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
 |