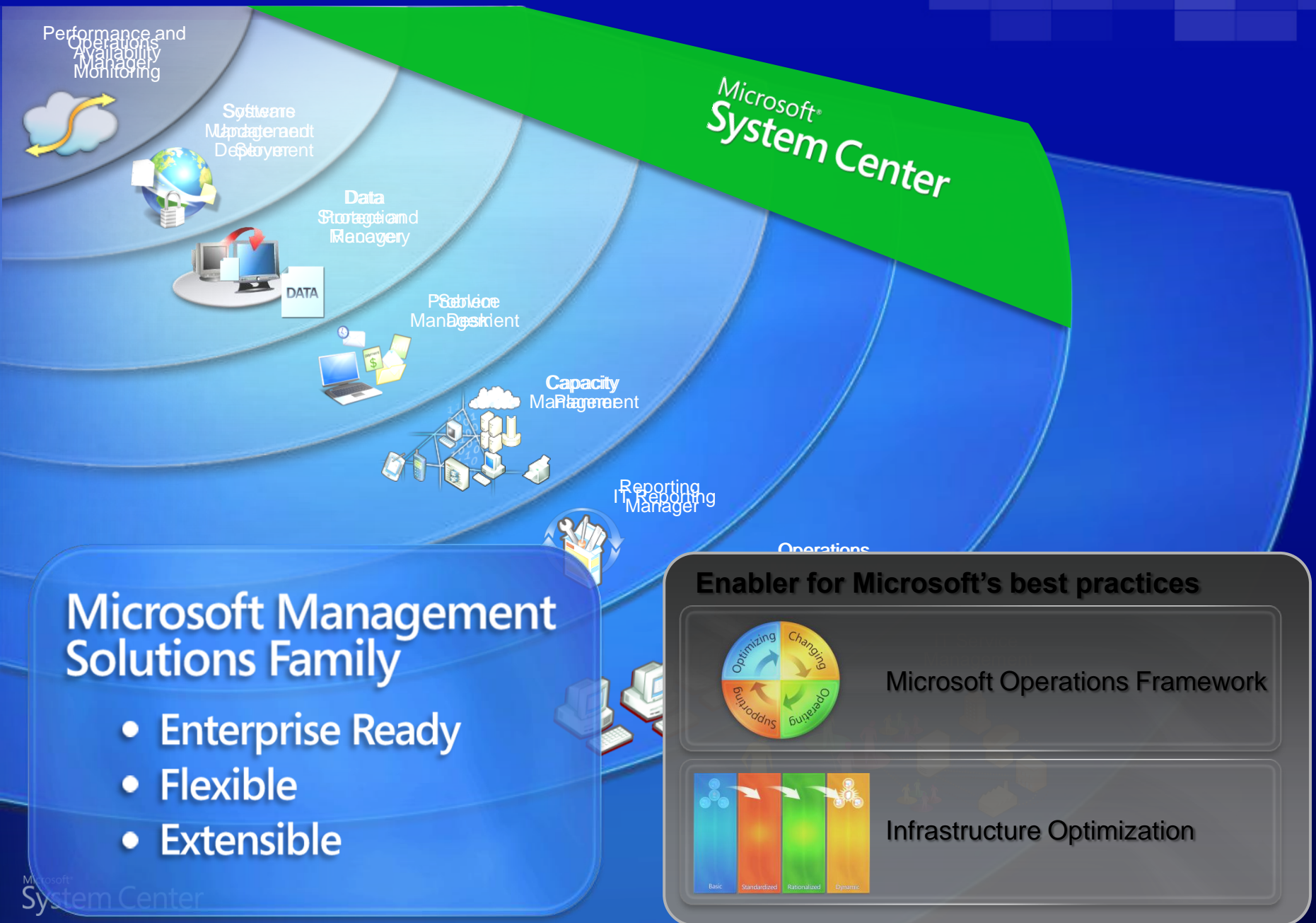




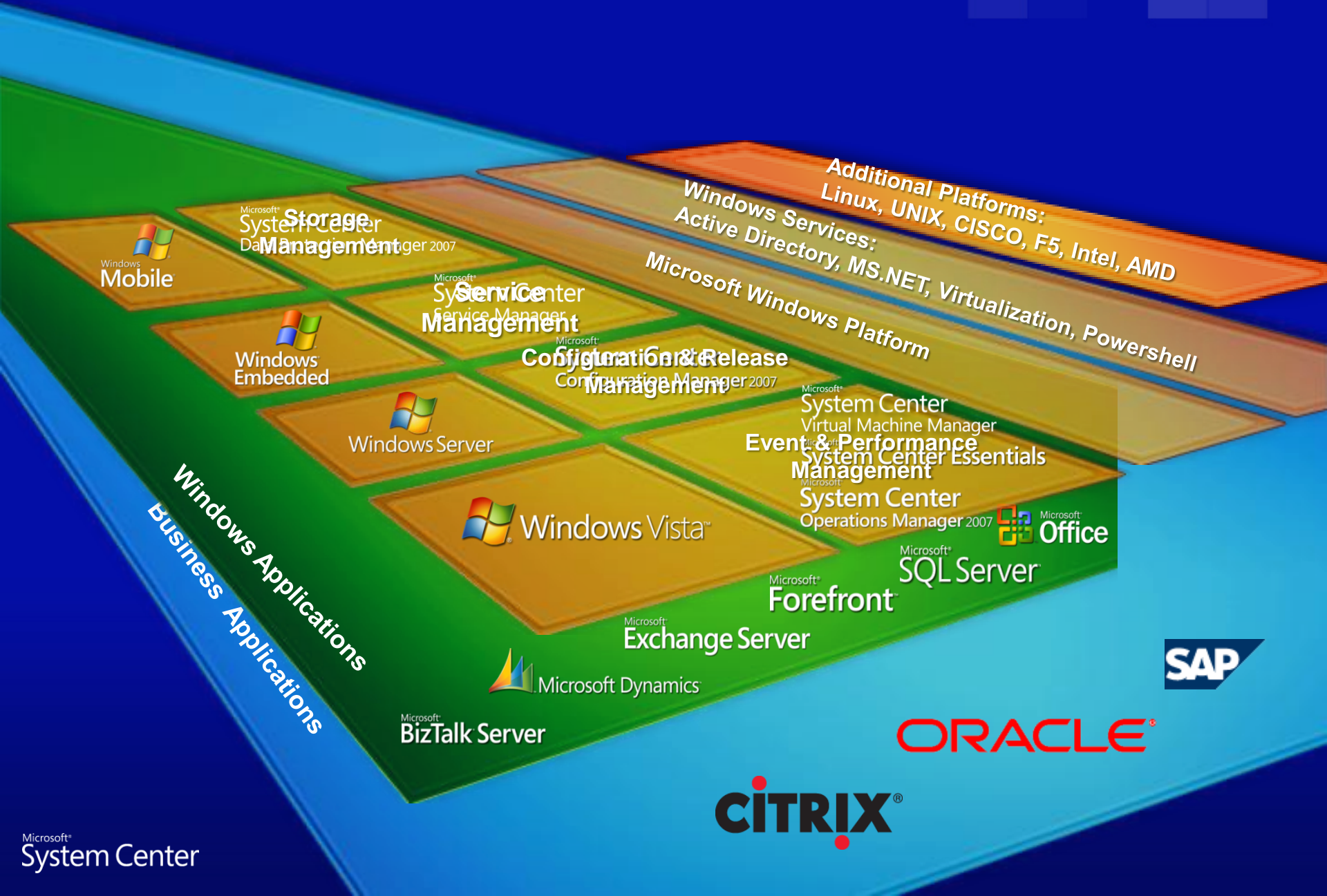
# Microsoft System Center Family

Microsoft®  
**System Center**  
Knowledge-Driven IT Management

# Microsoft's System Center



# Microsoft's System Center





# System Center Operations Manager



# Microsoft® System Center Operations Manager 2007

*An end-to-end service management solution that helps you easily monitor your IT services and gain greater control of your IT environment.*

## End to End Service Monitoring

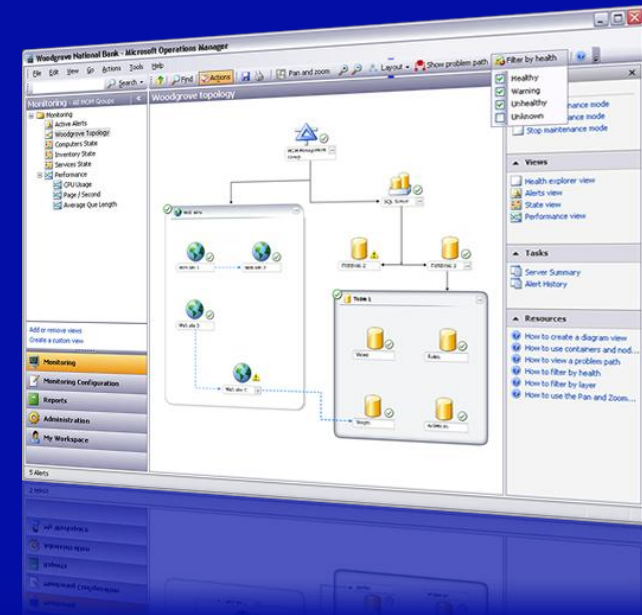
- Proactive management of IT services
- Integrated monitoring

