Best Practice Experience: Lync at Microsoft

This session covers “How Microsoft Does IT” and provides insight into how Microsoft deploys and manages Lync and conferencing solutions to support 220,000 internal Microsoft users. Participants will learn the best practices Microsoft has created and employed in designing, developing, deploying, and operating Lync, and Enterprise Voice for our global environment. During the session, we will:

- Examine the Microsoft history of implementing messaging, telephony, and social networking solutions internally.
- Dive into the details of past and current IM, voice, phone, social networking, and conferencing (audio/video) implementations and best practices.
- Discuss planning, budgeting, and change management processes.
- Look at future direction to provide insight into innovative Microsoft strategies and tactics for improving business results.

Throughout the experience, participants will learn inside information from Microsoft IT subject matter experts. Understanding Microsoft IT best practices will equip participants with information to drive positive results within their own organizations.

This session is intended to be a comprehensive learning experience giving participants a “behind the curtain” view into the Lync, and Enterprise Voice implementation at Microsoft.
What You Will Learn

This session will combine presentations and demonstrations in a classroom setting covering various topics on architecture, planning, operations, maintenance, and support of Lync in the Microsoft global environment; with emphasis on the Microsoft IT best practices that have been developed.

The intent is to provide deep knowledge transfer around these best practices in an IT-to-IT learning environment, through rich discussions with the subject matter experts who design, deploy, manage, and support the Microsoft Lync environment each day. Our goal is to have participants walk away with multiple best practices and approaches to deployment and operations that they can use in their own environments to improve operations and business results. Participants will gain a keen understanding of how Microsoft develops its strategies to plan, deploy, and operate an enterprise unified communications service infrastructure.

* Sessions at selected locations (like Redmond, Washington) may also include field trips to experience the Microsoft Envisioning Center and/or a local Microsoft Datacenter. See course schedules for dates and individual course durations.

Target Audience

This Microsoft IT Institute instructor-led session is targeted at decision-makers and leaders, such as principal architects, IT managers, and senior developers.

Prerequisites

Working knowledge of telephone systems, Voice over Internet Protocol (VoIP), social networking, and conferencing concepts, and services models is essential to gain maximum value from the session. This session does not cover basic telephony or networking concepts.

Participants will get the most out of this session if they have a good understanding of their own environment and any plans for change.
Syllabus

The following modules and topics will be covered during this session:

Welcome to the Lync at Microsoft Best Practice Experience: An overview of Microsoft IT, the Microsoft IT Institute, our subject matter experts, and technologies that will be explored in this session.

Charting the communications landscape: A history of messaging and collaboration at Microsoft; current messaging and collaboration footprint; Lync service delivery touchstones; identifying stakeholders; and effective Lync service management.

Architecture: Assessing communications requirements, inventory and global LAN/WAN topologies, and evaluating the infrastructure to determine the most appropriate architectural options. Learn how Lync is the linchpin of the Microsoft communications strategy.

Measuring, monitoring and health: Assessment of what and how to measure service KPIs, establishing and supporting a service SLA, and technology-specific metrics. Participants will learn which measurements matter in delivering reliable and high-fidelity conferencing, collaboration, and messaging services.

Video and devices: Dive into what affects the quality of a conference call or broadcast event, what devices and modalities work together, and why infrastructure matters.

Lync functionality: See how the pieces work independently and together at Microsoft, with detailed analysis of the architecture and technologies. Get familiar with teleconferencing solutions deployed at Microsoft, and benefit from the lessons learned and best practices developed by IT subject matter experts.

Operations: Participants will learn how Microsoft plans for and deploys its social networking, collaboration, and voice and conferencing solutions, as well as the network/WIFI infrastructure tailored to the requirements of messaging, collaboration, teleconferencing, and enterprise voice.

Enterprise Voice: Learn how Microsoft IT has leveraged VoIP to replace the telephone and traditional PBX systems over much of its global network. See how the trend of “bring your own device (BYOD)” has played in this strategy.

Meetings & conferencing: Click to Join, Off of PSTN, Multitasking at its best, Single Client, LWA, Any Device, AUDIO/Video Device Selection process.

Network & infrastructure enablement for enterprises: Understand service dependencies and how Microsoft tuned its network to support conferencing and video. Learn how a hybrid cloud/on-prem ecosystem affects design.

A case study in designing for the future: Review the thinking behind a proposed design to federate Lync beyond the Microsoft enterprise.

Readiness: You’ll hear how we keep our workforce informed about what Lync and other Technologies at Microsoft can do and how best to use them.