

# PRESS RELEASE

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## **EXIN introduces the new Microsoft Operations Framework Foundation exam**

In collaboration with Microsoft Corporation, EXIN will be releasing the new Microsoft Operations Framework Foundation (MOF) exam based on the new version 4.0 material developed by Microsoft. The new exam will be available to candidates as of October 1, 2008, online and paper-based. The exam will include principles outlined in the MOF 4.0 material which provide practical guidance for IT professionals who are seeking to improve the delivery of IT services.

## **First Response**

Participants at the Microsoft TechReady 7 Meeting held in July in Seattle were the first candidates to take part in the new MOF 4.0 exam. Close to 100 IT professionals attended the training and pilot certification. In addition, 20 instructors attended a special EXIN Train-the-Trainer workshop in Boston in July, becoming the first group of trainers introduced to the new MOF 4.0 exam program. The feedback from participants was enthusiastic about the enhancements found in the new materials and principles.

## **An Updated Structure**

MOF 4.0 now incorporates a new structure of service management functions (SMFs) in a single, complete IT lifecycle, consisting of three phases and one layer. The new version emphasizes outcomes, results and roles that are needed to synchronize IT with business goals and demands. Also the former Team Model has been modified as an SMF in the manage layer so that roles and accountabilities are taken into consideration throughout the lifecycle. The new MOF has been expanded to include issues of governance as well as an approach to service improvement which encourages community involvement.

“The ongoing EXIN certification program becomes even more compelling with the introduction of Microsoft Operations Framework 4.0, MOF 4.0, materials,” said Clare Henry, Group Program Manager for MOF 4.0. “This world-wide program for delivery of training and certification provides organizations a model for learning and applying MOF 4.0 concepts,” Henry went on to say. “MOF 4.0 now encompasses a single, comprehensive IT service lifecycle, helping overburdened IT professionals establish and implement reliable, cost-effective IT services.

EXIN provides a proven track record for independent assessment, measurement, and quality test design and Microsoft and the MOF team continue to be excited about the partnership and opportunity it provides to improve the capability of IT Pros and IT Managers,” Henry said. “The MOF certification provides IT professionals a model for ensuring and demonstrating further proof of Microsoft competence to their organizations while supporting their existing investments in other frameworks and technologies. ”

EXIN U.S. Regional Manager Michael McLaughlin said, “EXIN and Microsoft have worked closely to develop an infrastructure solution that complements other service management offerings for the IT Professional. The MOF 4.0 training and certification program will prove to be a valuable and cost-effective experience that delivers quick and long-lasting benefits for all involved parties.”

### **MOF Explained**

Microsoft Operations Framework is a collection of best practices, principles, and models that offer guidance to IT organizations for managing their IT services. MOF, which supports such service management frameworks as ITIL, ISO/IEC 20000, and CoBiT, is built on the data and wisdom of Microsoft users, customers, partners, and internal IT and research groups. MOF organizes operational IT management in such a way that the businesses can rely on high service availability, based on the reliability and control of the IT systems.

### **Background**

Microsoft and EXIN have been cooperating since 2005 to raise the professional standards of IT specialists who work with MOF. In 2007, Microsoft signed a contract with EXIN granting EXIN rights to develop a new Foundation exam for Microsoft Operations Framework. The new exam is an improved and updated version of MOF Foundation v.3 which was developed by EXIN in close cooperation with Microsoft and released in October 2007.

The exam that will be released in October of this year is revised to include the new lifecycle approach which merges well with other best practice frameworks currently on the market. As with all other EXIN exams, the new certification is based on the competencies that employers require from IT professionals. A pilot version of the exam was tested by IT professionals in July and the results of that pilot will be incorporated in the final development stages of MOF 4.0 which is scheduled to be released in October 2008.

## **Target Group**

The MOF Foundation exam is aimed at professionals who contribute to the operations of IT services and wish to expand their knowledge of IT Service Management with a more specific approach to operations management. A significant proportion of this target group consists of operational staff members who want to combine their technical knowledge of products with an understanding of IT Service Management. In addition, the MOF 4.0 Foundation Certificate is a logical choice for IT professionals who have already obtained the Foundation Certificate in IT Service Management based on ITIL.