## Best of Breed for Windows

- Reduced problem-resolution time
- Reduced TCO of Windows environment

## Increased Efficiency and Control

- Improved time to value
- Reduced IT management complexity

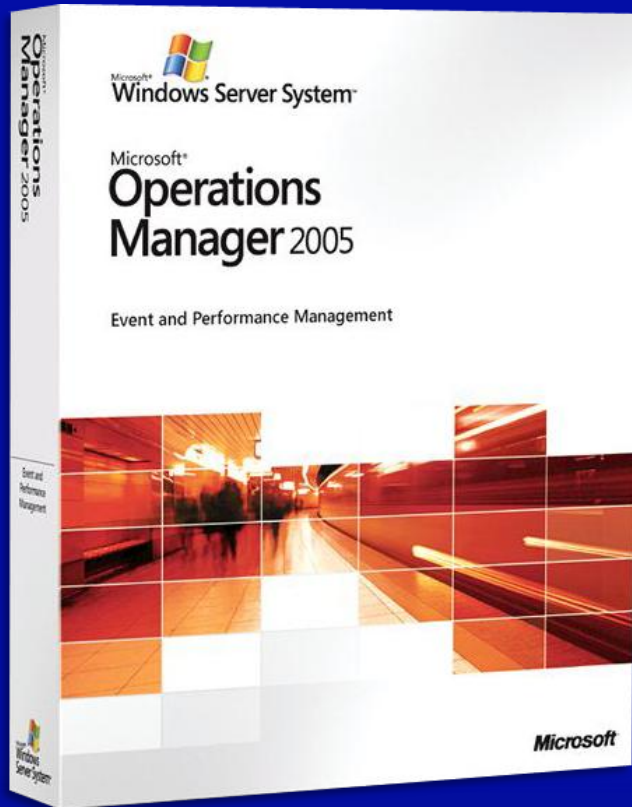


*"We've always run IT lean and mean, so that won't change with Operations Manager. We'll just run IT better—and enable the company to make more money.*

*-Robert Fort, Chief Information Officer, Virgin Megastores USA*



# Building On Proven Success



11,000+ Customers Worldwide

Award Winning Capabilities

- Windows ITPro “Readers Choice” Winner 2005 and 2006
- Tech Target 2005 “Product of the Year”

Largest ECA Install Base (Gartner 2006)

5th Largest Overall Mgmt Vendor (IDC 2006)

Business Growing 70%+ YOY

Over 170 Microsoft and Partner MP's

Integration with Legacy Management Tools

Best of Breed Solutions for Windows

Strong System Center Product Roadmap

Migration path and tools to Ops Mgr 2007



Microsoft  
**Operations  
Manager 2005**

# Proactive monitoring of IT service health

## New service oriented views, dashboards, and reports

## 3rd party management packs for other applications and infrastructure

# Best Of Breed For Windows

Accelerate problem resolution and reduce the TCO of Windows environment

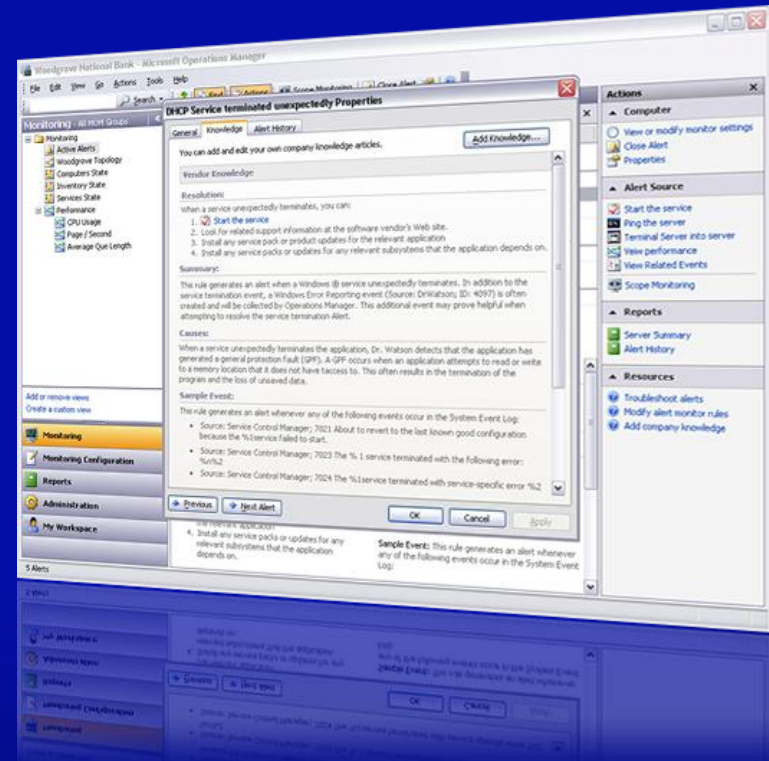
Expertise for over 50 Microsoft applications, servers, and clients

Agentless crash monitoring via Windows Error Reporting

Client monitoring of Vista, XP, and the Office suite

Audit collection service archives security logs

Connectors integrate and synchronize with other tools (i.e. AD, SQL, Win Server)





# Operations Manager 2007

## Available Management Packs from Microsoft

The Management Packs from Microsoft are currently available

- Connectors and Partner Management Packs are not included in this list

All Operations Management Packs and Connectors can be downloaded from the System Center Catalog at <http://www.microsoft.com/technet/prodtechnol/scp/catalog.aspx>

- Exchange Server 2003
- Windows Server 2000/2003 AD
- Information Worker
- Windows Server 2000/03 OS
- MS Client 2000 XP OS
- Windows Server IIS 2000/2003
- SharePoint Portal Server 2003
- Windows SharePoint Services 2003
- Windows Server 2000/2003 Terminal Services
- SQL Server 2000/2005
- Exchange Server 2007
- SMS 2003
- Office SharePoint Server 2007
- Windows SharePoint Services 3.0
- Windows DHCP Server 2000/2003
- Windows File Replication Service 2000/2003
- Windows Group Policy 2003
- Windows Print Server 2003
- BizTalk Server 2006
- Forefront for Exchange
- Forefront for SharePoint
- Windows Network Load Balancing
- Identity Integration Server (IIS) 2003
- Office Project Server 2007
- Windows DNS Server 2000/2003
- Windows Distributed File Systems 2003
- Windows Routing and Remote Access Service (RRAS) 2003
- Windows Distributed Transaction Coordinator 2000/2003
- Compute Cluster Server 2003
- Windows AD Federation Services 2003
- Windows Internet Naming Service 2000/2003
- ISA Server 2004/2006
- Office Live Communications Server 2005
- Forefront Security for Exchange 10.0
- Forefront Security for SharePoint 10.0
- Windows Vista Client
- Server Virtualization
- Windows SharePoint Services (WSS) 3.0
- Office SharePoint Server 2007
- Windows SharePoint Services 3.0
- System Center Configuration Manager 2007
- System Center Operations Manager 2007: Data Warehouse Library Management Pack
- AEM Management Pack

# Increased Efficiency And Control

Improve time to value and reduce IT management complexity

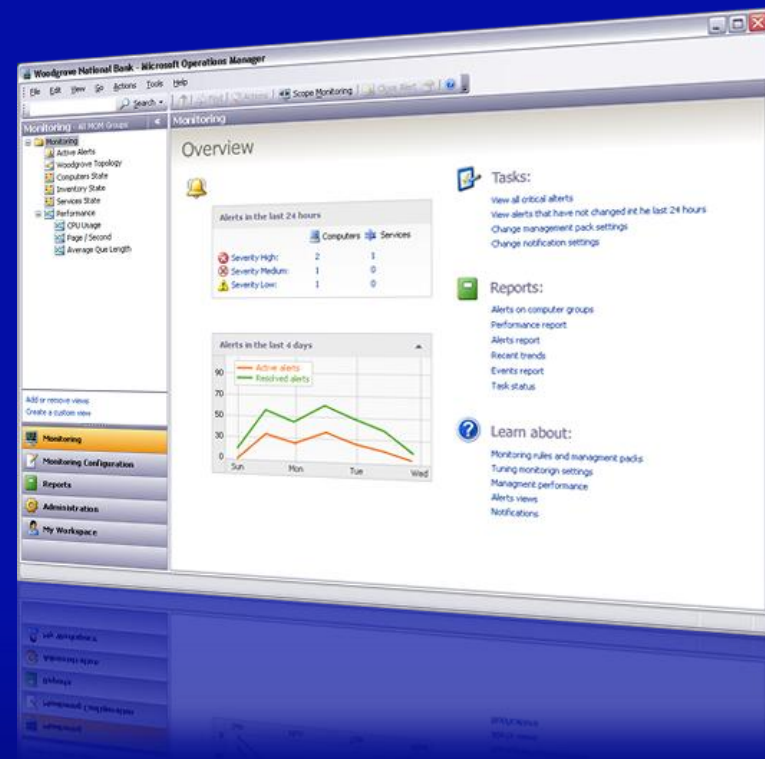
Leverages Active Directory

Automatically discovers  
and deploys appropriate  
monitoring policies

New self tuning thresholds

Easier to use, customize,  
and author reports

Overview pages  
and integrated search



# Microsoft SQL Server

## Enterprise LOB Applications Monitoring with Operations Manager 2007

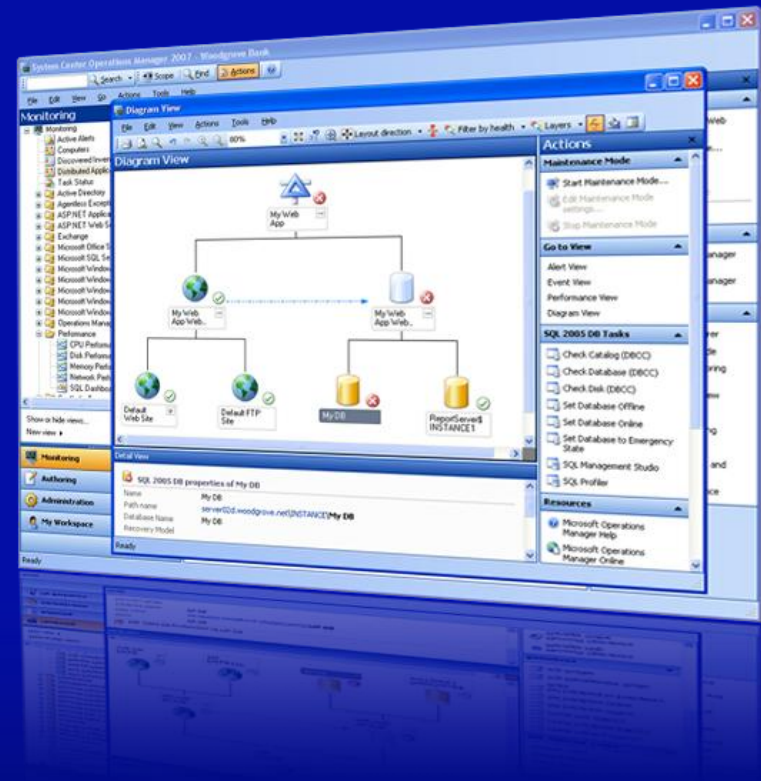
End-to-end visibility into  
mission critical applications

