

Microsoft Operations Strategic Review

For IT Service Management

The Operations Strategic Review provides a three-day series of strategic working sessions to develop a realistic, actionable roadmap. The review addresses several identified areas of opportunity in an organization's current IT infrastructure.

Operations Strategic Review Online is designed to help your organization:

- Identify and prioritize ecosystem issues
- Define and schedule immediate actions
- Plan well – Execute well


The OSR combines the Microsoft Infrastructure Optimization Model and Microsoft Operations Framework (MOF)/IT Infrastructure Library (ITIL). Certified operations consultants who deliver a three-day series of strategic working sessions. During the sessions you will develop a realistic, actionable roadmap that addresses several identified areas of opportunity or pain in an IT organization's current IT infrastructure.

By combining the best practices of Infrastructure Optimization and MOF/ITIL, the Operations Strategic Review delivers a documented and proven path to help the IT organization to become a strategic, agile asset to the business. This work also helps create an infrastructure for a "people ready" business.

The Operations Strategic Review includes defining and scheduling immediate actions for pressing needs as well as longer term, continuous improvement programs that address people, process and technology. The review helps meet the objectives and demands of the business. The roadmap is developed by actively working with leadership and your IT teams to identify assess, define, and prioritize opportunities for business-aligned service level improvements. The roadmap is delivered as a series of organized, coordinated, continuous improvement program recommendations. The roadmap enables the IT organization to enhance quality, reduce costs and increase the security of its IT infrastructure.

The improvement programs target validated customer service management and infrastructure opportunities and issues. The Operations Strategic Review leverages proactive accelerator offerings gathered from successful IT service management implementations. The insights include those learned from Microsoft IT. The Operations Strategic Review helps customers to accelerate time-to-value while reducing IT risks associated with the planning, implementation and operations of your platform.





According to a 2010 CIO Magazine "State of the CIO" survey, "aligning IT and business goals are the most frequently cited management priority."

Operations Strategic Review Online will help your IT team to:

- Learn how Microsoft IT addressed common pain points with IT Service Operation management
- Envision the desired future state needed to accomplish specific improvements
- Prioritize actions and options identified and build an improvement plan that includes ranking and scheduling the solutions into your

How the Offering Works

OSR is a three-day series of strategic working sessions designed to develop a high-level, realistic, and actionable roadmap for operations and service improvement. OSR includes defining and scheduling immediate actions for pressing needs and longer term, continuous improvement programs that address people, process, and technology.

The roadmap is developed by uncovering significant technical and operational weak points as well as corresponding remedial solutions that drive business-aligned service level improvements.

The roadmap is delivered as a series of organized, coordinated, continuous improvement program recommendations.

Plan Well – Execute Well

The OSR addresses an issue that is critical within IT departments today: according to CIO Magazine's "2006 State of the CIO" survey (www.cio.com/state), "integrating/enhancing systems and processes" is the top technology priority for Chief Information Officers (CIOs). The success of an IT service requires excellent technology, people, and processes to accomplish this task. Moreover, industry analysts report that 80 percent of unplanned downtime is due to people and process issues. The Operations Strategic Review identifies measurable IT improvement programs that address people, processes, and technology, so that those costs can be reduced and quality improved over time through continuous improvement.

Planning a process improvement roadmap through an OSR is an effective and proven way to identify measurable IT improvement programs to reduce cost and improve quality over time.

Infrastructure Optimization Model

The Infrastructure Optimization Model from Microsoft has been developed using industry best practices. In addition, the experience of Microsoft with its enterprise customers, Gartner's Infrastructure Maturity Model, and MIT's Architecture Maturity Model each informed the Infrastructure Optimization Model.



By working with Microsoft and using this model as a framework, an enterprise can more quickly understand the strategic value and business benefits gained by moving from a “basic” level of maturity towards a more “dynamic” level. At the dynamic level, the business value of the IT infrastructure is clearly understood and the IT infrastructure is viewed as a strategic business asset and business enabler.

Deliverables

Deliverables include a high level presentation of the accomplishments from the engagement and an achievable, strategic 12 to 18-month roadmap that documents key business goals, strategies, and related service offerings that address key business-aligned IT initiatives.

The Infrastructure Optimization roadmap identifies specific, customer-validated service improvement projects that address immediate opportunities (short term) and progressive improvements over the two-year timeframe (long term) related to people, process, and technology.

The bottom line: OSR serve as valuable and proven tools to help ensure that your people, processes, and technology can maximize alignment and efficiency as a foundation on which to build high quality, secure, and effective IT services.

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