Cloud Service Dependency Mapping

Addressing Service Dependencies and Risks in Office 365

Effectively understand Office 365 service dependencies and risks through interactive, working sessions.

Overview

Microsoft Office 365 service delivers feature-rich productivity tools such as Internet-based hosted services. These powerful Office 365 services include SharePoint Online, Exchange Online, Lync Online, and Office Web Apps. Office 365 delivers flexibility for IT organizations thus allowing them to add value to their organizations in a cost-effective way while enabling a focus of critical resources on initiatives that can deliver true competitive advantage to the business.

As with all IT services, Office 365 needs to be managed from an end-to-end perspective. Although many components of Office 365 are managed by Microsoft, there are other components that remain customer managed. Both need to be understood, documented, and managed with continuous focus in order to deliver a Cloud-based service to the business.

By combining the best-practice operations guidance of the IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF), Cloud Service Dependency Mapping allows customers to ensure that all dependencies and cross-functional areas are captured and that accountability is identified.

Beneficial Elements of Service Maps

In collaboration with your IT teams, the Cloud Service Dependency Mapping solution helps you model and understand:

- Service Relationships and Dependencies – Fully understand the supporting services needed to keep key services running and available for customers

- Service Mapping Tool – The Service Map Designer tool enables an end-to-end mapping of services to help identify critical dependencies

- Communication – Structured guidance to support effective service review meetings and define key Service Level Management roles

With the Cloud Service Dependency Mapping, you can:

- Establish and improve communication and service agreements with IT and the business units

- Encourage alignment between supporting IT services

- Understand dependencies and thereby operate as an optimized service

Understand the Landscape: Make Data-Driven Decisions

Service mapping provides hard data that is essential for understanding all the dependencies and organizational constraints of the services that business users depend upon.

Additionally, a service map contains relevant and useful information for decision making and also tracks changes over time.

The Cloud Service Dependency Mapping engagement identifies both the risks and the process improvement opportunities for the services that a business uses. In addition, service mapping provides Change Management Boards with a holistic view of a service before implementing key Change Management tasks. Risks to related, dependent services are also minimized.

Improve Alignment Between IT and the Business

Agreeing on the goals is the first step in providing a successful, enterprise-wide IT infrastructure. With service level agreements, organizations apply dependency information to stipulate the commitments that IT makes to the business units for service availability. By using operating level agreements, organizations can clarify the commitments among various IT groups to achieve these goals.

Establish a Culture of Continuous Improvement

The Cloud Service Dependency Mapping processes and tools help define key roles and responsibilities in the IT infrastructure environment. This creates a continuous feedback loop that helps groups develop and support ongoing improvements.

Monitoring and communicating the ongoing status of end-to-end service health is done through service review meetings. These provide the same framework that Microsoft IT uses to follow up on action items and improve ongoing communication. These structured meetings guide businesses as they analyze reporting results and manage their service level and operating level agreements.

Cloud Service Dependency Mapping is a one-week series of working sessions and discovery activities designed to define a comprehensive Office 365-based service map.

- Is the Cloud Service Dependency Mapping right for your organization?

- Can you quantify the number of outages that could have been avoided by having operating level agreements in place with dependent services and IT teams?

- Do you know the business impact when the infrastructure service is not available or is taken down to an unforeseen dependency? Learn how Microsoft IT addressed common pain

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