



Microsoft Operations Framework

FOUNDATION

Certified by


Preparation Guide

Edition 201502

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1. Overview

Microsoft® Operations Framework Foundation (MOFF.EN)

Scope

In the MOF Foundation module the following topics will be dealt with:

- The MOF overview
- The Plan phase
- The Deliver phase
- The Operate phase
- The Manage layer

Summary

The Microsoft® Operations Framework Foundation exam is based on the MOF guidance. This guidance consists of best practices and provides guidelines to determine what is needed for the IT organization and how to successfully approach IT Service Management.

This module offers an introduction to IT Service Operations Management and covers the essential elements and concepts of MOF.

Target Group

The MOF Foundation module is aimed at professionals who contribute to the operations of IT services and candidates who want to work in these professions.

Requirements for Certification

- Successful completion of the Microsoft® Operations Framework Foundation exam.

Examination Details

Examination type:	Multiple-Choice Questions
Number of questions:	40
Pass mark:	65% (26 / 40 questions)
Open book/notes:	No
Electronic equipment/aides permitted:	No
Exam duration:	60 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

Bloom level

The EXIN Microsoft® Operations Framework Foundation certification tests candidates at Bloom Level 1 and 2 according to Bloom's Revised Taxonomy:

- Bloom Level 1: Remembering – relies on recall of information. Candidates will need to absorb, remember, recognize and recall.
- Bloom Level 2: Understanding – a step beyond remembering. Understanding shows that candidates comprehend what is presented and can evaluate how the learning material may be applied in their own environment. This type of questions aims to demonstrate that the candidate is able to organize, compare, interpret and choose the correct description of facts and ideas.

Training

Contact Hours

The recommended number of contact hours for this training course is 15. This includes group assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework and the exam.

Indication Study Effort

60 hours, depending on existing knowledge.

Training Organization

You can find a list of our Accredited Training Organizations at www.exin.com.

2. Exam Requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

Exam Requirements	Exam Specifications	Weight
1. The MOF Overview		5%
	1.1 The candidate understands the comparison in the market.	
2. The Plan Phase		20%
	2.1 The candidate has knowledge of the Plan phase.	
	2.2 The candidate understands the relationship of the Plan phase with the other phases within the IT service life cycle.	
3. The Deliver Phase		20%
	3.1 The candidate has knowledge of the Deliver phase.	
	3.2 The candidate understands the relationship of the Deliver phase with the other phases within the IT service life cycle.	
4. The Operate Phase		25%
	4.1 The candidate has knowledge of the Operate phase.	
	4.2 The candidate understands the relationship of the Operate phase with the other phases within the IT service life cycle.	
5. The Manage Layer		30%
	5.1 The candidate has knowledge of the Manage Layer.	
	5.2 The candidate understands the relationship of the Manage Layer with the other phases within the IT service life cycle.	
Total		100%

Exam Specifications

1 The MOF Overview

- 1.1 The candidate understands the comparison in the market.
The candidate can...
 - 1.1.1 explain the importance of MOF to an organization;
 - 1.1.2 describe the position of MOF in IT service management;
 - 1.1.3 recognize the advantages of the MOF approach to IT service management;
 - 1.1.4 define the basic concepts of the Microsoft Operations Framework.

2 The Plan Phase

- 2.1 The candidate has knowledge of the Plan phase.
The candidate can...
 - 2.1.1 list the service management functions (SMFs) belonging to the Plan phase;
 - 2.1.2 define the basic concepts of the Plan phase;
 - 2.1.3 name the management reviews (MRs) of the Plan phase.
- 2.2 The candidate understands the relationship of the Plan phase with the other phases within the IT service life cycle.
The candidate can...
 - 2.2.1 describe the objectives, risks and controls of the Plan phase;
 - 2.2.2 explain the integration of the Plan phase with the Manage Layer.

