Microsoft Operations Framework Changing Quadrant
Course Summary

Description

Microsoft Operations Framework (MOF) is a collection of best practices, principles, and models. It provides comprehensive technical guidance for achieving mission-critical production system reliability, availability, supportability, and manageability for solutions and services built on Microsoft's products and technologies.

This course lets Microsoft customers learn about the changing aspects and functions within an enterprise operations environment. In addition, this course provides a knowledge base for Microsoft deliverers (field, consultants, and go-to partners) of customer solutions with respect to the changing quadrant.

Objectives

At the end of this course, students will be able to:
- Describe the Microsoft IT life cycle and its frameworks.
- Explain the MOF Changing Quadrant, its mission of service, service management functions, and operations management review.
- Describe the change management process.
- Explain how and why changes are classified by priority and category.
- Describe the roles and responsibilities of the change advisory board (CAB) and the IT executive committee (ITEC).
- Describe the authorization process for standard, minor, significant, and major changes.
- Explain change development and describe how it involves collaboration with the release management process.
- Recognize the need in an IT environment for applying standard and minor change processes.
- Use a configuration management system.
- Describe the processes for preparing changes for release into the production environment.
- Describe the tasks involved in release planning.
- Describe the tasks for release design and building.
- Describe the tasks in acceptance testing.
- Explain the role the release readiness review plays in the release management process.
- Recognize the need in an IT environment for implementing configuration management.
- Design effective rollback plans.

- Describe the tasks involved in planning a change rollout.
- Describe the tasks involved in preparing a release.
- Describe the tasks needed to deploy a release into a production environment.
- Recognize the need in an IT environment for managing emergency changes.
- Apply a release planning process.
- Describe the activities involved in setting up configuration management.
- Describe the sequence of tasks involved in establishing configuration items.
- Describe the tasks involved in accessing configuration items.
- Describe the tasks involved in changing configuration items.
- Describe the tasks involved in reviewing configuration items.
- Manage change in an IT environment using change management, release management, and configuration management processes.
- Describe how change process activities are expedited for emergency changes.
- Describe the roles and responsibilities of the change advisory board emergency committee.

Topics

- Introduction to the MOF Changing Quadrant
- Change Management
- Release Planning, Building, and Testing

- Rollout Planning, Preparation, and Deployment
- Configuration Management
- Emergency Changes

Microsoft Operations Framework Changing Quadrant
Course Summary (cont'd)

Audience

This course is targeted broadly at IT managers and professionals. From a delivery perspective, the focus is on MOF practitioners (consultants, Premier Services, and partners) responsible for delivering MOF solutions. From a customer perspective, the aim is on IT managers and operations professionals who are involved in IT operations and running Microsoft technologies, specifically, the changing aspects and functions in IT environments.

Prerequisites

Students should have taken Microsoft Operations Frameworks Essentials before attending this class. In addition, we recommend that students obtain an ITIL foundation certificate before taking this course.

Duration

Three days

Microsoft Operations Framework Changing Quadrant

Course Outline

I. Introduction to the MOF Changing Quadrant
A. The following topics are covered in this module:
B. How the MOF Changing Quadrant processes fit into the total IT environment
C. Review of MOF Essentials main points

II. Change Management
A. The following topics are covered in this module:
B. Change management overview
C. Change priorities and categories
D. Change advisory board (CAB), IT executive committee (ITEC), and the authorization process
E. Change development, release, and review
F. Applying a change process to an IT environment

III. Release Planning, Building, and Testing
A. The following topics are covered in this module:
B. Release Planning
C. Release Building
D. Acceptance Testing
E. Release Readiness Review
F. Managing change in an IT environment by applying configuration management and release management processes

IV. Rollout Planning, Preparation, and Deployment
A. Rollout Planning
B. Rollout Preparation
C. Rollout Deployment
D. Dealing with the day-to-day IT operations environment issues, such as a business-driven change

V. Configuration Management
A. The following topics are covered in this module:
B. Setup activities
C. Establishing configuration items
D. Accessing configuration items
E. Changing configuration items
F. Reviewing configuration items
G. Applying change management, release management, and configuration management processes to effectively manage change in an IT environment

VI. Emergency Changes
A. The following topics are covered in this module:
B. Emergency Change Process
C. Change Advisory Board Emergency Committee