

MOF Foundation

Microsoft Operations Framework (MOF)

MOF

MOF (Microsoft Operations Framework) is an international standard for IT Service Operations Management and the IT Service Management process of the day to day duties of an IT department. It is based on ITIL® and the Best Practices in the Microsoft™ Environment and aims at organizing Operational IT Management in such a way that the business can rely on a high availability of services, based on the reliability and control of the IT systems. During your MOF training you will learn to appreciate the framework in which ITIL® and Microsoft™ best practices are integrated. It connects people and processes, and leads to better risk control. After obtaining the Foundation Certificate in Microsoft Operations Framework you will have insight into:

- MOF and IT Service Management,
- the Manage layer,
- the Plan phase,
- the Deliver phase,
- the Operate phase.

Target group

MOF Foundation version 4.0 is aimed at professionals who operate IT Services and those who want to become involved in this discipline. The target group consists of operational staff and managers wishing to extend their knowledge of IT Service Management with a more specific approach to Operations Management. An important part of this target group consists of operational staff wanting to combine their (technical) knowledge of products with an understanding of IT Service Management. After obtaining the Foundation Certificate in IT Service Management (ITIL® Foundation) the Microsoft Operations Framework Foundation Certificate offers them a logical choice for a more specific implementation of IT Service Management.

The added value of MOF

Compared to ITIL®, the emphasis is on operational IT management. MOF provides a comprehensive overview, with four quadrants and the Team Model which is useful at initial implementations, especially in smaller organizations, compared to ITIL®'s 11 separate Service Management Functions. MOF adds to the Service management discipline the new tool for control: the Operations Management Review (OMR). With each quadrant, MOF associates an OMR, a key checkpoint focused on Service Management Functions. The MOF certificate provides an excellent basis for further certification in the field of IT Service Management, e.g. the Practitioners or the Service Managers Certificate.

Exam information

EXIN organizes examination sessions all over the world. The registration procedure for an examination depends on whether you apply as a group or as an individual. The Foundation Certificate in IT Service Management (ITIL®) is recommended to participate in this MOF-exam. Since there is a considerable overlap with the ITIL® terminology, especially the terminology of the Process Model, no questions will be asked on the details of these terms, unless they are



linked with topics specific to MOF. To register for this exam, please contact EXIN at +31 30 234 48 25 / info@exin-exams.com, www.exin-exams.com

Study

When preparing for the exam you can use the MOF examination requirements and the sample exams. Please visit www.exin-exams.com or contact EXIN at +31 30 234 48 25 for more information.

Training providers

EXIN accredits organizations and training providers in order to ensure the quality of the training or education programs they provide. For anyone attending a training course, accreditation guarantees that they receive professional guidance and supervision in preparation for the independent exam. EXIN accreditation offers significant competitive advantage to individual players within the IT training sector.

EXIN is an independent examination institution; therefore EXIN does not give courses itself and is not attached to any training provider. This ensures that the examination results are judged objectively. No matter where students have taken their courses, the exam is the same for all and marking is fair and professional. Please consult our website for an overview of Accredited Training Providers worldwide.

Quality assured

EXIN is a global, independent and not-for-profit IT examination provider. It's EXIN's mission to improve the quality of the IT sector, the IT professionals and the IT users, by means of independent testing and certification. Earning an independent certificate represents solid evidence of your successful completion of the course requirements. It illustrates your dedication to becoming more competent and valuable to your organization and the customers you serve.

Exams all over the world

EXIN's popular and highly successful examinations are accessible to candidates at a time and place of their choice because the reach of EXIN is global: In addition to EXIN International based in the Netherlands, EXIN has regional offices all over the world. EXIN's international reach is further strengthened by strategic partnerships with international agents and authorized examination centers.

EXIN's services

Certification for international standards such as ISO/IEC 20000, ISO/IEC 27000, ITIL®, MOF, ASL, BiSL and TMap®:

- Complete qualification programs including exams, exam requirements and sample exams
- IT exams and exam requirements in 15 languages
- An internationally recognized EXIN certificate for each exam

- Computer-based testing for individual candidates and organizations worldwide at a time and place of your their choice
- Local customer services through our international EXIN service network
- Accreditation of training providers, examination centers and training material
- A full range of IT books and sample exams in the e-bookshop

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