

From ITSM Academy's Webinar on July 21, 2008
Guest Speaker: Jerry Dyer, Microsoft

Where does one go to access and download the MOF Framework?

The MOF Framework is available at www.microsoft.com/MOF, and you don't have to register.

Does MSIT use MOFv4 and are there any case studies available?

They have been using version 3.0. MSIT fully intends to use 4.0, but it was just released in April, and they haven't implemented it yet.

Where/how are architectural standards defined and managed in MOF?

In the Team SMF, we identify an architectural accountability that describes what the role types are. We have not addressed the architectural standards in the core intellectual property. We are addressing it now in terms of whether to add at a future release date or not.

ITIL v3 basically ignores Service Development. How does the MOF Deliver Phase align with or incorporate established project management standards such as PMI or PRINCE2?

It is a high level ----- based on the Microsoft Solutions Framework (MSF). It's absolutely consistent with all those other project management standards.

What is the difference between ITIL's definition of a function and MOF's definition of an SMF?

Our intention is that an SMF describes things that are not quite a process - the things IT professionals need to get their jobs done and to get things to run in an IT environment. A Service Management Function is more equivalent to an ITIL process, not an ITIL function.

Why was Change and Configuration put in the Manage layer and not in the Deliver layer?

We wanted to emphasize the fact that change is occurring in all phases, more than just the roll-out. The size of the change, risk involved and level of authorization required will make the difference as to whether it would go through a formal structure. It follows the same cycle, but the nature and the risk of the change determine how formally and what size that process looks like.

Can MOF guidance be used to achieve ISO/IEC 20000?

Directly, cause and effect, I wouldn't make that assertion. I think its overall approach on completing and doing things would lend itself to those standards. The best summary answer is it's complementary.

What kind of support & resources does Microsoft provide for organizations that are considering or implementing MOF? What does ITSM Academy provide?

We have a significant number of operations consultants who are MOF trained, so there's some help there. Most support comes through solution accelerators. Also there are job aids and templates available for download. ITSM Academy will be offering MOF Foundation training; more information will be released shortly.

Does Microsoft plan on supporting MOF In the long term? I very much like the product and concept but want to know it will be around if we embrace it.

Yes, very much so...it's been around since 1999, we just released a new version. We're in the process of sending that to all the solution accelerators. They will train 2500 Microsoft Engineers on MOF this year. Our own Microsoft IT group will be training on MOF as they have in the past, and will continue to do so.

Does MOF actually include procedures that tell people how to do something?

Yes...although in the context of the samples that I showed you, that was just one activity. Each activity is broken into an overview of what you want to accomplish as well as key questions - such as key inputs and outputs and best practices.

What hardware and O/S does MOF 4.0 support? Any non-MS products?

We don't directly support hardware, we support IT pros who need to get work done. Nothing would make us compatible or incompatible with hardware. Part of MOF's value is trying to help people with the platform. There's nothing MOF recommends that wouldn't work in any shop. Most importantly, it requires cooperation among people - operations people and development people. It should work in any shop, but is more likely to be welcome and accepted in a shop that incorporates some Microsoft products.

Does MOF intent to compete or compliment ITIL v3?

Compliment. A lot of people do not have the time, resources, or information to read through ITIL v3. MOF is intended to be a relevant, practical and concise way to understand service management and the service lifecycle. For those who need something to get at quicker and easier, I think MOF offers that opportunity. The core intellectual property is free.