

# Microsoft Operations Framework 4.0

## Managing Change, Configuration, and Risk Workshop

*Success means achieving greater availability, reliability, and security in mission-critical IT.*



The Microsoft Operations Framework Management (MOF) Managing Change, Configuration, and Risk Workshop is designed for the IT organization that wants to focus its efforts on managing changes, configuration baselines, and a risk-balanced approach to IT Service Management.

### Overview

While dependable technology is necessary to meet enterprise demands for reliable, available, and secure IT services, technology alone is not sufficient. In fact, according to industry analysts, 80% of unplanned downtime is caused by people and process failures. The Microsoft Operations Framework represents practical guidance that organizes and describes all of the activities and processes involved in creating, managing, and supporting an IT service.

Change is ubiquitous throughout IT service delivery. In addition, change is a factor that proves to be the cause of many failures in a production environment. Managing change means:

- Understanding the importance of a best practice process to facilitate change
- Having configuration baselines that correctly reflect the known state of the environment
- Having an organizationally appropriate approach to risk and controls

### Managing Change, Configuration, and Risk (CCR) Workshop

The MOF CCR Workshop is a three-day, instructor-led workshop that first reviews the entire Microsoft Operations Framework, and then focuses on the MOF Change and Configuration Service Management Function (SMF) as well as risk aspects of the MOF Governance, Risk, and Compliance SMF.

### Talkeetna Simulation

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



## Workshop Syllabus

### IT Service Management

- The context of operational challenges
- IT services: people, process, technology
- Industry Analyst and Microsoft observations

### Microsoft Operations Framework Overview

- Lesson 1: MOF and its Core Components
- Lesson 2: The Manage Layer
- Lesson 3: The Plan Phase
- Lesson 4: The Deliver Phase
- Lesson 5: The Operate Phase

### Change and Configuration Service Management Function

- Lesson 1: Introduction to the Change and Configuration SMF
- Lesson 2: Change and Configuration Terms and Concepts
- Lesson 3: Change and Configuration Process Flow
- Lesson 4: Practical Approaches to Successful Implementation

### Managing Risk

- Lesson 1: Overview of Risk Management within MOF
- Lesson 2: A Practical Risk Management Application

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