

Practitioner



This course provides practical guidance on the end-to-end change and release management process, the setting up and operation of the configuration management process, and the need and benefits of the Configuration Management Database (CMDB). The course builds on the MOF Essentials course and is designed to expose delegates to the process and functions within a mission critical enterprise operations environment. As with the MOF Essentials course, this course is simulation-based, to help reinforce the lessons and understanding of the delegates.





Practitioner

MOF Changing Quadrant

Course Duration

3-day public or single organization course.

Overview

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Who should attend?

This course is essential for anyone involved in the management and deployment of changes to the Microsoft environment. The course offers a career path for practitioners who already hold the ISEB/EXIN Foundation Certificate in IT Service Management.

The course is also suitable for:

- Service Delivery Managers
- Operations Managers
- Development Managers
- Solution Architects
- Project Managers

An awareness of MOF and/or ITIL is recommended for this course. Fox IT's MOF Foundation course is an excellent way for delegates to gain this background and knowledge.

Structure

The course work is simulation based, with a strong emphasis on practical exercises and team working.

Content

Sessions will include:

Introduction to mof

The introduction to MOF and particularly the Changing Quadrant in the process model and how the three service management functions interact to provide effective release management

Overview of the change management process

The goal of change management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents upon service quality.

This section involves the following:

- The change process
- Change Management versus Change Control
- Roles and responsibilities
- Key Performance Indicators (KPIs) and metrics

Effective release management

The purpose of release management is to ensure that hardware and software being released is traceable and secure, and that only correct, authorized, and tested versions are installed.

This section covers the following:

- Release planning, development and testing
- Rollout planning, preparation and deployment

Underpinning configuration management

Configuration management aims to ensure that only authorized components, referred to as CIs (configuration items), are used in the IT environment and that all changes to CIs are recorded and tracked through the component life cycle.

This section covers:

- Identification of configuration items
- Control of configurations
- Verification of configurations
- The Configuration Management Database (CMDB)

Handling urgent / emergency change

Often, it is essential to implement changes to the IT services in an emergency. This section of the course explains how this can be done whilst still following the change management process, ensuring this is still done in a structured and controlled manner.

What next

Following on from this course, you may wish to consider:

- Other MOF Practitioner courses
- MOF Operations Assessment

For more information please contact:

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