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MOF 4.0 Awareness

Course Number 2070

Microsoft® Operations Framework (MOF) 4.0 delivers practical guidance for everyday IT practices and activities that help users establish and implement reliable, cost-effective IT services.

Pultorak & Associates' MOF 4.0 Awareness course is a one-day, instructor-led course providing a general introduction to MOF 4.0 key concepts, including service lifecycle phases, processes, and management reviews.

The course provides participants with an overview of the four phases of the MOF lifecycle—Plan, Deliver, Operate, and Manage—and outlines the Service Management Functions (SMFs) and Management Reviews for each phase.

Audience

The MOF 4.0 Awareness course is for IT professionals throughout the organization who need a general introduction to MOF 4.0 and how it contributes to IT and business objectives.

Prerequisites

There are no specific prerequisites for this course.

Certification Examination

There is no certification examination associated with this course.

Course Syllabus

Module 1: Introduction to MOF 4.0
Module 2: The MOF 4.0 Manage Layer
Module 3: The MOF 4.0 Plan Phase
Module 4: The MOF 4.0 Deliver Phase
Module 5: The MOF 4.0 Operate Phase
Module 6: Summary

Why Choose the Pultorak MOF 4.0 Awareness Course?

The content of the course is authoritative—Pultorak & Associates are lead authors of the MOF 4.0 Pocket Guide and have contributed to MOF. The course is instructionally designed for adult learners and helps participants transfer what is learned back to the workplace.



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Costs

Pricing valid as of August 2008 and subject to change

For More Information, or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com,
or visit our website at www.pultorak.com.

