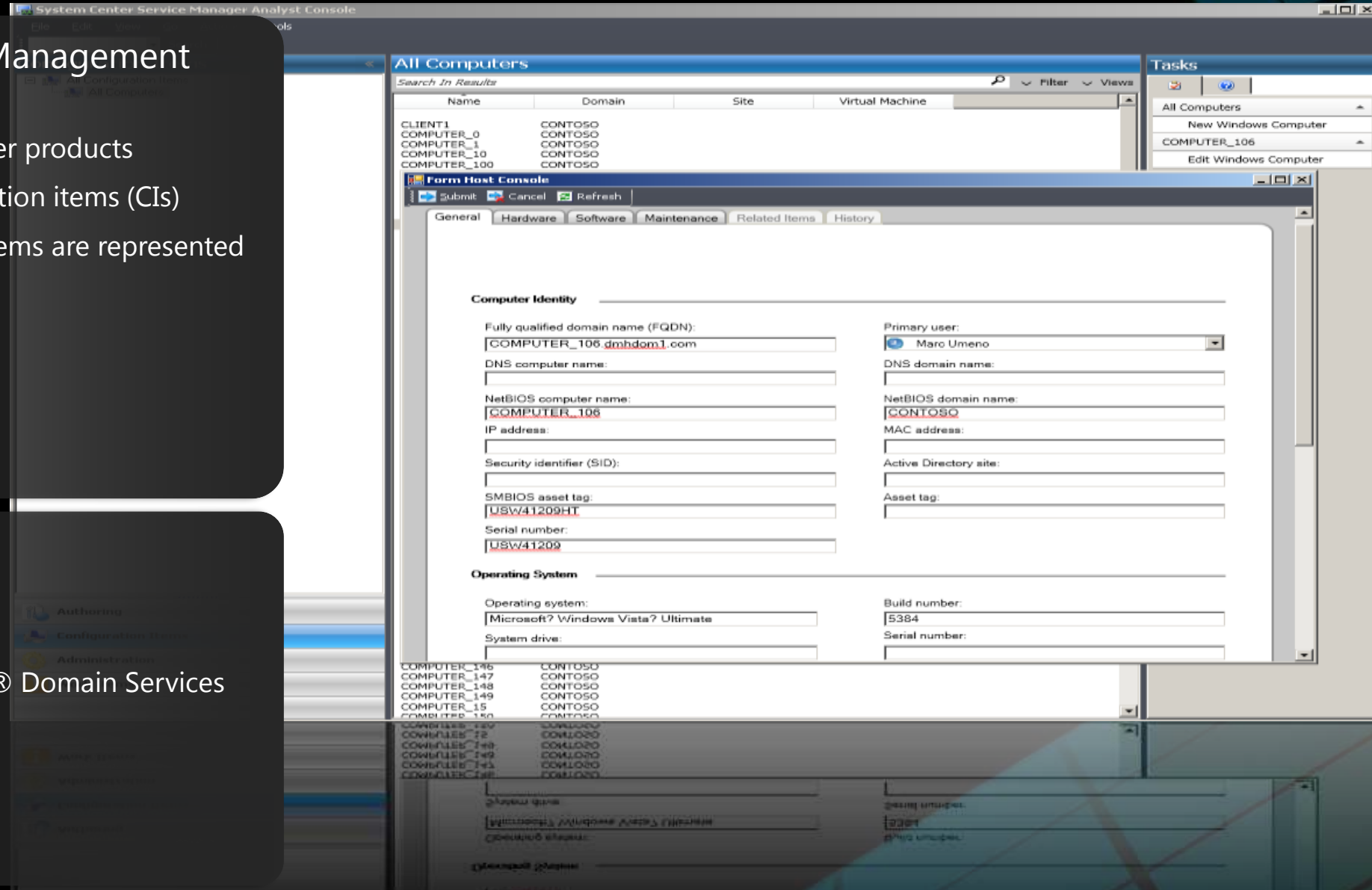
Integrated System Center CMDB

Service Manager Configuration Management Database (CMDB) Schema

- Common schema across System Center products
- IT assets are represented as configuration items (CIs)
- Incidents, change requests, and problems are represented as work items (WIs)

Service Manager CMDB Features

- Create, update, and view CIs
- Create relationships among CIs, WIs, IT professionals, and Active Directory® Domain Services (AD DS) users
- Automatically track CI change history
- Service definition and mapping



Incident Management

Restore Service Quickly

- Accurate and Efficient Recording
- Automation through workflows
- Integrated Experience

- Incident KPI reports
- Knowledge reduces time to resolution
- Problem management - pro active approach to Incident management
- Create problem from multiple incidents
- Link problem to incidents, change requests
- Auto resolve incidents

Incident IR1672 - SQL issues - Active

Team Site

Add new knowledge: ID: KA100650

PR1128 : Pro tip memory utilization errors from Virtual Machine Manager

PR1128 Active Created: 3/14/2010 8:58:15 PM Resolved

General Related Items Resolution History

Work Items

ID	Type	Title	Status	Last Modified
IR602	Operations Manager-Generated Incident	IR602 - PRO Mer	Active	3/1/2010 6:53:40 AM
IR1098	Operations Manager-Generated Incident	IR1098 - PRO M	Active	3/14/2010 1:49:27 AM
IR784	Operations Manager-Generated Incident	IR784 - PRO Mer	Active	3/5/2010 4:17:43 AM
IR1024	Operations Manager-Generated Incident	IR1024 - PRO Mr	Active	3/12/2010 6:17:31 PM
IR944	Operations Manager-Generated Incident	IR944 - PRO Mer	Active	3/8/2010 3:48:23 AM

