

# Dynamics CRM: Application Monitoring



## Proactive Operations Program

### **Target Audience:**

*This course is an intermediate course for Microsoft Dynamics CRM 2011 and 2013 and is targeted at IT staff who are responsible for monitoring the functionality and performance of your enterprise's Dynamics CRM implementation.*

*The basic concepts and know-how of Microsoft Dynamics CRM and Microsoft Windows will not be covered in this course, and it is expected that attendees will already possess that knowledge*

## Overview

The Dynamics CRM Application Monitoring POP (Proactive Operations Program) training provides attendees with a deep knowledge of monitoring tools, methodologies, and Key Performance Indicators needed to effectively monitor the availability, health, and performance of a Dynamics CRM 2011 or 2013 deployment. Through presentations and real-time demonstrations in a virtualized environment, this 2-day training covers the individual approaches for using monitoring tools and methodologies needed to ensure Dynamics CRM end-user satisfaction, application adoption, and Return on Investment.

### Key Features and Benefits

Each module is organized by toolset and is designed to provide participants with in-depth expertise, tools and potentially hands-on experience to help effectively monitor Microsoft Dynamics CRM.

### Technical Highlights

After completing this course, you will be able to:

- Understand the tools that can help monitor Dynamics CRM 2011 and 2013.
- Understand how to approach different monitoring scenarios.
- Collect and analyze various data captures including IIS logs and Performance Monitor captures.
- Understand at a high-level how System Center Operations can help you monitor your Microsoft Dynamics CRM deployment

# Syllabus

## **Hardware and Software Requirements:**

*None: provided by presenter.*

*However, if you wish to install, configure, and use the PAL (Performance Analysis of Logs) tool during the training, a Windows 7 or Windows 8 client computer is needed.*

*Also, if you wish to install, configure, and use the IISLOG analysis tool (Log2SQL), you'll need access to a server running Microsoft SQL Server 2008 R2 or 2012 and Microsoft Office Excel.*

This workshop runs for two full days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

### **Module 1: Kickoff. Monitoring Overview - ITIL – Microsoft**

**Operations Framework:** This module provides an overview of the Why and How of Dynamics CRM application monitoring within your enterprise.

**Module 2: Windows Performance Monitor:** In this module, you will be presented with techniques for using Windows Performance Monitor effectively to do low level monitoring of applications such as Microsoft Dynamics CRM.

**Module 3: PAL (Performance Analysis of Logs) Tool:** This module presents an overview and thorough demonstration of the PAL (Performance Analysis of Logs), used to analyze and report on data collected while creating Windows Performance Monitor captures.

### **Module 4: CRM Monitoring KPIs (Key Performance Indicators):**

This module discusses KPIs (Key Performance Indicators) that you should be aware of when preparing to monitor the Dynamics CRM application.

### **Module 5: SCOM (Microsoft System Center Operations Manager) and SCOM Admin Packs:**

This module focuses on using SCOM and product/technology-specific add-ons and dashboards to effectively monitor your Dynamics CRM environment.

### **Module 6: IIS (Internet Information Services) Log Analysis:**

This module discusses and demonstrates the Microsoft CRM Premier Field Engineering Team's Log2SQL tool which provides important monitoring data points.

### **Module 7: Load simulation and the Dynamics CRM Performance Toolkit:**

In this module, we will discuss the need for effectively simulating user load in test environments, and the Dynamics CRM Performance Toolkit, a tool with which you can accomplish this.