



DATA SHEET

BPOS Deployment and Operations Review

Operations and Service Improvement Roadmap for Deployed BPOS Solutions

The Business Productivity Online Services (BPOS) Review is designed for the IT organization that has deployed one or more BPOS components and wants to identify and prioritize BPOS ecosystem issues, while defining a clear path to improvement.

Microsoft's Business Productivity Online Services (BPOS) delivers feature-rich productivity tools such as Internet-based hosted services. These powerful BPOS tools include SharePoint Online, Exchange Online, Office Communications Online, and Office Live Meeting. BPOS delivers flexibility for IT organizations allowing them to cost-effectively add value to their organizations, while enabling a focus of critical resources on initiatives that can deliver true competitive advantage to the business.

The Challenge

But delivering services in a new model, no matter how valuable, means change. Change can be disruptive to existing IT groups; new ways to perform work, new interfaces, new roles and responsibilities, new risks, and new expectations of many stakeholders - are just a few of the possible challenges. These challenges can touch any or all of the Four P's identified by the IT Infrastructure Library (ITIL), and needed to manage IT Services: People, Process, Product, and Partners. Wherever the challenges lie, they need to be identified, qualified against IT and business objectives, and a clear plan toward service improvement needs to be established.

The Offering

The BPOS Deployment and Operations Review (BDOR) is a three-day engagement that develops a high-level roadmap for operations and service improvement in support of a deployed BPOS service(s). Working with the customer's IT team in workshop sessions, the BDOR identifies customer objectives driving BPOS services, qualifies perceived problems against those objectives, then builds team consensus on solutions to move forward. BDOR includes defining immediate actions to address pressing needs and scheduling longer term continuous improvements.



BDOR is a three- day series of strategic working sessions to develop a realistic, actionable roadmap for BPOS improvement and alignment.

The roadmap is developed by uncovering significant weak points (technical and operational) and identifying corresponding remedial solutions that may include pre-existing proactive BPOS services (designed around common issues experienced by BPOS customers), as well as custom service improvement projects (SIP) needed to ensure specific levels of IT service to your business.

BDOR guidance is built on best-practice operations guidance based upon Microsoft internal knowledge, the Microsoft Operations Framework (MOF), and the IT Infrastructure Library (ITIL).

Plan Well – Execute Well

The BDOR addresses an issue that is critical within IT departments today and important for Cloud computing. As Steve Ballmer states: "The cloud creates opportunities and responsibilities." That means it provides people the opportunity to create and share content "instantaneously," but also requires a responsibility around privacy and confidentiality. "The ability to really connect people and help people connect is just beginning to be tapped," Ballmer said.

The success of an IT service requires excellent technology, people, and processes to accomplish this task.

Deliverables

The output of the engagement is a high level presentation of the engagements accomplishments and an achievable strategic 12-18 month roadmap that documents key BPOS business goals, strategies, and related service offerings addressing key business-aligned IT initiatives.

BPOS BDORs are a valuable and proven tool to ensure all the foundations of people, process and technology are in place on which to build high quality, secure, effective and efficient IT services.

For more information

Contact your Microsoft
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or Representative