Microsoft Operations Framework
MOF 4.0
A Comprehensive IT Service Lifecycle

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www.microsoft.com/mof
About ITSM Academy

- Accredited ITSM Education Provider
  - ITIL® Foundation (V2 and V3)
  - ITIL® Foundation Bridge Course
  - ITIL® Practitioner, Service Manager, SM Bridge
  - ISO/IEC 20000 Certifications
  - Practical Workshops
- PMI Global Registered Education Provider
- Public Training Centers in Ft Lauderdale & Dallas
- Corporate on-site Classes
- Tens-of-Thousands Trained since 2003
MOF 4.0 Supports the IT Organization to Deliver Efficient and Effective IT Services

The IT pro breathes easier, the organization gains an edge

- **IT Directors and CIOs**
  - A common framework for the entire organization
  - Clear outcomes to ensure organizational focus
  - Baked-in support for Governance, Risk, and Compliance

- **IT Managers**
  - Question format facilitates focused decision making
  - Accountabilities and controls ensure quality
  - Explicit examples and best practices quicken adoption

- **IT Professional**
  - Activity tables ease implementation and provide consistency
  - Complimented by Solution Accelerators for specific scenarios
  - Community to support relevant and emerging needs
MOF 4.0 Connects Service Management Standards to Practical Application for Community

- Industry Standards
- MOF 4.0 Guidance
- Control Frameworks
- Concepts, Practices
- Processes + Guidance + Tools (for Specific Scenarios)
- Infrastructure Automation
- Community

Goals and Objectives – ISO 20000
Management Perspective – COBIT
Process description – ITIL v3
Process guidance – MOF 4.0
Solution Accelerators
System Center
MOF 4.0 is Designed to be Practical, Understandable, Concise

- Phases describe goals, activities, accountabilities
  - What should the phase accomplish?
  - What general objectives and controls should be considered?
  - Who is involved?
- Service Manage Functions, (SMFs) offer the details
  - SMFs map to major activities in phases
  - Focus on what to do and how
- Management Reviews are integrated in the phases
  - Provide checkpoints
  - Identify areas for improvement
Plan SMFs
The Plan Phase provides guidance on how to plan for and optimize an IT service strategy

Business/IT Alignment Includes:
- Service Strategy
- Service Mapping
- Demand Management
- Portfolio Management
- Service Level Management

Reliability Includes:
- Capacity Management
- Continuity Management
- Confidentiality Management
- Integrity Management
- Availability Management

Policy Includes:
- Security
- Privacy
- Appropriate Use
- Partner
- Asset Protection
Deliver SMFs
The Deliver Phase helps IT professionals more effectively design and deliver IT services, infrastructure projects, or packaged product deployments.
Operate SMFs
The Operate Phase helps IT professionals efficiently operate, monitor, and support deployed services in line with agreed-to service level agreement (SLA) targets.

Customer Service Includes:
- Service Desk
- Incident Management

- Operations
- Service Monitoring and Control
- Customer Service
- Problem Management
Manage SMFs
The Manage Layer establishes decision-making processes and the use of risk management, change management, and controls throughout the IT service lifecycle.
Governance, Risk, and Compliance

Deliverable
- IT objectives achieved, change and risk managed and documented

Purpose
- Support, sustain, and grow the organization while managing risks and constraints

Outcome
- IT services are managed to achieve the business strategy and objectives
# GRC Integrated in Lifecycle Phases

<table>
<thead>
<tr>
<th>GRC Elements</th>
<th>Plan</th>
<th>Deliver</th>
<th>Operate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives</strong></td>
<td>Services are valuable, predictable, reliable, and cost-effective. Responsive to ever-changing business needs.</td>
<td>Services are developed effectively, deployed successfully, and ready for Operations.</td>
<td>Services operated, maintained, and supported in line with the SLA targets.</td>
</tr>
<tr>
<td><strong>Accountabilities</strong></td>
<td>Management Service</td>
<td>Solutions</td>
<td>Support Operations</td>
</tr>
<tr>
<td><strong>Controls</strong></td>
<td>Service Alignment Portfolio</td>
<td>Project Plan Approved Release Readiness</td>
<td>Operational Health</td>
</tr>
</tbody>
</table>

