

# Microsoft Operations Framework 4.0

## Foundations Workshop

The Microsoft Operations Framework (MOF) Foundations Workshop is designed for the IT organization that wants to achieve greater availability, reliability, and security in their mission-critical IT services.

The workshop demonstrates how the Microsoft Operations Framework presents practical guidance for establishing, maintaining, and supporting business-aligned IT services. This encompasses the entire IT lifecycle and supports other popular IT Service Management methodologies and frameworks.

### Overview

Although dependable technology is necessary to meet enterprise demands for reliable, available, and secure IT services, technology alone is not sufficient. According to industry analysts, 50% of all IT budgets are spent operating IT systems, and 80% of unplanned system downtime is caused by people and process failures. It is vital that enterprises augment technology with skilled IT staff that are using best practice IT Operations processes.

Microsoft understands the challenges inherent in today's enterprise computing environments and has responded with best-in-class technology accompanied by proven best practices for operating and managing that technology.

### MOF Foundations Workshop

MOF Foundations is a two-day, instructor-led workshop that introduces the Microsoft Operations Framework and delivers process knowledge that students can immediately use to help:

- Achieve greater availability, reliability, and security in mission-critical IT services
- Improve quality of service while reducing total cost of ownership
- Drive IT project planning to accomplish business goals and objectives

### McKinley Simulation

The workshop includes a multi-round instructor-led operational simulation that brings key MOF concepts to life so students understand how their correct application can bring stability and predictability to IT service delivery.

### MOF Certification

This workshop also prepares the participants to take Foundation Certificate in Microsoft Operations Framework 4.0 (MOFF.EN) exam offered by EXIN International.

## The Foundations Workshop is:

- Intended for IT service professionals who have responsibility for the implementation and operation of mission-critical services running on the Microsoft platform
- Delivered by experienced, practicing consultants with a proven track record in IT Service Management and delivery who can provide real-life examples and exercises



## Workshop Syllabus

### MOF Overview

- IT Service Lifecycle
- Service Management Functions

### Plan Phase

- Business/IT Alignment
- Reliability
- Policy
- Financial Management
- Service Alignment Management Review
- Portfolio Management Review

### Deliver Phase

- Envisioning
- Project Planning
- Build
- Stabilize
- Deploy
- Project Plan Approval Management Review
- Release Readiness Management Review

### Operate Phase

- Operations
- Service Monitoring and Control
- Customer Service
- Problem Management
- Operational Health Management Review

### Manage Layer

- Governance, Risk and Compliance
- Change and Configuration
- Team
- Policy and Control Management Review

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