Faster problem resolution  
using SQL Server  
Knowledge

Increased DBA productivity

Automated routine  
management tasks

Consolidated view of  
distributed servers and  
users



# Microsoft Office And Windows Clients

## End-to-end client monitoring with Operations Manager 2007

Aggregate, report and resolve top issues impacting clients

Faster problem resolution using Windows and Office Knowledge

Increased Information Worker and client administrator productivity

Reduce client application, OS, and hardware downtime

Securely and efficiently monitor for compliance

### Purchasing Report

Machines needing Upgrading / Replacing

Machines that need significant upgrading/replacement: [3512](#) (3.5%)

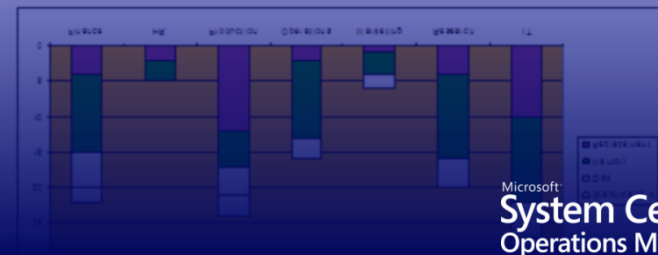
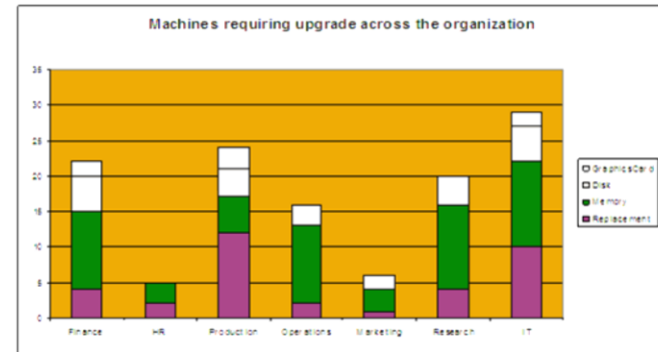
Machines that have corrupt memory: [12](#)

Machines that need more memory: [3723](#) (3.7%)

Machines that have corrupt hard drives: [14](#)

Machines that need more hard drive space: [2892](#) (2.8%)

Machines that need better graphics hardware: [1482](#) (1.4%)







# What's New in Operations Manager 2007 R2

# Key Investment Areas



Cross Platform Monitoring



Service Level Tracking



Usability



Performance and Scalability

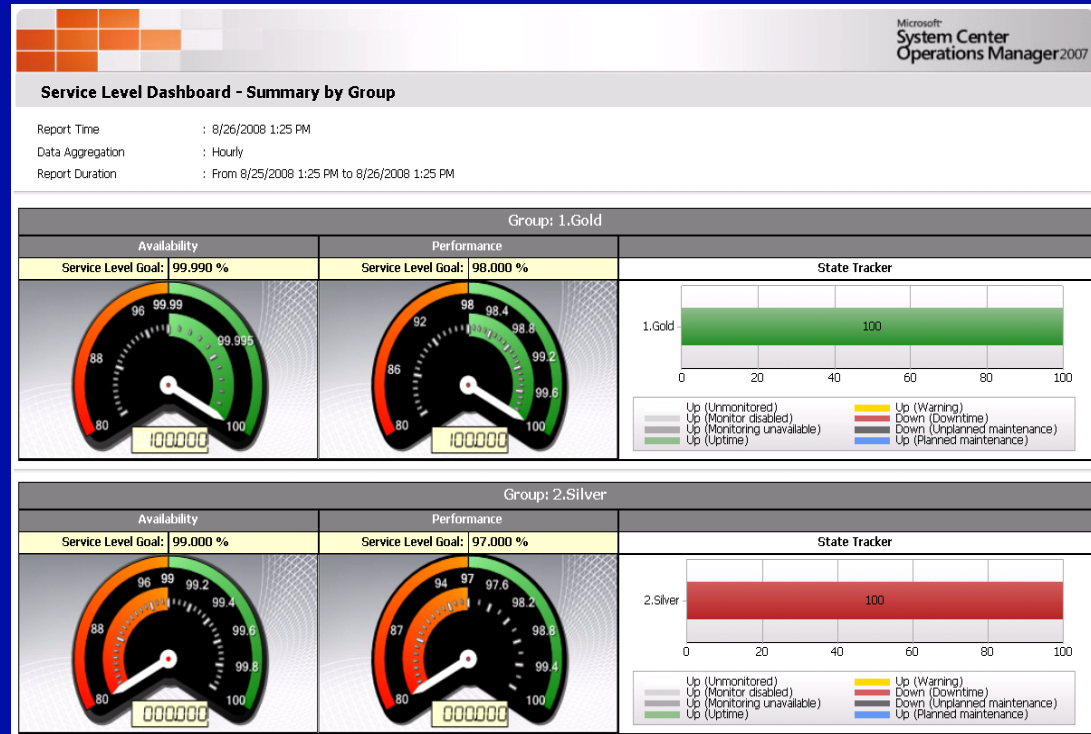
# Service Level Tracking

## Today – Available as a Solution Accelerator:

- Service Level Dashboard MP V1.1  
<http://technet.microsoft.com/en-us/opsmgr/cc539535.aspx>
- Available through MP Catalog

## What's in R2:

- Author SLOs through Ops Console and offline in MPs
- Define SLOs against state and performance data
- Extended service level reporting capabilities
- SharePoint integration for displaying service level performance



*"I need to track the availability of my Exchange service against my agreed service level goal of 99.99% during regular business hours"*

**Service Level :** Measured and reported achievement against one or more Service Level Objectives(SLO).

**Service Level Objective :** A Metric that is used to help manage an IT Service. Many Metrics may be measured, but only the most important of these are defined as SLOs and used to actively manage and report on the IT Service.

# Usability

## UX Improvements

- Health explorer to web console
- Find all the effective overrides
- Guide user in selecting objects for reports
- Improve view selection in dashboard
- Simplify notification configuration
- Assist in improved alert descriptions

## New and Updated Templates

- Process Monitoring
- OLE DB Queries

## Other Improvements

- Unnecessary alerts in Maintenance Mode
- Robust Maintenance Mode for computer
- Monitors for multi-instance perf counters



# Performance and Scalability

## URL monitoring scalability and performance

- Optimal counter collection
- Efficient parsing of content
- Essential data collection
- Scale increased from 25 URLs to 2000 per Mgmt Server

## Ops Console performance

- Editing activities to improve UI response
- Faster navigation through monitoring views
- Better user feedback during common activities
- Perf increase from 37+ seconds to load 20K alerts to less than 6 seconds

# System Center Operations Manager

- Standard Server ML
  - Management of basic workloads
- Enterprise Server ML
  - Management of any workloads and applications

# Microsoft® System Center Configuration Manager 2007

*A comprehensive solution enabling you to provide relevant software and updates to users quickly and cost-effectively.*



## Simplicity

- Simplified setup and UI
- Cost effective infrastructure
- Advanced Task Sequencing and improved scheduling
- Native support for device management



## Deployment

- Unified client/server deployment of Windows OS
- Core Windows Vista technologies
- Vista and Office 2007 centralized upgrade assessment/resolution
- Offline media support for full offline provisioning



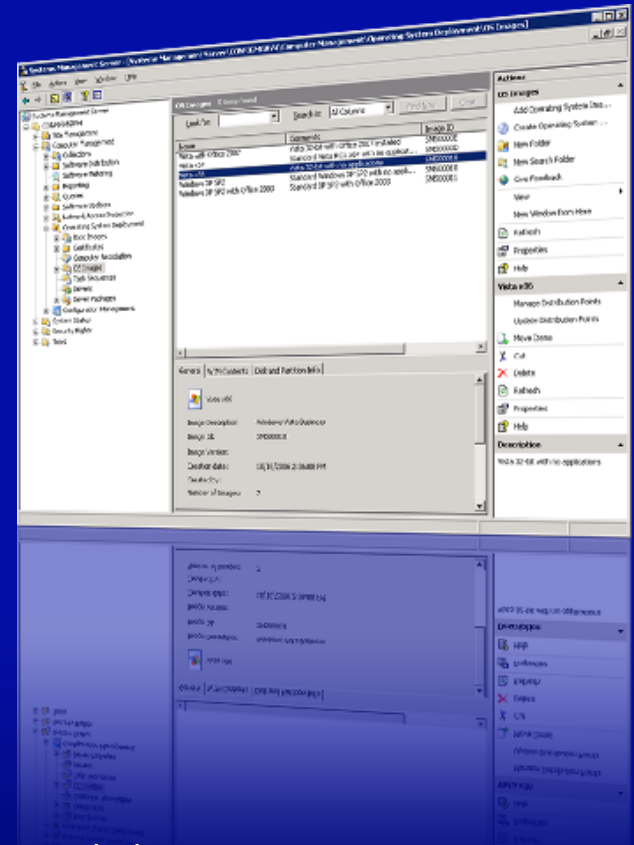
## Security

- Full mutual authentication between client/server
- Network Access Protection (NAP) integration
- Enterprise vulnerability assessment
- More efficient infrastructure



## Configuration

- System Definition Model (SDM)
- Regulatory compliance reporting
- Tight integration with Software Updates Management (SUM)
- License and asset management



*Not only does Systems Management Server reduce the effort required to help keep user desktops secure, but it also reduces security risk because we can push out security updates much faster than before.*

*- Matthew O'Neill, Group Head of Distributed Systems, HSBC Global IT Operations*