3 The Deliver Phase

- 3.1 The candidate has knowledge of the Deliver phase.
The candidate can...
 - 3.1.1 name the service management functions (SMFs) belonging to the Deliver Phase;
 - 3.1.2 define the basic concepts of the Deliver phase;
 - 3.1.3 name the management reviews (MRs) of the Deliver phase.
- 3.2 The candidate understands the relationship of the Deliver phase with the other phases within the IT service life cycle.
The candidate can...
 - 3.2.1 describe the objectives, risks and control of the Deliver phase;
 - 3.2.2 explain the integration of the Deliver phase with the Manage Layer.

4 The Operate Phase

- 4.1 The candidate has knowledge of the Operate phase.
The candidate can...
 - 4.1.1 name the service management functions (SMFs) belonging to the Operate Phase;
 - 4.1.2 define the basic concepts of the Operate phase;
 - 4.1.3 name the management reviews (MRs) of the Operate phase.
- 4.2 The candidate understands the relationship of the Operate phase with the other phases within the IT service life cycle.
The candidate can...
 - 4.2.1 describe the objectives, risks and control of the Operate phase;
 - 4.2.2 explain the integration of the Operate phase with the Manage Layer.

5 The Management Layer

- 5.1 The candidate has knowledge of the Manage Layer.
The candidate can...
 - 5.1.1 name the service management functions (SMFs) belonging to the Manage Layer;
 - 5.1.2 define the basic concepts of the Manage Layer;
 - 5.1.3 name the management reviews (MRs) of the Manage Layer.
- 5.2 The candidate understands the relationship of the Manage Layer with the other phases within the IT service life cycle.
The candidate can...
 - 5.2.1 describe the goals of the Manage Layer;
 - 5.2.2 describe the types of control of the management layer;
 - 5.2.3 describe the co-ordination role of the manage layer throughout the lifecycle
Phases: Plan, Deliver and Operate.

3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.

1 The MOF Overview

- 1.1 IT service life cycle
 - Process
 - Service management function (SMF)
 - Solution accelerators

2 The Plan Phase

- 2.1 Business/IT Alignment
 - Demand management
 - IT service strategy
 - Operating level agreement (OLA)
 - Service catalog
 - Reliability
 - Availability Management
 - Business continuity planning
 - Policy
 - Financial Management
 - Benefit Management
 - Operational costs
 - Return on investment (ROI)
 - Service Alignment
 - Portfolio
- 2.2 IT alignment
 - IT Services
 - Business requirements
 - Changing business needs
 - Cost effective
 - Predictable
 - Proactive risk Management

- Service level agreement (SLA)
- Service Level Management
- Service portfolio
- Underpinning contract (UC)
- Capacity Management
- IT service continuity management
- Total cost of ownership (TCO)
- Value realization
- Reliable
- Reliable
- Trustworthy
- Valuable
- Stakeholders
- Users
- Vision
- Vision/scope document
- Scope
- Scope
- Solution
- Stakeholders
- Use case
- Use scenario
- Users
- Vision

3 The Deliver Phase

- 3.1 Envisioning
 - Customer
 - Interim milestone
 - Milestone
 - Scope
 - Solution
 - Project Planning
 - Bottom-up scheduling
 - Conceptual design
 - Customer
 - Interim milestone
 - Logical design
 - Milestone
 - Personas
 - Physical design

