

Microsoft Operation Framework Overview

Plan Overview

Business IT Alignment SMF.doc

- Reliability SMF
- Policy SMF
- Financial Management SMF

Deliver Overview.doc

- Envision SMF
- Project Planning SMF
- Build SMF
- Stabilize SMF
- Deploy SMF

Operate Overview.doc

- Operations SMF
- Service Monitoring and Control SMF
- Customer Service SMF
- Problem Management SMF

Manage Overview.doc

- GRC SMF
- Change and Configuration SMF
- Team SMF