Configuration Items: Computers, Services and People

ID	Type	Name	Status	Last Modified
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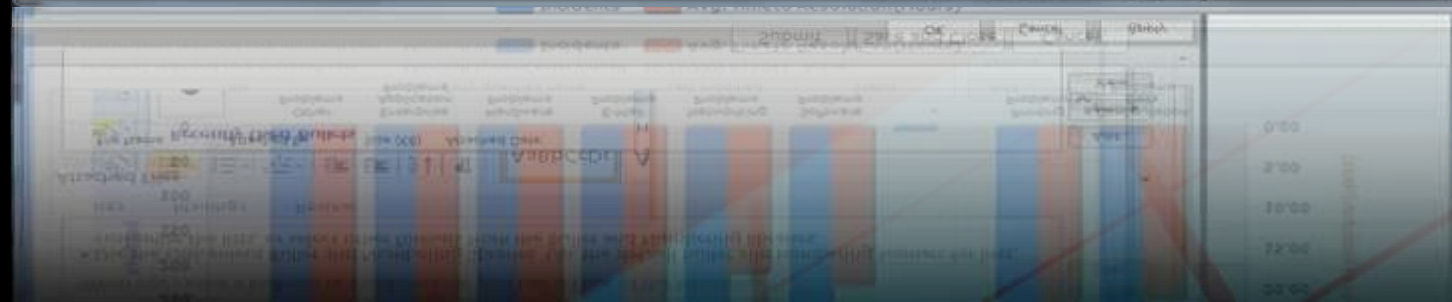
Knowledge Articles

ID	Type	Name	Last Modified
KA10	Knowledge Article	KA10: Pro tip memory utilization errors	3/14/2010 9:02:30 PM

Attached Files

File Name	Attached By	Size (KB)	Attached Date
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OK Cancel Apply



Change Management

Minimize errors and reduce risk

- Standard processes
 - Introduce changes in IT environment
 - Minimize disruption to ongoing operations
- Efficiently create change requests through templates
 - OOB Change Models
 - Easy to Configure
- Integration with CMDB, Incident, Problem Mgmt

The screenshot displays a web-based Change Management interface. The main window shows a change request (CR310) titled 'Reboot Printing Service (Spooler) on OCMC.Contoso.com'. The status is 'Completed' and it was created on 3/18/2010 at 2:36 PM. The 'Process Activities' table lists two activities: 'Approve Change Request' (RA312) and 'Apply Change' (MA311), both completed.

A detailed view of the 'RA312: Approve Change Request' activity is shown in a pop-up window. It includes the following information:

- Title:** Approve Change Request
- Description:** This change request should be approved by a line manager
- Stage:** Approved
- Approval Condition:** Unanimous
- Approval Threshold (N):** 100
- Reviewers:** A table showing a reviewer 'Haven Ford' who has voted 'Approved' on 3/18/2010 at 2:42:52 PM.

Reviewer	Has Veto	Must Vote	Voted By	Decision	Decision Date	Cc
Haven Ford	False	False	Al Young	Approved	3/18/2010 2:42:52 PM	

SYSTEM CENTER INTEGRATION

Integrated Self-Service Portal

- Provision Software
- Reset Passwords (FIM)
- Create/view service requests
- View announcements
- Search/view knowledge base



Scenario: Automating End-user Software Request

Microsoft® System Center Service Manager

Create Packages
& Programs

Configure SM
Portal

User Requests
Software

Manager Approves
Request

Advertisement
Delivered

Software
Deployed



Microsoft®
System Center
Configuration Manager



End User



Manager

Microsoft®
System Center
Configuration Manager

Scenario: Automating SCOM Alert → Incident

Microsoft® System Center Service Manager

SERVICE
MONITORED

ALERT
GENERATED

INCIDENT CREATED

INCIDENT
DIAGNOSED

INCIDENT RESOLVED

INCIDENT
CLOSED



CONNECTOR

CONNECTOR

Microsoft
System Center
Operations Manager 2007



IT Analyst / Operator

Microsoft
System Center
Operations Manager 2007

Scenario: Automating Compliance with DCM

Microsoft®
System Center
Service Manager

CLIENT
MANAGED



DCM
DRIFT

INCIDENT
CREATED



INCIDENT
DIAGNOSED



CHANGE
REQUESTED



REMEDIA
TION
ACTION



Microsoft®
System Center
Configuration Manager

IT Analyst / Operator

Microsoft®
System Center
Configuration Manager



System Center Roadmap

Available Now

Coming Soon



Cloud Power

	1H CY10	2H CY10	1H CY11	2HCY11/1HCY12
Microsoft System Center Virtual Machine Manager			Beta	RTM
Microsoft System Center Configuration Manager		2007 R3	Beta2	RTM
Microsoft System Center Orchestrator	Acquired	opalis 6.3 <small>A Microsoft Solution</small>		Beta&RTM
Microsoft Forefront Endpoint Protection			Beta	RTM
Microsoft System Center Service Manager	2010 IT GRC			Beta & RTM
Microsoft System Center Data Protection Manager	2010			Beta &RTM
Microsoft System Center Operations Manager				Beta & RTM
Microsoft System Center Advisor		Beta	RC	RTW
System Center AppController				Beta & RTM
Microsoft Windows Intune			GA	

Resources

- System Center Homepage: <http://www.microsoft.com/en-us/server-cloud/system-center/default.aspx>
- Desktop Management & Security Homepage: <http://www.microsoft.com/en-us/server-cloud/desktop/security-management.aspx>

Contact Information

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Q&A