*SAMPLE CONTENT*
Change and Configuration

Deliverable
- Known configurations and predictable adaptations

Purpose
- Ensure that changes are planned, that unplanned changes are minimal, and that IT services are robust

Outcome
- IT services are predictable, reliable, and trustworthy
Team

**Deliverable**
- Clear accountabilities, roles, and work assignments

**Purpose**
- Agile, flexible, and scalable teams doing required work

**Outcomes**
- IT solutions are delivered within specified constraints, with no unplanned service degradation
- Service operation that is trusted by the business

<table>
<thead>
<tr>
<th>Accountability</th>
<th>SMF</th>
<th>Nature of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support</td>
<td>Customer Service Problem Management</td>
<td>Interrupt-driven</td>
</tr>
<tr>
<td>Operations</td>
<td>Operations Management</td>
<td>Plan-driven, repetitive</td>
</tr>
<tr>
<td></td>
<td>Service Monitoring and Control</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Business/IT Alignment</td>
<td>Plan-driven, long-term</td>
</tr>
<tr>
<td>Compliance</td>
<td>Governance, Risk, and Compliance</td>
<td>Plan-drive, repetitive</td>
</tr>
<tr>
<td>Architecture</td>
<td>Reliability Confidentiality Integrity Availability Capacity Continuity</td>
<td>Plan-driven, long-term</td>
</tr>
<tr>
<td>Solutions</td>
<td>Envision Project Planning Build Stabilize Deploy</td>
<td>Plan-driven, short-term</td>
</tr>
<tr>
<td>Management</td>
<td>Financial Management Business/IT Alignment Policy Governance, Risk, and Compliance Change and Configuration Team</td>
<td>Plan-driven, long-term</td>
</tr>
</tbody>
</table>
### SMF Example Change and Configuration

<table>
<thead>
<tr>
<th>Activities</th>
<th>Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiate a Request for Change (RFC)</td>
<td><strong>Key questions:</strong></td>
</tr>
<tr>
<td></td>
<td>What kind of information is to be included in the change description? For example, the service that will be affected, the business benefit, and the exact description of the configuration items to be changed.</td>
</tr>
<tr>
<td></td>
<td>Who can initiate a change? Can anyone in the organization initiate a change?</td>
</tr>
<tr>
<td></td>
<td>How will the RFC be categorized and tracked? Does each service maintain its own set of RFCs? How are RFCs interlinked and cross-referenced?</td>
</tr>
<tr>
<td></td>
<td>Is there a specific RFC for common or standard changes?</td>
</tr>
<tr>
<td></td>
<td><strong>Inputs:</strong></td>
</tr>
<tr>
<td></td>
<td>Request for a change.</td>
</tr>
<tr>
<td></td>
<td>Description of the change.</td>
</tr>
<tr>
<td></td>
<td><strong>Output:</strong></td>
</tr>
<tr>
<td></td>
<td>New RFC.</td>
</tr>
<tr>
<td></td>
<td><strong>Best practices:</strong></td>
</tr>
<tr>
<td></td>
<td>Keep RFC forms as simple as possible while capturing sufficient information to manage risk.</td>
</tr>
<tr>
<td></td>
<td>The RFC should be continually updated throughout the process; it can be initiated without a thorough analysis or detailed information about the change and then be updated later. It is important to have easy access to the RFC so that additions can be made to it. Additionally, organizations can use role authentication to ensure that read and write access is applied at the right time during the process. Determine who should have permission to read or change the RFC in each step.</td>
</tr>
<tr>
<td></td>
<td>The organization can streamline the RFC process by using pre-populated fields and drop-down boxes for information such as the type of change, the service affected by the change, and the applicable technology.</td>
</tr>
</tbody>
</table>