## **New Course Material**

A comprehensive selection of study and training materials has been developed, some using new media to present the updated principles. Interested professionals will also find that knowledge of MOF 4.0 is easily accessible and presented in various mediums. Microsoft has created more than 100 slides which illustrate the new principles, and an IT professional simulation for class exercises is also available. Not only has there been new core material developed by Microsoft, but they are also providing the MOF 4.0 content and study material to interested candidates free of charge via the Microsoft website. Alongside that core material, a handy MOF 4.0 Pocket Guide was published and will be made available at the itSMF USA Conference in San Francisco in September. All of the course material needed for trainings and EXIN accreditation are available at no cost through EXIN.

## **Accreditation**

Microsoft has chosen EXIN to manage the accreditation of training providers based on EXIN's history as an experienced and responsible examination institute. The new course material for MOF includes an extensive set of literature which has been developed for trainers and will be provided free of charge to trainers accredited by EXIN. In addition, the material for MOF differs from other qualification programs in that it encourages training organizations to improve upon the core course material. This can then become the property of the training provider. EXIN will accredit the training providers offering MOF to safeguard and guarantee the quality of the training providers and the training material. Accreditation of training providers is useful for potential students since it ensures that the training courses provide sufficient preparation for the exam.

## **Industry Perspectives**

*“As a training leader in the world of IT Service Management and its various frameworks, we understand the value of Microsoft Operations Framework (MOF). Whether implemented in whole or in part, MOF provides quality guidance to organizations in their service management maturation. The new MOF 4.0 certification further validates a person’s skills and knowledge of MOF and the Service Management lifecycle and is also a representation of achievement within the IT profession. This reason alone makes it worthwhile for New Horizons to include the MOF certification exam as part of its MOF training and overall framework education solutions.”* **Ron Hovland, New Horizons Minnesota, U.S.A.**

*“Attending the MOF Train-the-Trainer session was very valuable. In addition to reviewing the content, it was an excellent opportunity to discuss and provide input into the strategic positioning of MOF as a service management best practice framework. I am very impressed with MOF 4.0. It is well-written, practical and applicable to all organizations, regardless of platform. It is a good complement to other best practice frameworks. ITSM Academy looks forward to offering MOF Foundation courses in the near future.”* **Jayne Groll, President, ITSM Academy**

*“I believe that MOF will serve as a great complement to the other existing frameworks. It will provide a method to move forward with either a new or existing implementation by providing a set of collateral that an organization can use nearly immediately. Since MOF 4.0 parallels ITIL v3 in its fundamental approach it will not work against ITIL, rather serve to fill in the level of detail that may not be contained directly in the v3 library. Since MOF 4.0 is available to all by download, individuals and organizations can begin reading and using the materials today. Creating a service management implementation is about adopting and adapting best practices—those come in many forms, including both ITIL and MOF. Using them together will enhance an organization’s ability to achieve efficiency, effectiveness and economy and create value for the customer.”* **Michael Cardinal, Board Member itSMF USA**

## **About Microsoft Corporation**

Founded in 1975, Microsoft (NASDAQ “MSFT”) is the worldwide leader in software, services and solutions that help people and businesses realize their full potential. For more information about Microsoft, please see the corporate Web site at [www.microsoft.com](http://www.microsoft.com).

## **About EXIN**

EXIN (Examination Institute for Information Science) is an independent, worldwide IT examination provider with more than 40 years of experience. EXIN is a not for profit organization, specialized in establishing qualification programs, educational requirements and in developing examinations for all major areas in IT. It is 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. EXIN achieves this goal by supporting the worldwide dissemination of standards and best practices in IT. EXIN is well known worldwide for its certificates in IT Service Management. Currently, the EXIN exams in IT Service Management Foundation are available in 15 languages. With computerized and web-based examinations for standards and best practices such as ISO/IEC 20000, ITIL®, MOF, ASL, BiSL and TMap®, EXIN is an acknowledged global service-provider in the field of IT competencies, testing and certification. For more information: [www.exin-exams.org](http://www.exin-exams.org)



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