# Core Capabilities

**Software  
Distribution**

**Hardware and Software  
Updates**

**OS Deployment  
and  
Disk Imaging**

**Desired  
Configuration  
Management**

**Asset  
Intelligence**  
Hardware and Software  
Inventory  
License Compliance  
Application Metering  
Reporting

**Mobile Workforce  
Management  
and  
Remote Control**





# Simplified Administration

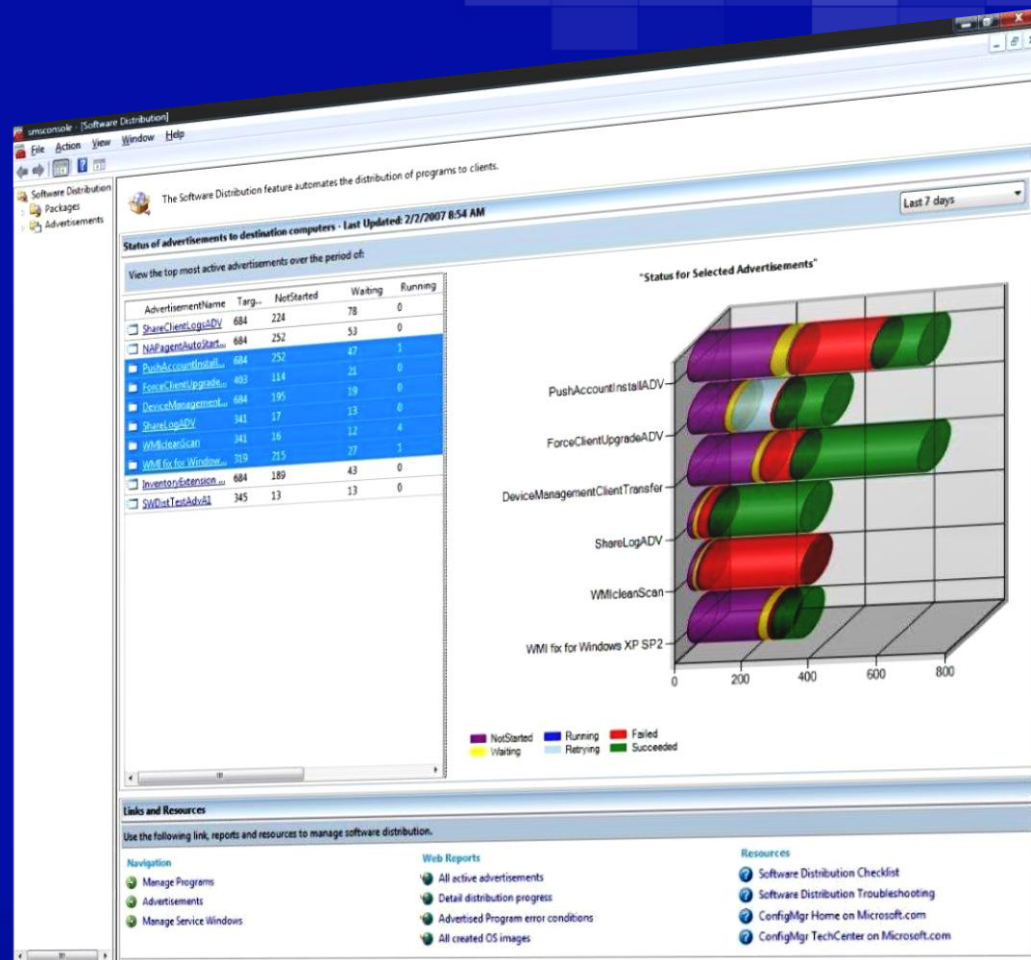
Support for in-place upgrade from SMS 2003 SP2 or SP3

Mirror operational processes and associate approved change times with a collection

Improved visuals and better navigation of common tasks

New console drag-and-drop capabilities and templates to simplify ease of use

Easier to install, setup and get running...



# OS Deployment

Same tools and processes for end-to-end deployment of Windows desktops and servers

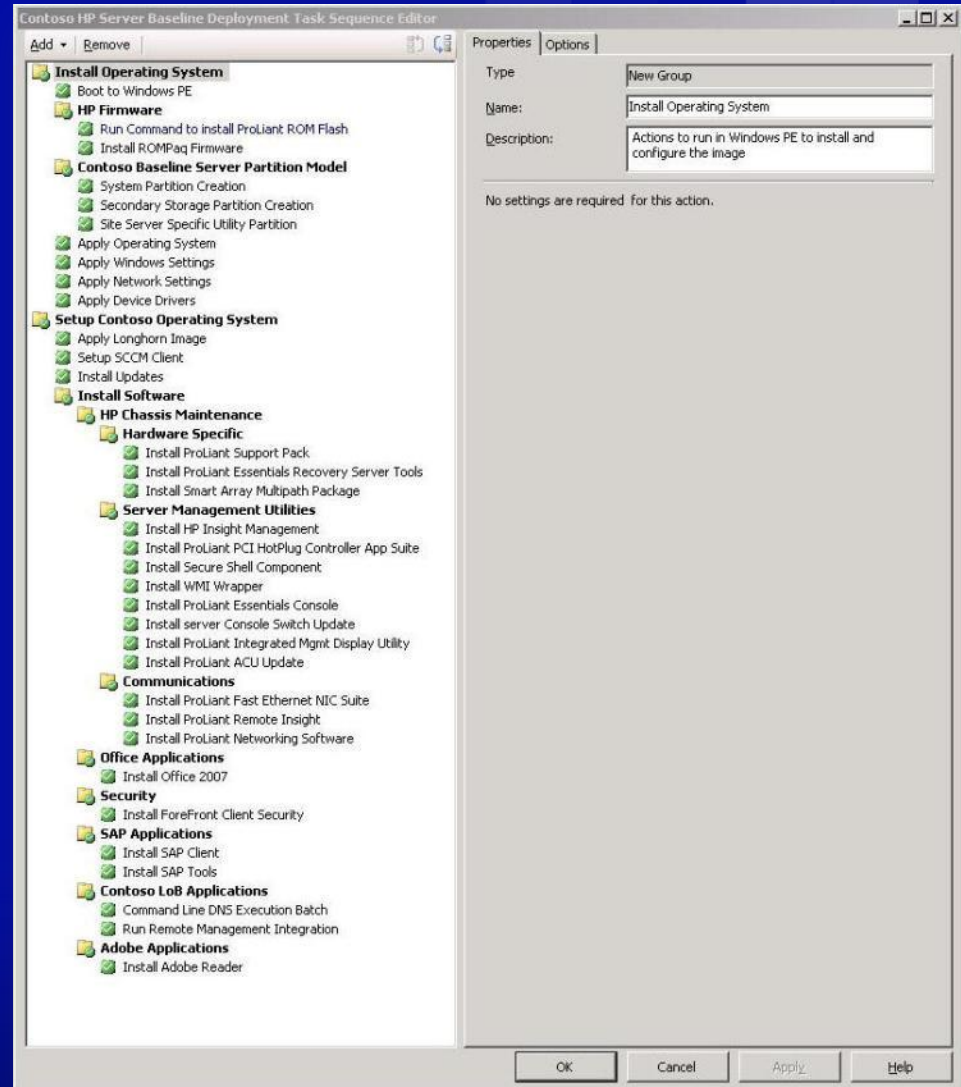
Assess Windows Vista and Office 2007 deployment readiness

Driver catalog enables dynamic deployment of drivers at runtime, significantly reducing the number of required OS images

Offline and OEM factory deployment with removable media

Flexible Task Sequencer automates execution across multiple deployment steps

Additional no-cost enhancements and extensions coming soon with Microsoft Deployment release (next version of BDD)



Comprehensive  
Deployment  
and Updating

Enhanced  
Insight and  
Control

Optimized for  
Windows and  
Extensible  
Beyond

# Software Update Management

WSUS as an integrated server role in site hierarchy, improves efficiency of update management

Deploy all Microsoft published updates

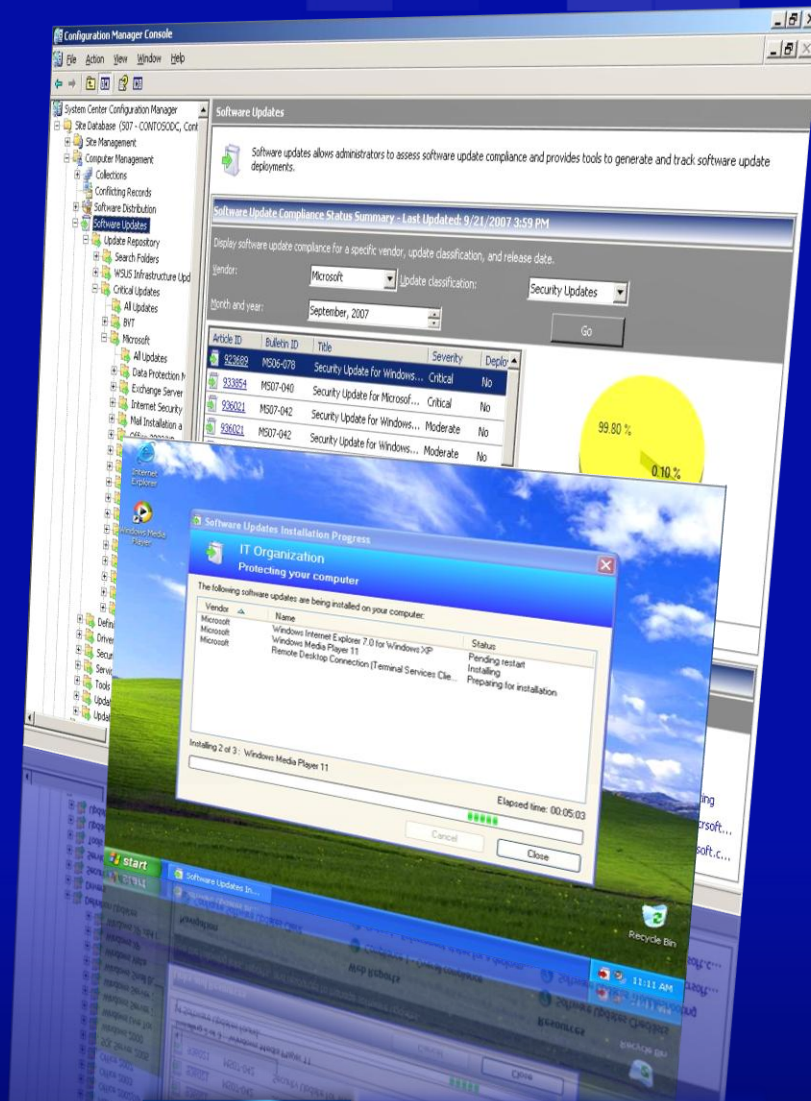
Manage non-Microsoft software updates

- OEMs and software vendors (ISVs)
- Internally-developed applications

Provides a single process for updating your online physical and virtual machines

Combined with Virtual Machine Manager 2007, provide updates to offline virtual machines

Quarantine remediation support for perimeter and LAN based systems with Windows Server 2008 and Network Access Protection (NAP)...



