Managing and Operating a Microsoft Private Cloud—How to Apply the Microsoft Operations Framework (MOF)

Presented by Kathleen Wilson, Program Manager at Microsoft

This is a new publication for MOF and this webcast will demonstrate how to manage and operate a Microsoft private cloud using the service management processes of the Microsoft Operations Framework (MOF). Kathleen Wilson will be presenting how this guide applies MOF's IT service management principles to that conceptual architecture and technology stack. Learn how to maximize the potential of MOF's people, process, and technical capabilities to manage and operate a Microsoft private cloud.

Key Learnings:
- Free downloadable guide "Managing and Operating a Microsoft Private Cloud—How to Apply the Microsoft Operations Framework"
- Learn how to manage and operate a Microsoft private cloud
- Learn how to maximize the potential of MOF's people, process, and technical capabilities to manage and operate a Microsoft private cloud

Kathleen Wilson
Program Manager, Microsoft

Agenda

- Microsoft Private Cloud

- What is MOF?

- Managing and Operating a Microsoft Private Cloud

- Where to get the guide?

Microsoft Private Cloud

Our Private Cloud story is about System Center 2012

MOF provides the process

Cloud-centric service model

SERVICE & REQUEST OFFERINGS	SERVICE LEVEL AGREEMENTS	PROACTIVE & REACTIVE OPERATIONS

Standardize offerings into a Service Catalog

Drive a consistent service delivery experience

Streamline IT operational processes and activities

- Consistent delivery

Provide on-demand self-service

Embed support rules and measurements into the workflow and activities for Work Items

