

Exam requirements

Foundation Certificate in Microsoft® Operations Framework V 4.0 (MOFF.EN)

Publication date	01-09-2008												
Start date	01-10-2008												
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.												
Prerequisites	Practical experience in the field of Operations Management is recommended.												
Exemption	None												
Examination session	Referral to literature and notes is not permitted												
Exam requirements	<table><thead><tr><th></th><th>Weight</th></tr></thead><tbody><tr><td>1. The MOF Overview</td><td>5%</td></tr><tr><td>2. The Plan Phase</td><td>20%</td></tr><tr><td>3. The Deliver Phase</td><td>20%</td></tr><tr><td>4. The Operate Phase</td><td>25%</td></tr><tr><td>5. The Manage Layer</td><td>30%</td></tr></tbody></table>		Weight	1. The MOF Overview	5%	2. The Plan Phase	20%	3. The Deliver Phase	20%	4. The Operate Phase	25%	5. The Manage Layer	30%
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4. The Operate Phase	25%												
5. The Manage Layer	30%												

Specification of the exam requirements

- | | |
|-----------------------------|---|
| 1. The MOF Overview | <ul style="list-style-type: none">• The candidate understands the comparison in the market. |
| 2. The Plan Phase | <ul style="list-style-type: none">• The candidate has knowledge of the Plan phase.• The candidate understands the relationship of the Plan phase with the other phases within the IT service life cycle. |
| 3. The Deliver Phase | <ul style="list-style-type: none">• The candidate has knowledge of the Deliver phase.• The candidate understands the relationship of the Deliver phase with the other phases within the IT service life cycle. |
| 4. The Operate Phase | <ul style="list-style-type: none">• The candidate has knowledge of the Operate phase.• The candidate understands the relationship of the Operate phase with the other phases within the IT service life cycle. |
| 5. The Manage Layer | <ul style="list-style-type: none">• The candidate has knowledge of the Manage Layer.• The candidate understands the relationship of the Manage Layer with the other phases within the IT service life cycle. |

Basic concepts

List of basic concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in order of Exam requirement.

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

1 The MOF overview (5%)

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

2 The Plan phase (20%)

- 2.1 Business/IT Alignment
 - Demand management
 - IT service strategy
 - Operating level agreement (OLA)
 - Service catalog
 - Service portfolio
 - Service level agreement (SLA)
 - Service Level Management
 - Underpinning contract (UC)

Reliability

 - Business continuity planning
 - Availability Management
 - Capacity Management
 - IT service continuity management

Policy

 - Policy

Financial Management

 - Benefit Management
 - Return on investment (ROI)
 - Operational costs
 - Total cost of ownership (TCO)
 - Value realization

Service Alignment Portfolio
- 2.2 IT alignment
 - IT Services
 - Valuable
 - Predictable
 - Reliable
 - Cost effective
 - Changing business needs

- Reliable
- Trustworthy
- Business requirements

Proactive risk Management

3 The Deliver phase (20%)

3.1 Envisioning

- Customer
- Milestone
- Interim milestone
- Vision
- Vision/scope document
- Solution
- Stakeholders
- Users
- Scope

Project Planning

- Bottom-up scheduling
- Conceptual design
- Customer
- Logical design
- Milestone
- Interim milestone
- Personas
- Physical design
- Vision
- Solution
- Stakeholders
- Use case
- Use scenario
- Users
- Scope

Build

- Development role
- Baseline
- Bottom-up scheduling
- Conceptual design
- Customer
- Functional specification
- Logical design
- Milestone
- Interim milestone
- Physical design
- Product Management role
- Program Management role
- Release Management role
- Vision
- Solution
- Stakeholders
- Use case
- Use scenario

- User Experience role
- Users
- Test role
- Scope
- Scope Complete Milestone

Stabilize

- Bug convergence
- Functional testing
- Integration testing
- Pilot test
- Unit testing
- Triage
- Zero bug bounce

Deploy

- Baseline
- Customer
- Quiet period
- Pilot test
- Stakeholders
- Users

Project plan approved
Release Readiness

- 3.2 Release Readiness Review
IT Services
- Effective
 - Successful
 - Ready for operations

Solution

4. The Operate phase (25%)

- 4.1 Operations
- Operations guide
 - Operations log
 - Operations plan
 - Service window
 - Work instruction

Service Monitoring and Control

- Action/Response
- Aggregation
- Alert
- Reporting
- Correlation
- Event
- Health model
- IT control
- Resolution completion
- Rule
- Threshold/criteria

Customer Service

- Customer Service Representative (CSR)
- Incident
- Incident Resolution request
- Information request
- New Service request
- Service
- Service Desk
- Service fulfilment request

Problem Management

- Error
- Known error
- Known error database
- Problem
- Configuration management system (CMS)
- Root cause

Operational Health

- 4.2 Deployed services
 - Service level agreement (SLA)
 - Operating level agreement (OLA)

5. The Manage Layer (30%)

- 5.1 Governance, Risk and Compliance (GRC)
 - Compliance
 - Configuration management system (CMS)
 - Evidence
 - Governance
 - IT control
 - Risk
 - Contingency
 - IT asset
 - Mitigation
 - Risk assessment
 - Risk management

Change and Configuration

- Change
- Change advisory board (CAB)
- Change category
- Change log
- Change Manager
- Forward Schedule of Change (FSC)
- Post-implementation review (PIR)
- Configuration item (CI)
- RACI
- Release
- Release Manager
- Definitive software library (DSL)
- Request for Change (RFC)

- Risk value
- Service map

Team

- Accountability
- Project team
- Dedicated team
- Role
- Role type
- Team
- Team of peers
- Virtual team

Policy and Control

5.2 Policy and control management review

Internal controls

- Administrative control
- Physical control
- Technical control

Service Management Function (SMF)

Literature

Literature

- A** ed. David Pultorak, Clare Henry and Paul Lenards

MOF 4.0

Microsoft Operations Framework 4.0 – a pocket guide

Van Haren Publishing

ISBN: 9789087532864

Expected September 2008

- 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://forums.technet.microsoft.com/en-US/MOF4/threads/>

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