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Enhanced  
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Control

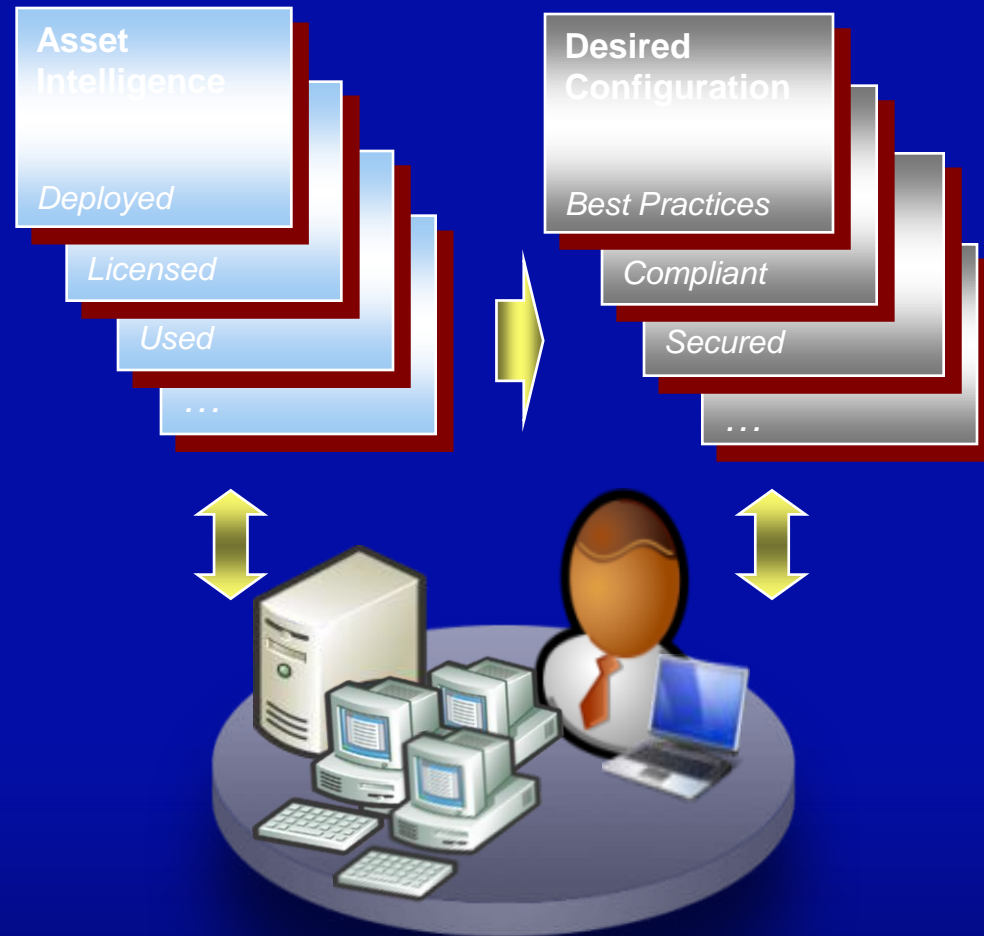
Optimized for  
Windows and  
Extensible  
Beyond



# Configuration Manager 2007

## Enhanced Insight and Control

- Asset Intelligence translates inventory data into information
  - Rich reports that help optimize software and hardware usage
- Improved control of IT systems helps ensure they comply with a defined desired state
  - Enhancing availability, security features and performance
  - Streamlining your systems compliance efforts
- Microsoft and third party best practice configuration knowledge improve configuration definition and maintenance
- Simplify administration through improved usability and services



# Asset Intelligence

Complete asset management  
for your physical and virtual  
systems

Enables better business  
decisions about software  
licensing through the  
automated collection of  
software inventory data  
correlated against a  
software catalog

Report on the deployment and  
use through software  
metering of applications for  
better license compliance

Tracks Windows and Exchange  
CAL usage

Extensible Hardware Inventory

Top Software  
Products Installed

Copy || Export || Print || Add to Favorites || E-mail

Report Name: License 1A - Microsoft License Ledger for Microsoft License Statements










































Category: Asset Management

Comment: Displays the Microsoft products that are licensed in volume in a format similar to a Microsoft License Statement

Parameters:

Products Installed

7/20/2007 11:33:19 AM

	Licensed Family Name	Licensed Product Name
	Microsoft Office Enterprise 2007	Microsoft Office Enterprise 2007
	Microsoft Office Communicator 2005	Microsoft Office Communicator 2005
	Debugging Tools for Windows	Debugging Tools for Windows
	Windows Professional	Windows Professional
	Microsoft® Windows Vista™	Microsoft® Windows Vista™ Enterprise
	Visio Professional	Visio Professional
	MSDN Library	MSDN Library 2002
	Visual Studio Professional	Visual Studio Professional .Net 2005
	Project Professional	Project Professional
	Virtual PC	Virtual PC 2004
	Windows Server - Enterprise	Windows Server - Enterprise 2003
	Visio Professional	Visio Professional 2003
	Office Professional	Office Professional 2003
	Microsoft Visual Studio 2005 Premier Partner Edition - ENU	Microsoft Visual Studio 2005 Premier Partner Edition - ENU
	Visual Studio Team Suite	Visual Studio Team Suite - 2005
	Microsoft® Windows Vista™	Microsoft® Windows Vista™ Ultimate
	OneNote	OneNote 2003
	Windows Mobile Device Center	Windows Mobile Device Center
	Windows Server - Standard	Windows Server - Standard 2003
	SQL Server - Developer	SQL Server - Developer 2005
	SQL Server - Enterprise	SQL Server - Enterprise 2005
	Microsoft Office SharePoint Designer 2007	Microsoft Office SharePoint Designer 2007
	Project Professional	Project Professional 2003
	Digital Image Suite	Digital Image Suite
	FrontPage	FrontPage 2003
	Microsoft Visual Studio 2005 Team Explorer - ENU	Microsoft Visual Studio 2005 Team Explorer - ENU
	Microsoft Virtual Server Enterprise	Virtual Server - Enterprise 2005
	Microsoft Streets & Trips 2007 with GPS Locator	Microsoft Streets & Trips 2007 with GPS Locator
	Microsoft® Windows Vista™ Enterprise	Microsoft® Windows Vista™ Enterprise
	Windows Media Encoder 9 Series	Windows Media Encoder 9 Series
	Microsoft Expression Web	Microsoft Expression Web
	Microsoft MapPoint North America 2006	Microsoft MapPoint North America 2006
	Visual Studio Professional	Visual Studio Professional .Net 2003
	SQL Server - Standard	SQL Server - Standard 2005
	Windows Defender	Windows Defender
	Visual Studio Team Edition Software Developer	Visual Studio Team Edition Software Developer - 2005
	Visual SourceSafe	Visual SourceSafe 2005
	Microsoft ActiveSync 4.0	Microsoft ActiveSync 4.0
	Microsoft® Windows Vista™ Ultimate	Microsoft® Windows Vista™ Ultimate
	Visual Studio .NET Enterprise Architect	Visual Studio .NET Enterprise Architect 2003
	Visual Studio Team Edition Software Architect	Visual Studio Team Edition Software Architect 2005

