This framework includes a hierarchy of Link3’s IT department’s capabilities.  This is used in research and can be used by organizations to assess maturity/capability levels. The goal of this building framework is to have proactive support system throughout the organization. A simple process could be followed as below framework

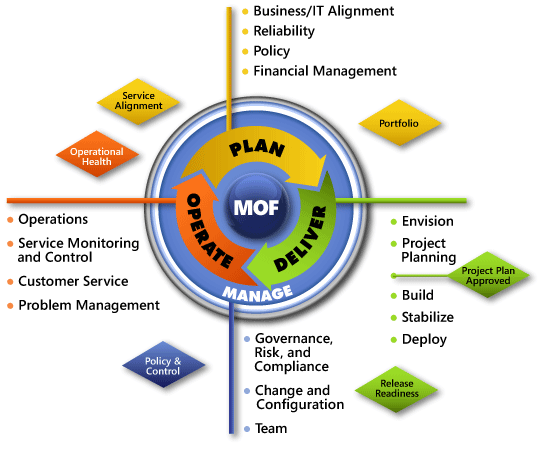


Figure : Microsoft Operational Framework, Basic Delivery

IT-CMF Overview Matrix



Infrastructure/Platform Technology Initiatives

|  |  |  |
| --- | --- | --- |
| Initiative Type | Key Features, Capabilities, Benefits | Vendors And Products |
| PC Hardware & Operating System Upgrades | * Improved performance, reliability, security, manageability, productivity improvements * Notebook, desktop, thin-client | * Microsoft Windows 7 x64 Professional * Dell, HP, Apple, Toshiba, Lenovo, Fujitsu, Acer, Gigabyte * Intel |
| Server Hardware & Software Upgrades | * Virtualization, consolidation, clustering * Data center optimization * Improved performance, reliability, manageability, security * Multi-core, 64-bit, RISC/Itanium, x64 * Web servers, application servers, DBMS servers, data warehouse servers, infrastructure servers, high performance computing servers | * Microsoft Windows Server, Kali Linux, CentOS, Red hat * Dell |
| Infrastructure Management / Networking | * Asset inventory/management, OS management, configuration management, change management, systems management, software distribution, application packaging * Directory services, group policy objects * IPV6, LAN, WAN * VOIP - voice over Internet protocol | * Microsoft System Center Configuration Manager, MDOP, Active Directory * Active Directory, PaperCut, GFI, Acronis |
| Storage | * Digital storage of business data and documents * Archival, records management, tape backup, SAN, NAS, disk arrays, iSCSI, fibre channel * Capacity management, performance analysis, storage provisioning, quota management, event management | * SharePoint integrated with Lync & Exchange Server * Microsoft Exchange, Microsoft SQL Server * DELL EqualLogic SAN |
| Security | * Security planning, assessment, incident/breach management * Identity and access management, encryption, smartcards, authentication, authorization, patch management * Firewalls, antivirus, anti-malware, anti-spyware, network access control, information and data rights management | * Microsoft System Center Endpoint Protection, System Center Service Manager * Authentication: By AD, Mikrotik * VeriSign * Barracuda |
| Application Development / Architecture | * Improved software quality, integration, usability * Custom developed software * Rapid application development * Middleware, application server * Web services, Service-Oriented Architecture, SaaS (software as a service) * Enterprise architecture (EA) | * Microsoft .NET, Visual Studio * .NET * .Net * Java/J2EE/EE, Ruby on Rails, PHP, Python, Perl * BizTalk Server, Application Server * Microsoft On-Premise Cloud Platform |
| Compliance, Governance, Risk | * Methods and software to ease compliance with regulations such as HIPPA, Sarbanes-Oxley, Basel II * ITIL, COBIT, Six Sigma, CMM, ISO 17799/9000, PMBOK * Maturity models (Microsoft™ Infrastructure Optimization Maturity Model) * Portfolio management, IT-business alignment, balanced scorecard, service level management, risk management * Business continuity: disaster planning / recovery * IT governance, policies, internal audit, monitoring | * Not Required * ITIL & MOF, PMBOK-5 * ITIL & MOF * ITIL & MOF, PMBOK-5 * ISO 20000, 27001 |
| Outsourcing | * Outsource IT and business processes, applications, infrastructure, or initiatives to reduce costs and improve results * Infrastructure management: helpdesk, on-site support, desktop management, data center services * BPO - business process outsourcing * Offshore services * Application outsourcing, web hosting | * Various Vendors * System Center Service Manager |
| Wireless/Mobile | * Wireless e-mail, mobile access to line-of-business applications, unified communications, * VPN, mobile remote access, telecommuting * Handheld devices, smart phones, PDAs * Wireless LAN/WAN, 802.11n, WiMAX, CDMA, UMTS, GPRS, EDGE | * Microsoft Exchange Server, InTune Server * RIM BlackBerry, Nokia, Apple iPhone, Samsung, Google * 3Com, Cisco Systems, Nortel Networks, Siemens * Equant, AT&T, MCI, BT, Sprint, Verizon |