*SAMPLE CONTENT*
## Support ideas with examples

### Request for Change Template

<table>
<thead>
<tr>
<th>Information Required</th>
<th>Specific Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>Provide a complete description of the nature of the change.</td>
</tr>
<tr>
<td></td>
<td>Include:</td>
</tr>
<tr>
<td></td>
<td>The services affected.</td>
</tr>
<tr>
<td></td>
<td>The configuration items (CI) to be changed.</td>
</tr>
<tr>
<td></td>
<td>Current version of the item to be changed.</td>
</tr>
<tr>
<td></td>
<td>For complex changes, any supporting project documents should be referenced and linked to the RFC.</td>
</tr>
<tr>
<td>Date that the change is requested</td>
<td>Define and control a set date format:</td>
</tr>
<tr>
<td></td>
<td>For example, 30_Dec_2004</td>
</tr>
<tr>
<td>Change initiator: person who submits the request</td>
<td>Include:</td>
</tr>
<tr>
<td></td>
<td>Name.</td>
</tr>
<tr>
<td></td>
<td>Position.</td>
</tr>
<tr>
<td></td>
<td>Contact information, such as e-mail address and phone number.</td>
</tr>
<tr>
<td>Business reason for change</td>
<td>Reason for the change</td>
</tr>
<tr>
<td></td>
<td>Include business impact statement</td>
</tr>
<tr>
<td></td>
<td>Identify customer that change impacts</td>
</tr>
</tbody>
</table>

*SAMPLE CONTENT*
MOF on the Web
A Service Management Community

Vision
- Develop a thriving, engaged community to extend service management knowledge and evolve best practices in real time

Community Benefits
- Contribute and be recognized
- Interact with Microsoft and industry peers
- Find training, samples, and job aids
- Stay on the leading edge
Solution Accelerators

**PLAN**
- Microsoft Assessment and Planning
- SharePoint Capacity Planning Tool
- Data Encryption Toolkit
- Windows Vista Security Guide
- Office Security Guide

**DELIVER**
- Microsoft Deployment Toolkit 2008
- Assessment and Deployment Solution
- Infrastructure Planning and Design Series
- External Collaboration Toolkit for SharePoint
- Upgrade Toolkit for Windows SharePoint Services Sites and Templates
- SharePoint Cross-site Configurator
- Data Encryption Toolkit
- Assessment and Deployment Solution

**OPERATE**
- Offline VM Servicing Tool
- Microsoft Forefront Integration Kit for Network Access Protection
- Security Compliance Management
- Network Monitoring Management Pack for System Center Essentials
- SharePoint Monitoring Toolkit
- SharePoint Asset Inventory Tool
- Business Application SLA Reporting
- Malware Removal Starter Kit
- Data Encryption Toolkit

**MANAGE**
- Microsoft Operations Framework 4.0
- Microsoft Assessment and Planning
- Fundamental Computer Investigation Guide for Windows

- Windows Vista Security Guide
- Office Security Guide

www.microsoft.com/solutionaccelerators
MOF 4.0 Automated Through System Center

Microsoft System Center Operations Manager 2007
Microsoft System Center Service Manager
Microsoft System Center Data Protection Manager
Microsoft System Center Configuration Manager
Microsoft System Center Virtual Machine Manager
Microsoft System Center Capacity Planner 2007
What's Next for MOF

**MOF Core IP**
- Guidance for key IT scenarios (Run Book Automation, Books, SMB scaling)
- Integrate architecture and development

**Training and Certification**
- EXIN certification
- Training Materials & Partner promotions

**Community**
- Content rating, tagging, webcasts, Partner roundtables,
- Contributions → MOF & SA
Resources

- www.microsoft.com/mof
- forums.technet.microsoft.com/en/MOF4/threads
- www.microsoft.com/solutionaccelerators
- www.EXIN.org