Comprehensive  
Deployment  
and Updating

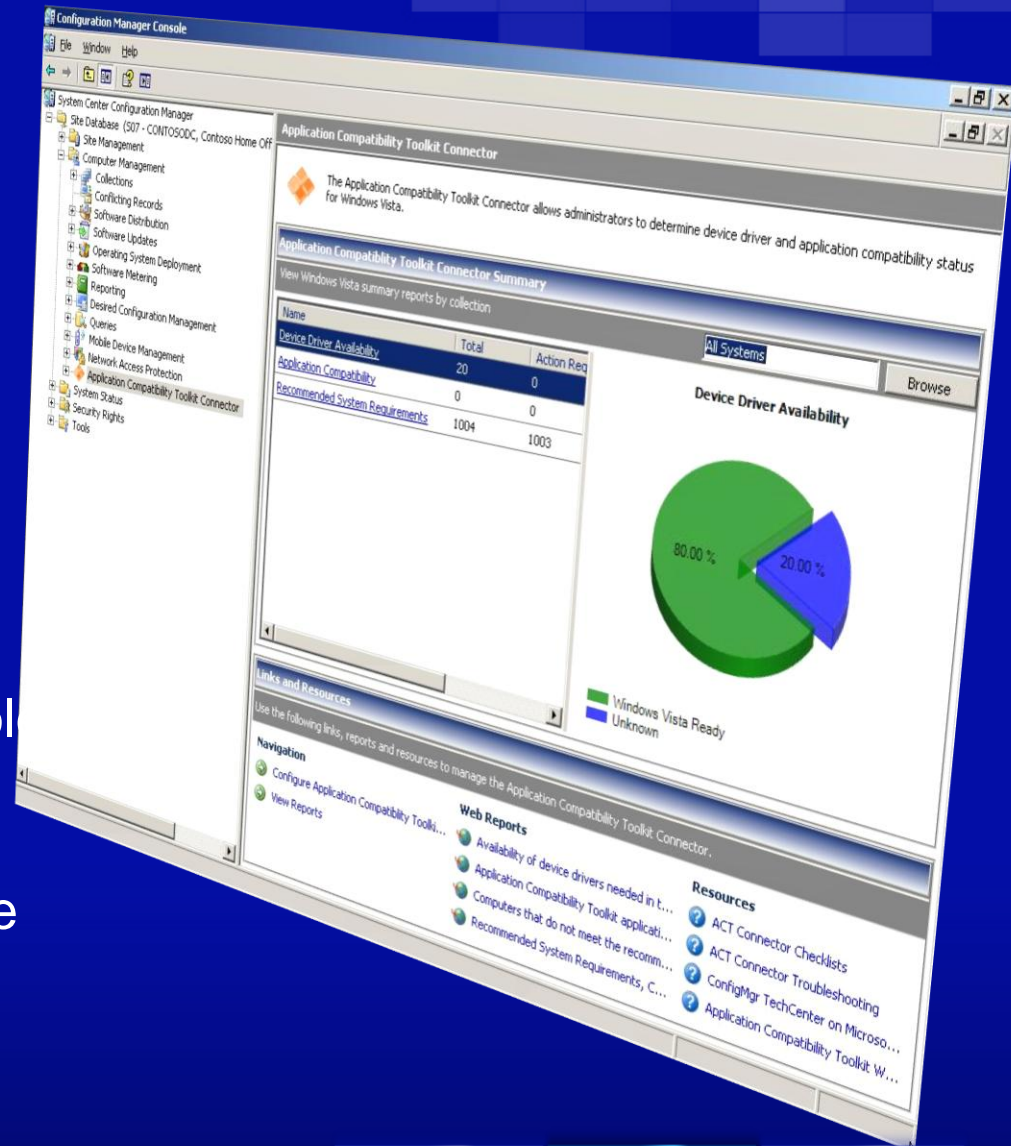
Enhanced  
Insight and  
Control

Optimized for  
Windows and  
Extensible  
Beyond



# Reporting

- Over 250 WEB based reports
- Asset Intelligence
- Software Deployment
- Software Update Management
- OS Deployment
- Desired Configuration
- Application Compatibility
  - Application Compatibility Toolkit Integration
- Accessible via the intranet or console
- Manage access through domain security
- Customize existing reports or create your own



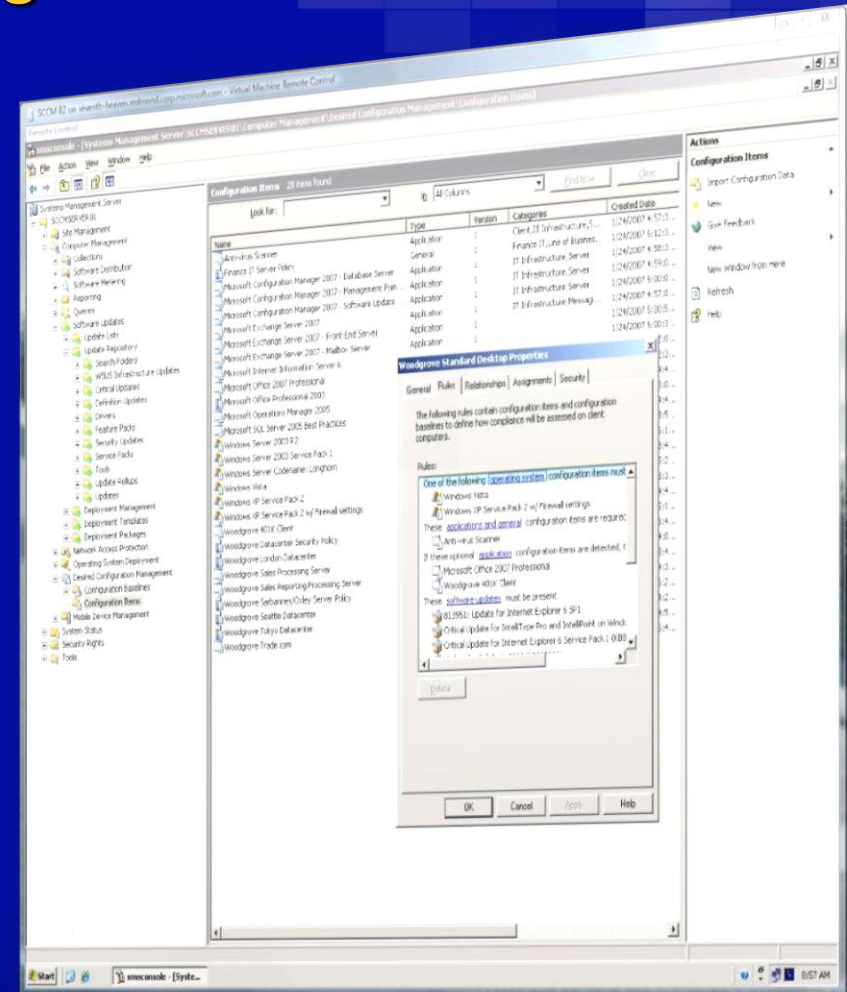
# Desired Configuration Management

Identify required and prohibited configurations for clients, servers and applications and report on compliance against those definitions

Improve availability, security, and performance by reducing problems associated with configuration drift

Improve the help-desk's ability to troubleshoot by providing defined configuration baselines

Remediate non-compliance by deploying software, scripts, updates or task-sequences to corresponding dynamically created collections



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# Configuration Packs

## Desired Configuration Management Configuration Packs

**Configuration Manager 2007**

**Operations Manager 2007**

**Exchange Server 2007**

**Exchange Server 2003**

**Vulnerability Assessment**

**ISA Server 2006**

**Windows Server 2003 AD**

**Windows Server 2003 DNS**

**Windows Server 2003 WINS**

**SharePoint Server 2007**

**SharePoint Server 2003**

**SQL 2000**

**SQL 2005**

***New Product RTM + 90 Days***

# Compliance Packs

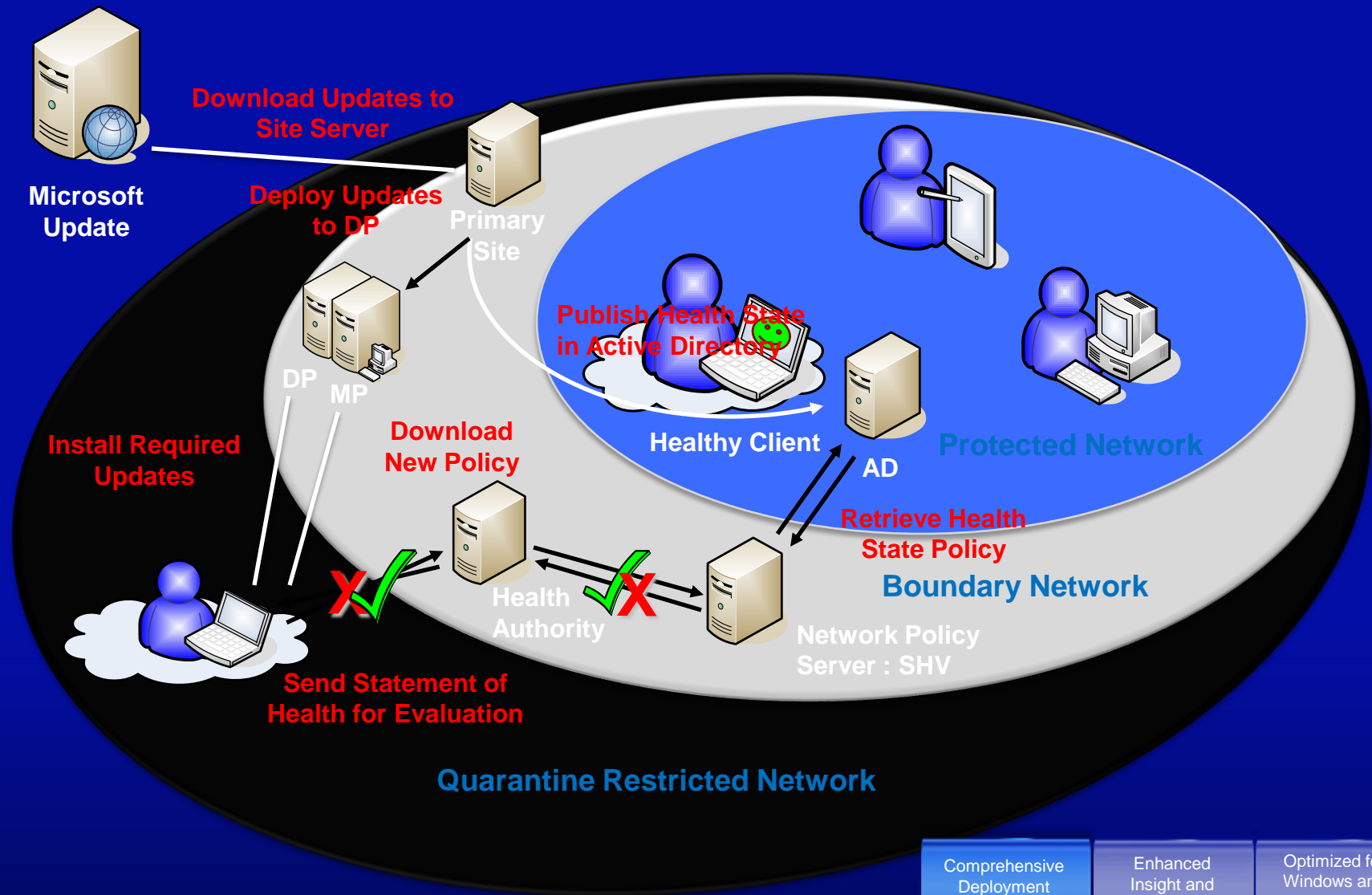
Microsoft licensed technology from Brabeion that provides a baseline of IT Controls for Microsoft platforms

Aids in mapping these controls to required IT regulatory compliance frameworks:

- COBIT
  - Control Objectives for Information and related Technology
- ISO 17799
  - International ISO 27001 and ISO 27002



# Network Access Protection





# The Partner Ecosystem

## Custom Updates

- Dell Servers
- HP Server & Desktop
- IBM SeriesX Servers
- Sanbolic
- Citrix
- 1E
- Adobe



## Configuration Packs

- Brabeion
- Citrix
- Secure Vantage
- Symantec
- eXc Software
- Silect

Microsoft®  
**System Center**  
Configuration Manager 2007

## Device Management

- Nokia
- Odyssey
- iAnywhere



## Heterogeneity

- Quest
- eXc Software

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# System Center Configuration Manager