Business Technology Initiatives

|  |  |  |
| --- | --- | --- |
| Initiative Type | Key Features, Capabilities, Benefits | Sample Vendors And Products |
| Office Productivity Software | * Word processing, spreadsheets, personal databases, presentation graphics software, personal information management, note-taking, task and project management, document creation and publishing | * Microsoft Office 2013 * WPS Office |
| Messaging / Collaboration | * E-mail, calendaring/scheduling, task management, unified communications * Real-time collaboration, presence, instant messaging, web conferencing * Social computing, blogs, wikis * Team workspaces, project management, discussion threads, document workflow | * Microsoft SharePoint, Exchange, Live Meeting * Skype for Business Communications * Microsoft Yammer * Microsoft Project Server 2013 |
| Content Management | * Document management, web content management, document imaging, records management, digital asset management * Knowledge management, information management * Intranets, Extranets, Portals | * Microsoft SharePoint |
| E-commerce / Internet | * Web sites for external business information dissemination, marketing, sales transactions, etc. * Web storefronts, shopping cart management, taxation, personalization, transaction management, settlement and product visualization * B2B, B2C, AJAX, mashups | * Microsoft IIS, Commerce Server |
| Business Process Mgmt / Integration | * Process modeling, monitoring and management * Workflow, business rules, automation, electronic forms * BAM (business activity monitoring) * EAI (enterprise application integration) | * Microsoft BizTalk Server, SharePoint Server * Captaris Workflow, SharePoint * Pegasystems, SAP, TIBCO, webMethods, BEA Systems, SeeBeyond, GXS, Sterling Commerce |
| Business Intelligence / Data Mgmt | * Database management systems (DBMS), data warehousing, data marts, online transaction processing (OLTP) * Master data management, data quality, metadata * Financial planning, corporate performance management, reporting, analytics, dashboards, scorecards, enterprise search, ETL, OLAP, query | * Microsoft SQL Server, PerformancePoint Server * Teradata, IBM, MySQL, Ingres, PostgreSQL, Sybase * Business Objects, Informatica, Cognos, Information Builders, MicroStrategy, SAS |
| Business Applications (Vertical, LOB) | * Wide variety of specialized software that helps organizations streamline business processes and improve results (enhance efficiency and effectiveness) | * Numerous products/vendors for every business function and industry |
| CRM | * Customer Relationship Management * Sales force automation, marketing campaign management, customer information management, order entry, customer service management, customer analytics, product configurators * Hosted CRM | * Microsoft Dynamics CRM |
| ERP / Supply Chain | * Enterprise resource planning:  supply chain management, operations/production management, inventory management, planning/scheduling, finance/accounting, human resource management, product management, warehouse management, logistics, purchasing, order entry, etc. | * Microsoft Dynamics |