

## Foundation



### Objectives:

The course is designed to expose delegates to the key elements of MOF, i.e. the process model, the team model and the embedded risk model, and the course aims to help delegates understand how MOF builds upon ITIL to achieve the benefits of operational excellence.





# Foundation

## MOF Essentials

### Course Duration

2-day public or single organization course.

### Overview

Microsoft Operations Framework (MOF) is a collection of best practices, principles and models for the operation of mission-critical business systems. MOF is based upon ITIL (the IT Infrastructure Library) best practice framework and provides comprehensive technical and operational guidance for achieving availability, manageability and security for solutions and services deployed and operated on Microsoft products and technologies.

### Objectives

The course is designed to expose delegates to the key elements of MOF, i.e. the process model, the team model and the embedded risk model, and the course aims to help delegates understand how MOF builds upon ITIL to achieve the benefits of operational excellence.

### Who should attend?

This course is aimed at IT service professionals with responsibility for the implementation and operation of mission-critical services running on the Microsoft platform. It is particularly relevant for organizations planning to implement Windows 2000 or other significant Microsoft platform changes.

It is strongly recommended that delegates have a good understanding of ITIL Service Management before attending this course. Fox IT's Service Management Essentials course will provide delegates with the necessary background knowledge.

### Structure

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

### Content

#### Introduction to MOF

The following topics are covered in this module:

- Challenges facing IT Operations
- Overview of MOF

After completing this module, you will be able to:

- Describe the major challenges now facing IT
- Describe the challenges posed by the changing business world and IT operations' response to them
- Describe the challenge of delivering IT service platforms used for mission-critical workloads
- Describe the MOF approach to Service Management
- Describe the vision and goals of MOF
- Describe the origins of MOF
- Describe the relationship between MOF and ITIL
- Explain why Microsoft chose to base MOF on ITIL
- Describe the design considerations for MOF
- List the models included in MOF.

#### Building on ITIL

The following topics are covered in this module:

- Overview of ITIL
- How MOF Builds on ITIL

After completing this module, you will be able to:

- Explain what ITIL is.
- Describe the ITIL philosophy.
- List all ITIL support and delivery functions.
- List the benefits of ITIL.
- Explain ITIL certification.
- Describe how MOF builds on ITIL.
- Explain how MOF provides guidance that is relevant, adaptable, and more prescriptive.

#### MOF Process Model

The following topics are covered in this module:

- Introduction to the MOF process model
- Changing Quadrant
- Operating Quadrant
- Supporting Quadrant
- Optimizing Quadrant

After completing this module, you will be able to:

- Describe the basics of the MOF process model
- Define basic MOF process model terminology
- Describe the four quadrants in the process model and each quadrant's mission of service
- Identify the Service Management functions within each quadrant and their objectives
- Describe the deliverables that are created in each quadrant as part of the operations management reviews.

#### MOF Team Model

The following topics are covered in this module:

- Introduction to the MOF team model
- MOF team model
- MOF team role clusters

After completing this module, you will be able to:

- Describe the background of team models and explain why MOF has one
- Describe the differences between organizational, project, and virtual team models
- Explain the MOF team model and describe its origins
- Describe the success goals and guiding principles of the MOF team model
- Identify the six MOF team model role clusters and describe the quality goal, responsibilities and competencies of each
- Describe how roles map to role clusters and align with team goals
- Explain the importance of communication.

#### MOF Risk Model

The following topics are covered in this module:

- Why MOF embeds Risk Management
- MOF Risk Management process

After completing this module, you will be able to:

- Explain why the importance of risk management is increasing
- Explain why and how MOF embeds risk management in all SMFs, role clusters, and reviews
- Describe the history of the development of the MOF risk model
- Describe the MOF risk model
- List and define terms from the MOF risk model and use them to describe a risk
- Describe how each step in the MOF risk model maps to the risk assessment document.

#### What next

Following on from this course you may wish to consider:

- ITIL Service Management courses
- MOF Practitioner courses
- MOF operations assessment

### For more information please contact:

Fox IT, 408 East Fourth Street, Suite 303  
Bridgeport, Pennsylvania 19405

Phone: 610-313-1830 Fax: 610-313-1838

Web site <http://us.foxit.net> Email [info@foxit.net](mailto:info@foxit.net)