- Standard Server ML
  - Desired Configuration Management (DCM) for basic workloads
  - “Legacy” functionality (inventory, software distribution, patch management) for any workloads
- Enterprise Server ML
  - DCM for any workloads and applications
  - Proactive management of systems for configuration settings that follow an industry leading framework for managing information in changing regulatory and business environments.
  - “Legacy” functionality (inventory, software distribution, patch management) for any workloads



# System Center Data Protection Manager

# Microsoft® System Center Data Protection Manager

*A server software application that optimizes disk-based backup and recovery*

## Continuous Data Protection for Windows Application and File Server Protection

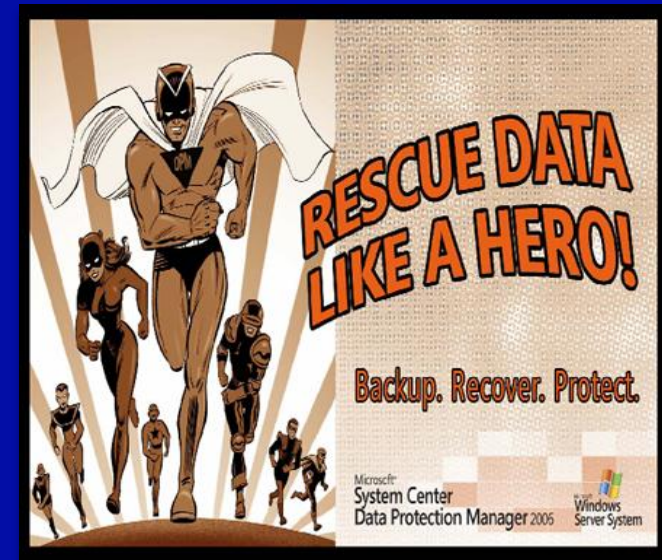
- One-click lossless application recovery
- Easy-to-manage and robust disk/tape back-end platform

## Rapid and Reliable Recovery

- Data recovery in minutes without IT intervention
- Easily accessible disk-based solution

## Advanced Technology for Any Enterprise

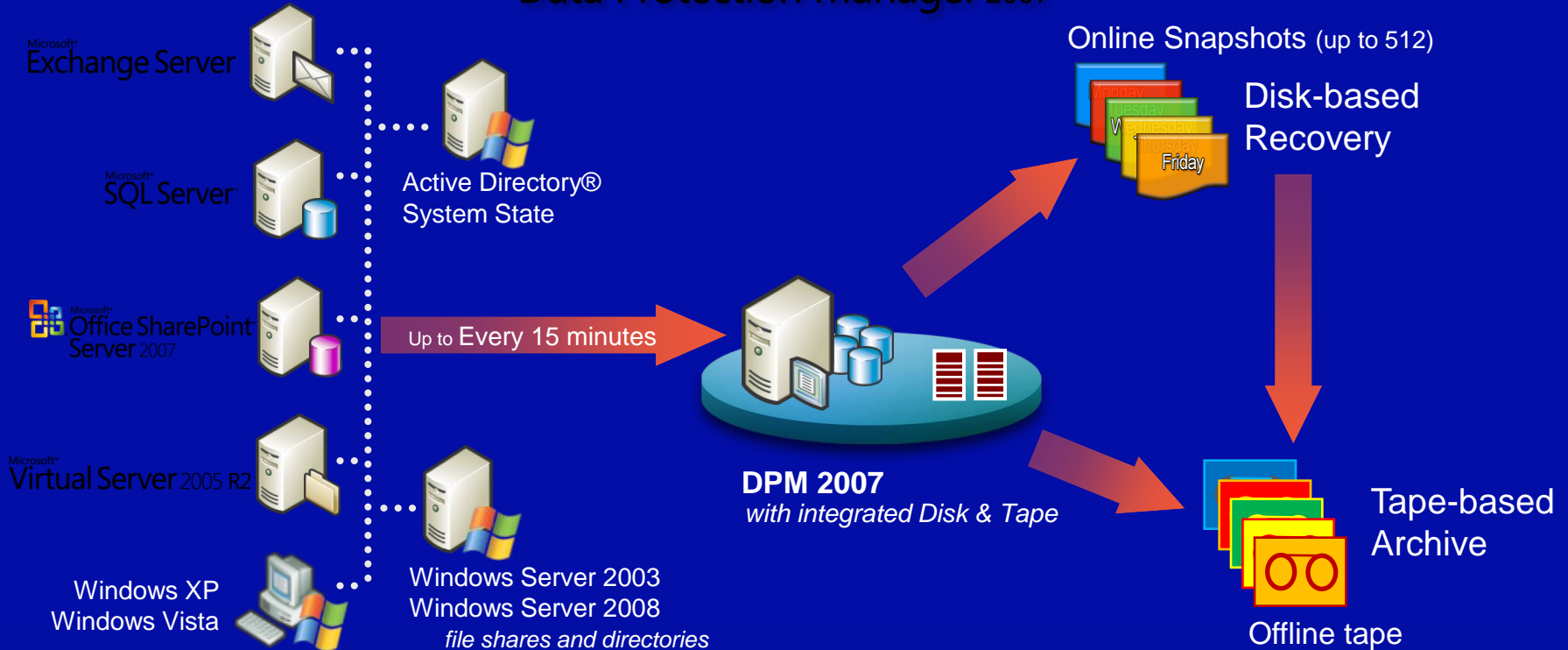
- Comprehensive and seamlessly integrated disk and tape
- Data protection solution for most demanding Windows, SQL, Exchange, and Vista environments



*“When a user needs a file restored, they don’t ever have to file a work order or contact the Help desk. They can restore their own file instantly.”*

*- Robert Bledsoe, Network Architect, Des Moines Public Schools*

Microsoft®  
**System Center**  
Data Protection Manager 2007



## DPM 2007

- Continuous Data Protection for Windows Application and File Servers
- Rapid & Reliable Recovery from disk instead of tape
- Advanced Technology for enterprises of all sizes



# System Center Data Protection Manager

- Standard Server ML
  - Management of basic workloads
- Enterprise Server ML
  - Management of any workloads and applications
  - System Recover Tool
  - Host-based virtual server backup
  - DPM to DPM replication



# System Center Virtual Machine Manager

# Microsoft® System Center Virtual Machine Manager

*A centralized management application solution for  
Microsoft virtual server software.*

## Increased Physical Server Utilization

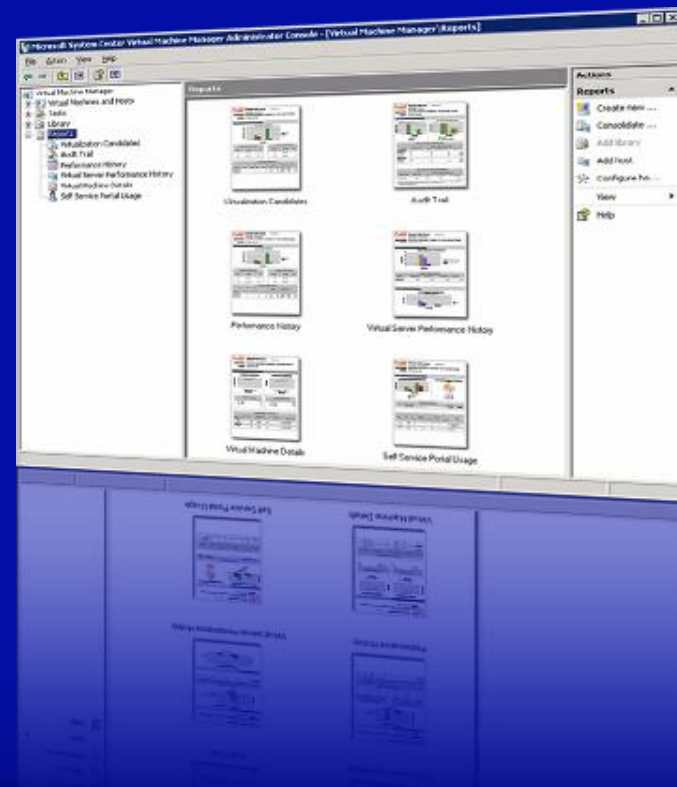
- Deploys multiple virtual servers on 1 physical server
- Increases flexibility
- Sets up servers for testing
- Decreases hardware costs

## Centralized Management of Virtual Infrastructure

- Uses MOM pack for reporting and health monitoring
- Reports on consolidation candidates, utilization trending, optimization opportunities