Build	<ul style="list-style-type: none"> Baseline Bottom-up scheduling Conceptual design Customer Development role Functional specification Interim milestone Logical design Milestone Physical design Product Management role Program Management role 	<ul style="list-style-type: none"> Release Management role Scope Scope complete milestone Solution Stakeholders Test role Use case Use scenario User Experience role Users Vision
Stabilize	<ul style="list-style-type: none"> Bug convergence Functional testing Integration testing Pilot test 	<ul style="list-style-type: none"> Triage Unit testing Zero bug bounce
Deploy	<ul style="list-style-type: none"> Baseline Customer Pilot test 	<ul style="list-style-type: none"> Quiet period Stakeholders Users
Project plan approved		
Release Readiness		
3.2 Release Readiness Review		
IT Services		
Effective		Successful
Ready for operations		
Solution		
4 The Operate Phase		
4.1 Operations		
Operations guide		Service window
Operations log		Work instruction
Operations plan		
Service Monitoring and Control		
Action/Response		IT control
Aggregation		Reporting
Alert		Resolution completion
Correlation		Rule
Event		Threshold/criteria
Health model		
Customer Service		
Customer Service Representative (CSR)		New Service request
Incident		Service
Incident Resolution request		Service Desk
Information request		Service fulfilment request
Problem Management		
Configuration management system (CMS)		Known error database
Error		Problem
Known error		Root cause
Operational Health		

4.2	Deployed Services	
	Service level agreement (SLA)	
	Operating level agreement (OLA)	
5	The Manage Layer	
5.1	Governance, Risk and Compliance	
	Compliance	IT control
	Configuration management system (CMS)	Mitigation
	Contingency	Risk
	Evidence	Risk assessment
	Governance	Risk management
	IT asset	
	Change and Configuration	
	Change	Post-implementation review (PIR)
	Change advisory board (CAB)	RACI
	Change category	Release
	Change log	Release Manager
	Change Manager	Request for Change (RFC)
	Configuration item (CI)	Risk value
	Definitive software library (DSL)	Service map
	Forward Schedule of Change (FSC)	
	Team	
	Accountability	Role type
	Dedicated team	Team
	Project team	Team of peers
	Role	Virtual team
	Policy and Control	
5.2	Policy and control management review	
	Administrative control	Physical control
	Internal controls	Technical control
	Service Management Function (SMF)	

Justification of choices

Basic Concepts relating to exam specifications 2.2, 3.2, 4.2 and 5.2 are also mentioned under other exam requirements

4. Literature

Exam Literature

The knowledge required for the exam is covered in the following literature:

- A. ed. David Pultorak, Clare Henry and Paul Leenards
MOF 4.0 – Microsoft Operations Framework 4.0 – a pocket guide
Van Haren Publishing (2008)
ISBN: 9789087532864 (hardcopy)
ISBN: 9789401801188 (eBook)

Additional Literature

- B. **Microsoft® Operations Framework**
<http://www.microsoft.com/mof>
[http://technet.microsoft.com/en-us/library/bb741061\(TechNet.10\).aspx](http://technet.microsoft.com/en-us/library/bb741061(TechNet.10).aspx)
- C. **Microsoft® Operations Framework Forum**
<http://technet.microsoft.com/nl-nl/solutionaccelerators/dd320379.aspx>

Comment

Additional literature is for reference and depth of knowledge only.

Literature Matrix

Exam Requirements	Exam Specifications	Reference
1. The MOF Overview		
	1.1 The candidate understands the comparison in the market.	MOF Overview
2. The Plan Phase		
	2.1 The candidate has knowledge of the Plan phase.	Plan Phase Overview
	2.2 The candidate understands the relationship of the Plan phase with the other phases within the IT service life cycle.	Plan Phase Overview
3. The Deliver Phase		
	3.1 The candidate has knowledge of the Deliver phase.	Deliver Phase Overview
	3.2 The candidate understands the relationship of the Deliver phase with the other phases within the IT service life cycle.	Deliver Phase Overview
4. The Operate Phase		
	4.1 The candidate has knowledge of the Operate phase.	Operate Phase Overview
	4.2 The candidate understands the relationship of the Operate phase with the other phases within the IT service life cycle.	Operate Phase Overview
5. The Manage Layer		
	5.1 The candidate has knowledge of the Manage Layer.	Manage Layer Overview
	5.2 The candidate understands the relationship of the Manage Layer with the other phases within the IT service life cycle.	Manage Layer Overview

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