BUILD ON

DATA SHEET

BPOS Service Mapping (BSM)

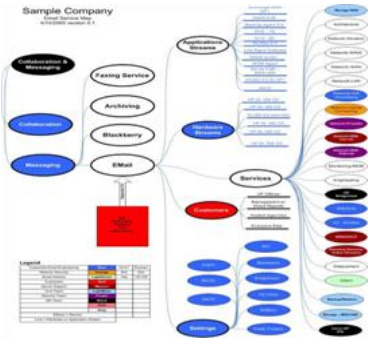
Defining a Visual BPOS Health Model

Effectively understand BPOS service dependencies and risks.

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

As with all IT services, BPOS represents a complex ecosystem that needs to be understood and managed from an end-to-end perspective. Although many components of BPOS are managed by Microsoft, there are other components and dynamics that need to be understood and managed at the customer site. Both need to be understood, documented, and managed in order to deliver an on-line Cloud service to the business.



The BPOS Service Mapping Offering

In collaboration with your IT teams, the BPOS Service Mapping solution helps you model and understand BPOS relationships and dependencies:

- **Hardware –** Co-located Domain Controllers, Proxies, Firewalls, etc.
- **Software –** Content filtering and traffic shaping software, etc.
- **Components Services –** Network, DNS, AD, etc.
- **Support Relationships –** Premier Support and other vendor support
- **Settings –** Site differentiation characteristics
- **Customer/User segments –** User segmentation
- **Processes –** Change, Incident, Operation management, Request Fulfillment, Monitoring, Service Continuity, etc.

BSM is a one-week series of working sessions and discovery activities designed to define a comprehensive BPOS Service Map. Customers are enabled to develop future Service Maps leveraging the included and licensed Service Map Designer tool.

BPOS Service Mapping allows customers to ensure that all dependencies and cross functional areas are captured and accountability is identified. As a service is moved to the Cloud, there are still on-premise requirements and components that have to be managed.

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

Service Mapping Tool

Service Mapping Tool — The Service Map Designer enables an end-to-end mapping of services to help identify critical dependencies to enable better decision making around Service Management areas such as change management and availability management ..

Plan Well – Execute Well

BSM 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.

Apply Best Practices: Proven Processes, Tools, and Expertise

Microsoft knows how to simplify IT infrastructure management in a complex Cloud environment. With access to experts from Microsoft, your organization can gain valuable skills and knowledge to manage your services to their fullest potential.

Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT life cycle.

For more information

Contact your Microsoft Technical Account Manager or Representative