## Rapid Provisioning of New Virtual Machines

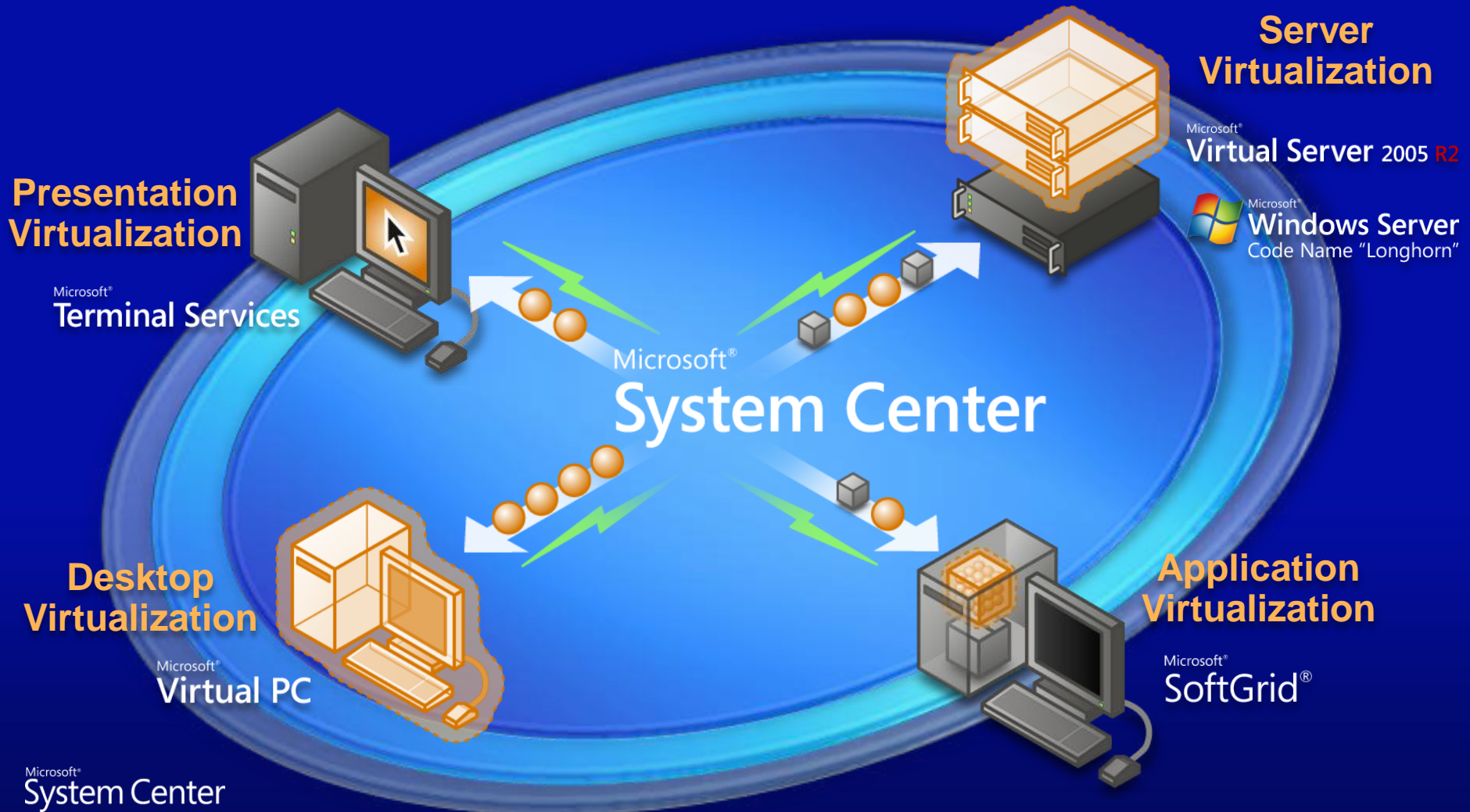
- Enables end users to use Self Service Provisioning UI to request and place VMs
- Enables administrators to configure rules and boundaries for provisioning



# Microsoft Virtualization

A complete set of virtualization products, from the data center to the desktop

All assets – both virtual and physical – managed from a single platform



# Server Virtualization Solution

## Microsoft vs. VMware

Costs for 5 Hosts  
(physical servers)

### Application Mgmt



In System Center Management Suite



Not available from VMware

### Physical Mgmt



In System Center Management Suite



Not available from VMware

### Multi Hypervisor Mgmt



In System Center Management Suite



Not available from VMware

### Backup



In System Center Management Suite

In VI Enterprise

### Resource Allocation



In System Center Management Suite

In VI Enterprise

### Virtual Management



In System Center Management Suite

In VirtualCenter & VI Enterprise

### High Availability



In Windows Server 2008

In VI Enterprise

### Hypervisor



In Windows Server 2008

In VI Enterprise

### Operating System



Windows Server 2008 Enterprise

Windows Server 2008 Enterprise

Microsoft  
System Center

**VMware Total  
Cost: \$61,443**  
(w/2 yr support)

VirtualCenter:  
\$7,318

Virtual  
Infrastructure  
Enterprise:  
\$42,4125

**Microsoft Total  
Cost: \$20,169**  
(w/2 yr support)

System Center:  
\$8,169

Windows Server  
Enterprise  
\$12,000

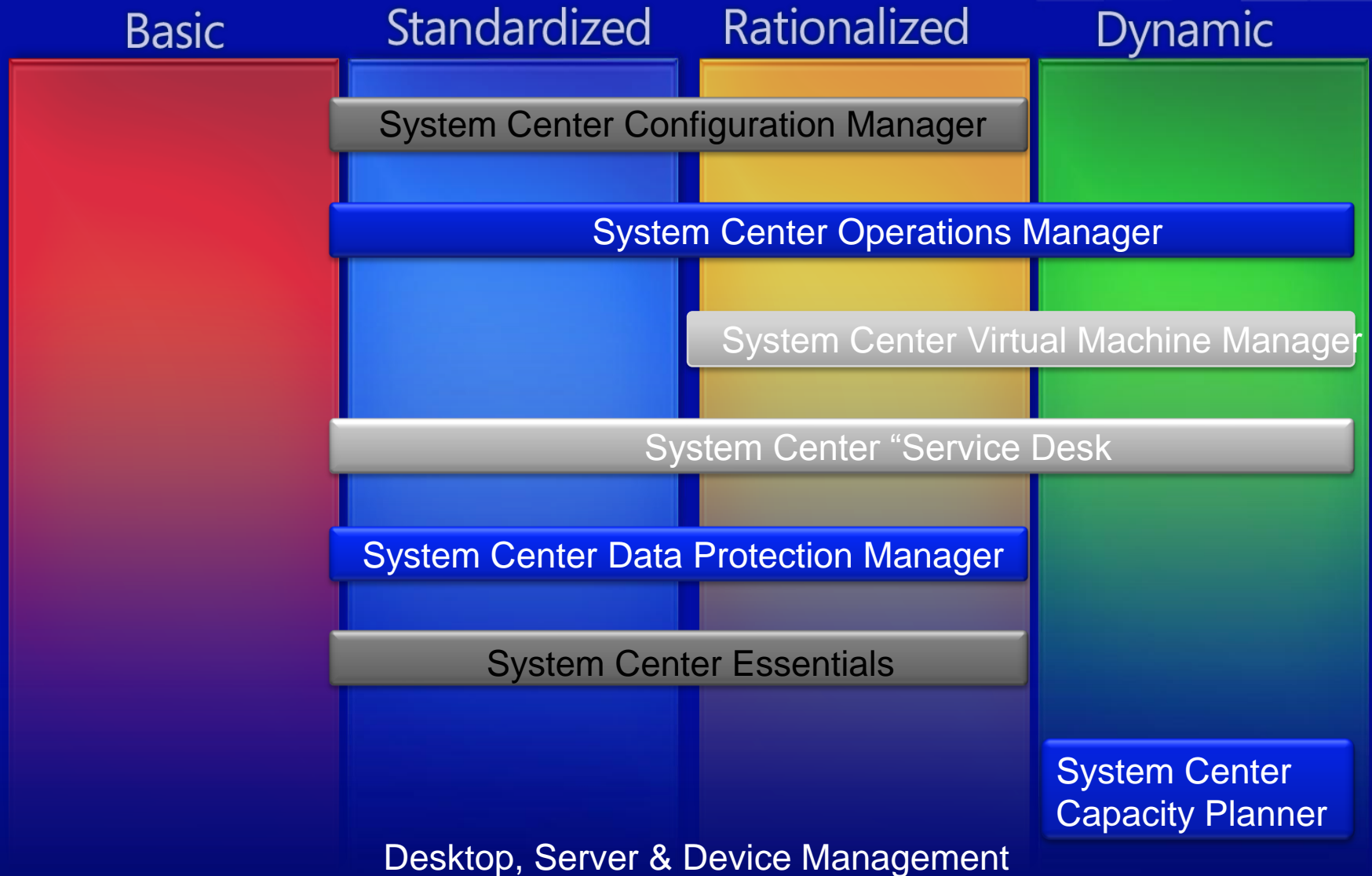
Microsoft

Windows Server  
Enterprise  
\$12,000








VMware



# System Center offerings and Core IO



# System Center Roadmap

	2008	2009	2010
 Microsoft* System Center Virtual Machine Manager	2008		V3
 Microsoft* System Center Data Protection Manager	Rollup/SP1		V3
 Microsoft* System Center Configuration Manager	2007 SP1/R2		V5
 Microsoft* System Center Operations Manager	2007 SP1	2007 SP2	V4
 Microsoft* System Center Service Manager			V1
 Microsoft* Desktop Optimization Pack for Software Assurance	2008	2009	2010
Microsoft* System Center Mobile Device Manager 2008	2008	2008 SP1	
 Microsoft* System Center Essentials	SP1		

# System Center GSM & CAS Licensing Overview



Microsoft  
System Center  
Operations Manager 2007

Microsoft  
System Center  
Configuration Manager 2007

Microsoft  
System Center  
Data Protection Manager


Microsoft  
System Center  
Virtual Machine Manager

\*\* Price for OpsMgr, and  
ConfigMgr Server with Microsoft  
SQL Server™ 2005 Technology


Management  
Server



**OpsMgr Server**  
*Per Instance*  
Open NL \$573 (\*\*\$1,307)



**ConfigMgr Server**  
*Per Instance*  
Open NL \$573 (\*\*\$1,307)



**SCDPM Server**  
*Per Instance*  
Open NL \$573

Server Management License  
(Server ML)



**OpsMgr  
Enterprise OML**  
*Per OSE*  
Open NL \$426



**ConfigMgr  
Enterprise Server ML**  
*Per OSE*  
Open NL \$426



**SCDPM  
Enterprise Server ML**  
*Per OSE*  
Open NL \$426



**SCVMM (2)**  
*Available Only In  
Server Management  
Suite Enterprise*

**Microsoft System Center  
Server Management Suite  
Enterprise**  
*Unlimited OSE Per Server*  
Open NL \$1,290  
(for License plus 2 years  
of Software Assurance)

Client Management  
License (Client ML)



**OpsMgr  
Standard OML**  
*Per OSE*  
Open NL \$155



**ConfigMgr  
Standard Server ML**  
*Per OSE*  
Open NL \$155



**SCDPM  
Standard Server ML**  
*Per OSE*  
Open NL \$155



**OpsMgr  
Client OML**  
*Per OSE or Per User*  
Open NL \$32



**ConfigMgr  
Client ML**  
*Per OSE or Per User*  
Open NL \$41

**Microsoft  
Core CAL Suite**  
*Per Device or Per User*

**Microsoft  
Enterprise CAL Suite**  
*Per Device or Per User*

- (1) Prices listed are ERP for the License only (unless otherwise indicated) in Volume Licensing programs
- (2) SCVMM in the Server Management Suite Enterprise includes the management server software, and there is no restriction in the number of physical host servers managed (although each one requires a Suite license)



Microsoft®  
**System Center**  
Knowledge-Driven IT Management