Microsoft

Microsoft Dynamics CRM: Benchmark Hands on Lab

Hands On Lab

The Benchmark Hands On Lab is designed to test how a customized solution will perform under increased stress or load

Operate With Confidence

- Reduce Risk – demonstrate how the application will perform under increased load

- Performance Optimization - receive expert advice on how to optimize performance of the system

- Knowledge Transfer – A Premier Field Engineer will setup, train, and help customize the CRM Performance Toolkit

- Manage Change - Obtain advice on how the CRM Performance Toolkit can be used to test the impact of change to the environment

Overview

The Microsoft Dynamics CRM Benchmark Hands on Lab is an in-depth training session for learning the tools and techniques used to test how change introduced to the environment will affect performance and reliability of the system. This proactive service is typically scheduled after go live so the CRM Performance Toolkit can be deployed in your test environment with actual data, customizations, and environmental factors consistent with your production environment.

There are numerous scenarios where the Benchmark Hands on Lab service can provide valuable insights while reducing risk. For example, what impact will adding 1,000, 2,000, or 3,000 users have on the system? What impact will database mirroring have on performance? What impact will virtualizing Dynamics CRM have? How will the addition of a new custom integration impact performance? All of these scenarios and many more can be tested with the Microsoft Dynamics® Benchmark Hands on Lab service. You identify the scenario, and the Premier Field Engineer assigned to work with you will demonstrate how to use the tools and techniques to test, baseline, and optimize your environment for the change.

Who Should Attend

This Benchmark Hands On Lab is designed for database administrators and application developers in your organization who are involved in one of the following:

- Deploying Microsoft Dynamics
- Upgrading to a new version of Microsoft Dynamics
- Ramping up your team members on Microsoft technologies

Syllabus

Customer Requirements

The following should be provided to or made available for the Microsoft team one week before the hands on lab:

- Provides access to the production and test systems
- Identify scenario(s) to be tested
- Provide information regarding success criteria for load tests
- Dedicated resource for knowledge transfer components
- Testing client (workstation or server) with appropriate edition of Visual Studio installed
- Direct connection or remote desktop connection capability to each server
- A diagram of your production system

Microsoft Outputs

The following will be provided or delivered by Microsoft to the customer:

- Install and configure the CRM Performance Toolkit
- Knowledge transfer around the use and customization of the toolkit
- A final deliverable outlining the following:
  - CRM Performance Toolkit overview
  - Steps to execute a load test
  - Testing overview and configuration
  - Performance load testing results (if necessary)

Day 1
- Kick off meeting to review goals and steps in the service
- Installation and configuration of the CRM Performance Toolkit
- Training on the CRM Performance Toolkit

Day 2
- Additional training on the CRM Performance Toolkit
- Create custom test cases
- Execute and record baseline tests
- Execute and record test cases
- Compare baseline to test
- Optimize for performance
- Review results compared to success criteria

Day 3
- Execute and record test cases
- Compare baseline to test
- Optimize for performance
- Review results compared to success criteria
- Summary and review of outstanding topics

Post-service follow-up (within two weeks of on-site visit)
- Service Report: Report providing summary of the findings made during the hands on lab
- Two Post-Service Follow-Ups: One-Hour Live Meeting sessions or conference calls to review additional questions, issues, and findings from the hands on lab