- Greater Productivity
- Support Compliance

Automate end-to-end request fulfillment

Private Cloud - Delivering IT Services Consistently

Service Consumer

Self-Service

Systems

Automation

Processes
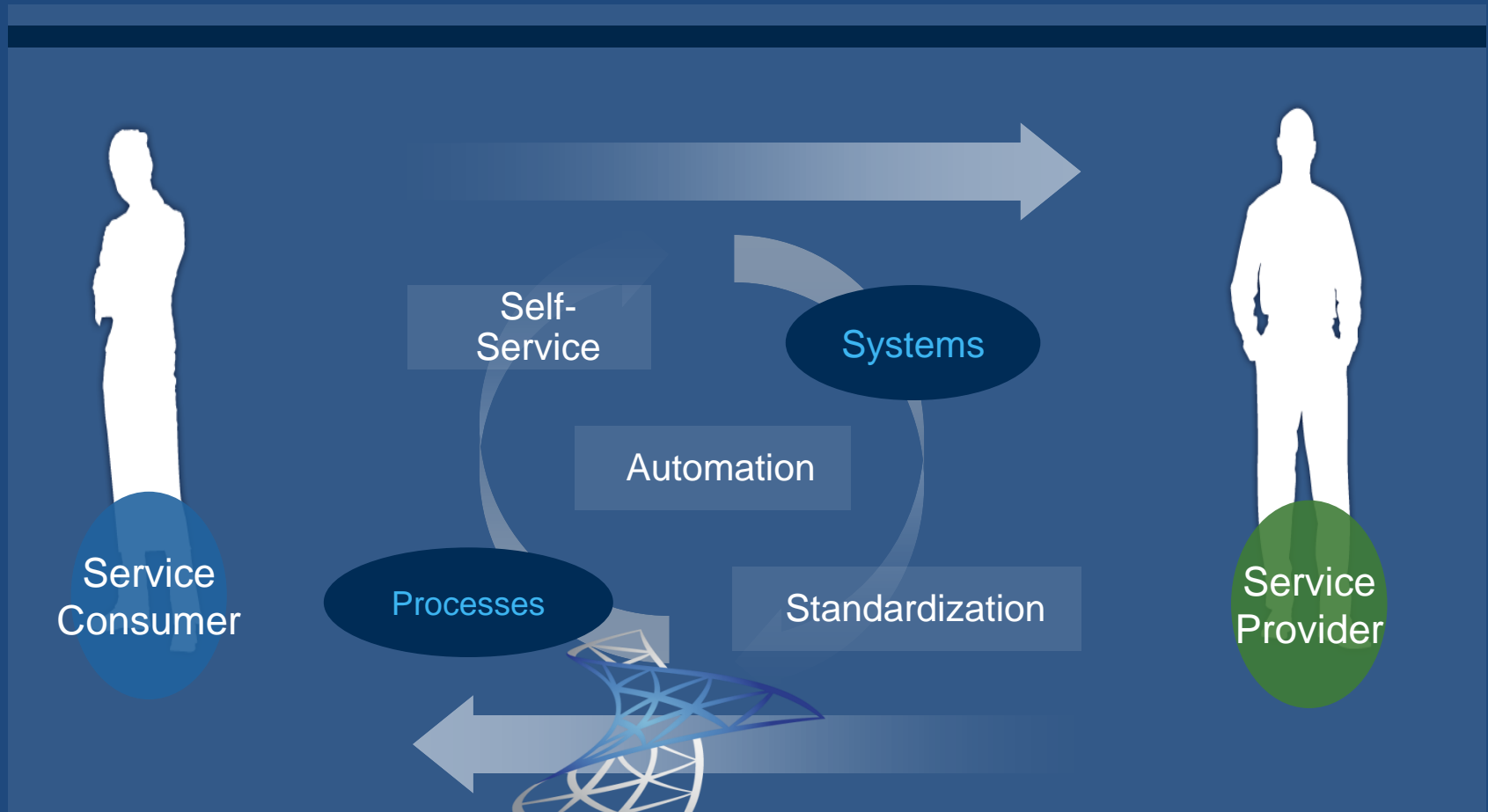
Standardization

Service Provider
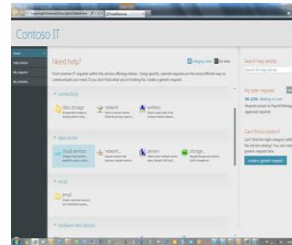
Private Cloud Elements

STANDARDIZATION
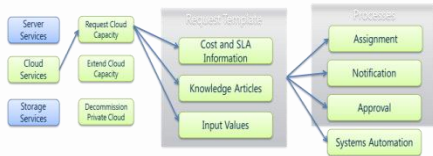
Standardize the services provided by IT to consumers.

Define the services to be offered

Define the request offerings that will be contained within a Service Offering

Identify who needs to be involved (approvals, notifications, fulfillment)

SELF SERVICE

Give consumers of IT services the ability to identify, access and request services as needed.

Controlled Empowerment

Request offerings displayed based on user role

Intuitive easy to navigate portal

AUTOMATION

Automate the service processes and systems necessary to the fulfillment of consumer requests

Automate routing of requests for approval and notification.

Automate provisioning of the service request

What Is MOF?

- Microsoft Operations Framework

- Born in 1999 and it is free @ http://www.microsoft .com/mof

- Practical guidance providing comprehensive guidelines for achieving reliability for IT solutions and services

Module 2
Thoughtrock.com

Thought Rock **Live**
Knowledge worth sharing

#TRLive
@ThoughtRockers

MOF High-Level Goals

Provide guidance to IT organizations

- To help them create, operate, and support IT services
- To ensure investment in IT delivers expected business value at an acceptable level of risk

Create an environment where business and IT work together toward operational maturity

The IT Service Lifecycle: Phases and a Layer

The IT Service Lifecycle describes the life of an IT service:

- ◆ From planning and optimizing the IT service to align with the business strategy: **Plan Phase**

- ◆ Through the design and delivery of the IT service**: Deliver Phase**

- ◆ To its ongoing operation and support: **Operate Phase**

- ◆ Underlying all of this is a foundation of IT governance, risk management, compliance, team organization, and change management: **Management Layer**

- ■ Each phase has SMFs and management reviews associated with it

Goals of the Lifecycle Phases and Manage Layer

Plan:

Optimize and align IT service strategy to support the business

Operate:

