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MOF 4.0 Foundation

Course Number 1737

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

Pultorak & Associates' MOF 4.0 Foundation course provides a concise, two-day, instructor-led overview that provides an understanding of the MOF 4.0 service lifecycle phases, key concepts, processes, and management reviews. The course provides a structured and hands-on approach for IT professionals desiring service management knowledge that can be easily applied.

The MOF 4.0 Foundation course is designed to expose participants to the four phases of the MOF lifecycle: Plan, Deliver, Operate, and Manage. It also covers Service Management Functions (SMFs) and Management Reviews within each phase. The course provides a foundation for participants to begin to leverage service management concepts with Microsoft® products and technologies.

Who Should Attend?

IT professionals responsible for planning, developing, deploying, supporting, operating, and managing application-based IT services (e.g., messaging) and infrastructure-based IT services (e.g., network services). The MOF 4.0 Foundation course is for IT professionals throughout the organization. Senior managers will build knowledge on how to create the right set of goals and outcomes while the entire organization learns how to make the right decisions and ensure accountability. Lastly, individuals with responsibility to balance risk and ensure compliance will benefit from this class.

Optional Certification Examination

The MOF 4.0 Foundation course includes an exam consisting of 40 multiple choice questions.

Prerequisites

While there are no specific prerequisites for this course, participants are highly encouraged to have an understanding of ITIL®, ideally with an ITIL® Foundation certificate prior to taking this course.

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Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, sample exams, as well as an optional MOF 4.0 Pocket Guide.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

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 and Optional Exam Preparation

Why Pultorak & Associates for This Course?

Pultorak & Associates' industry experts have 10 years of experience in MOF and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world connections and critical insights that will help you chart your own path and achieve your ITIL® goals. Our experienced instructors have lived the subject matter and create meaningful, engaging interactions delivering value to you like no one else can.

Costs

MOF 4.0 Foundation Instructor-led Course

Costs = \$5000 + \$125 per student (additional costs may apply)

MOF 4.0 Foundation Courseware only

Pricing: Participant Kit \$175, Instructor Kit \$250 (+ shipping)

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.