Ensure IT services

- Operated
- Maintained
- Supported

…to meet business needs
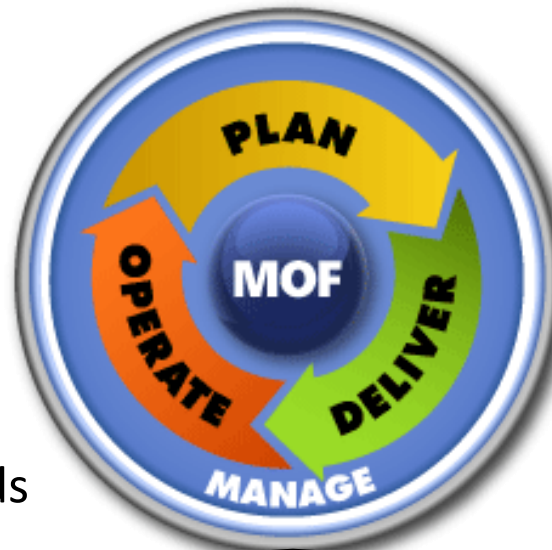
Deliver:

Ensure IT services

- Developed effectively
- Deployed successfully
- Ready for Operations

Manage Layer:

Provide operating principles and best practice guidance to ensure IT investment delivers expected business value… at acceptable risk

Activities Articulated in SMFs and MRs

Service Management Functions (SMF)

Management Reviews (MR)

- Business/IT Alignment
- Reliability
- Policy
- Financial Management

Service Alignment

Portfolio

Operational Health

PLAN

MOF

OPERATE

DELIVER

MANAGE

- Operations
- Service Monitoring and Control
- Customer Service
- Problem Management

- Envision
- Project Planning
- Build
- Stabilize
- Deploy

Project Plan Approved

Policy & Control

- Governance, Risk, and Compliance
- Change and Configuration
- Team

Release Readiness

MOF Management Reviews

- Management reviews (MR)

- MRs are internal controls that provide management validation checks

- They ensure business objectives are met and IT services are on track to deliver expected value

Managing & Operating a Microsoft Private Cloud

Guide describes how to manage and operate a Microsoft private cloud using MOF

Assumption is that it is a Microsoft based cloud

Applies MOF's IT service management principles to the private cloud conceptual architecture and technology stack

Along with System Center
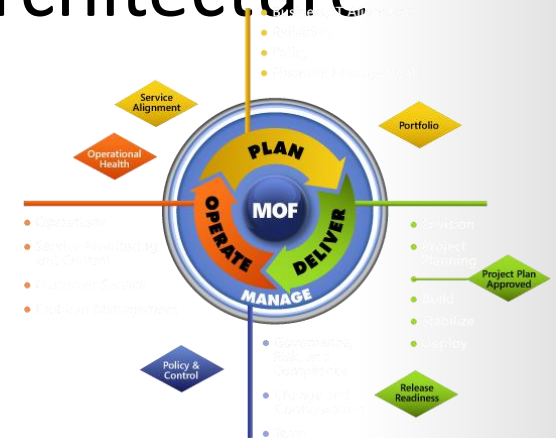
MOF in the MS Private Cloud

Uses 7 of the SMFs in the Manage & Operate layers

– map each SMF to a cloud architecture component

Then include the technologies

Heavy focus on the Management reviews

– CSI is a must in the cloud

"Ruthless standardization, leads to more opportunities for automation" K. Wilson MMS2012

The Guide

Microsoft | Solution Accelerators

Managing and Operating a Microsoft® Private Cloud

How to Apply the Microsoft Operations Framework (MOF)

Version 1.0

Published: May 2012
For the latest information, please see www.microsoft.com/mof

Private Cloud Architectural Layers

Self Service
Virtual Machine Manager
Service Manager

Orchestration
Orchestrator

Management
Operations Manager
Virtual Machine Manager

Automation
Service Manager
Powershell

Virtualization
Virtual Machine Manager

What's inside the Guide

- MOF Manage Layer
  - Team, GRC, Change & Configuration
  - *Service Alignment, Policy & Control Management Reviews*

- Applied to the Architecture Layers
  - Self Service Layer
  - Orchestration
  - Management
  - Automation
  - Virtualization

MOF Operate Phase

- Operating, Monitoring, Servicing Customers, Managing Private Cloud Problems
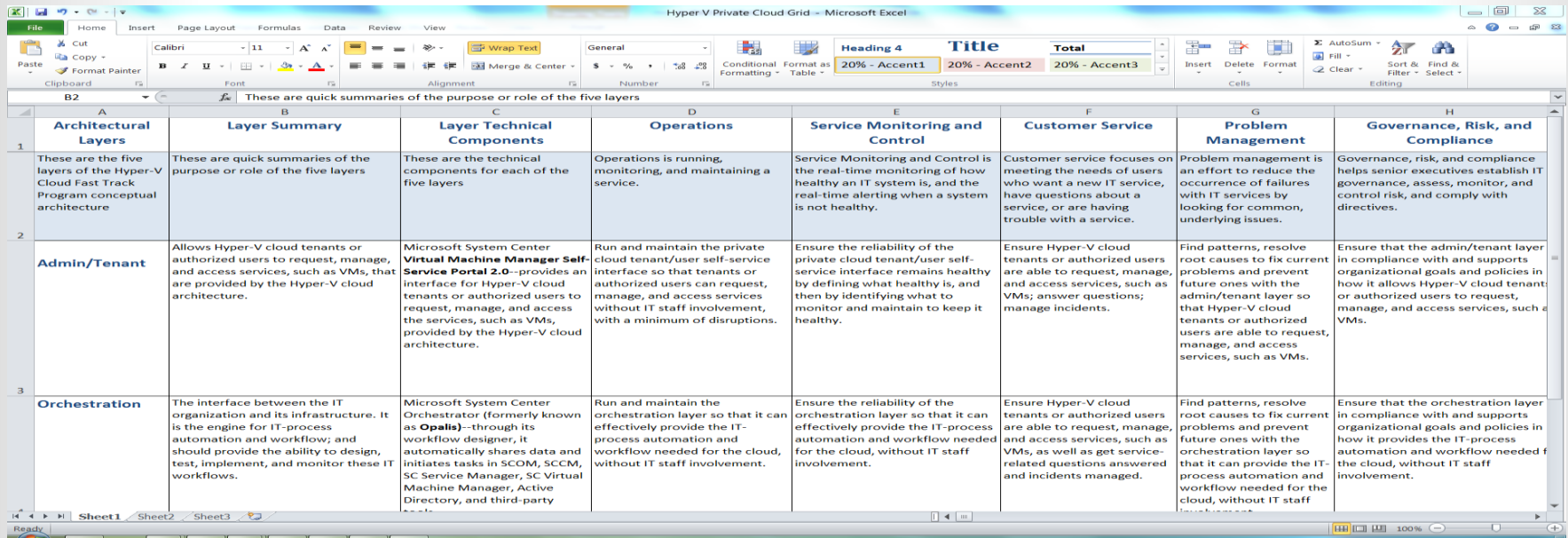
- Operational Health Management Review

- Applied to the Architecture Layers

  - Self Service Layer

  - Orchestration

  - Management

  - Automation

  - Virtualization

Excel Guide

Intersection of the Technologies & SMFs

What's Next

- Guide is in Beta at the moment

- 900+ downloads

- Feedback in progress

- Final version ships in July

How to get it

https://connect.microsoft.com/site14/Invitation Use.aspx?ProgramID=1880&InvitationID=MOFN-M6H9-PV3X

Need a Windows Live ID

scroll down to Microsoft Operations Framework, and click the link to join the MOF beta program.

Questions? Comments?

kawilson@microsoft.com
http://ca.linkedin.com/in/mkwilson
@mkathleenwilson

Thought Rock

Thank You For Attending The Webcast!

Please take a moment to answer the quick survey after you exit the webcast. Your feedback is extremely valuable to us.

We'd Love To Hear From You!

Phone: 1.877.581.3942
Email: Info@ThoughtRock.com