

Microsoft Proactive Operations Program: Operations Team Roles and Responsibilities for Microsoft Dynamics CRM



POP OTRR

Optimize the assignment of accountability and responsibility for the operations of Microsoft Dynamics CRM to improve the efficiency of your IT staff and reduce the risk of service disruptions

Key Benefits:

- *Clearly defined roles and responsibilities for operations of IT services*
- *Manage and operate IT services effectively and efficiently*

Overview

Organize for Effective and Efficient Operations of IT Services

Effectively delivering IT services to customer implementations of Microsoft Dynamics CRM implementations with minimal disruption of service to the business is complex. It requires accountability and responsibility to be assigned for all IT work. Moreover, these assignments must be clearly communicated and must be flexible enough to meet changing business needs. Operations Team Roles and Responsibilities (OTRR) for Microsoft Dynamics CRM helps you optimize the assignment of accountability and responsibility for the work required to effectively and efficiently deliver the end-to-end IT service in your CRM organization. It drives special need for proper incident management.

How the Solution Works

The OTRR solution facilitates the creation of an effective and efficient IT work environment. Using Microsoft Operations Framework (MOF) best practices and principles, OTRR facilitates the assignment of the accountabilities and responsibilities required to successfully deliver IT Operations services to your Microsoft Dynamics CRM end users. OTRR combines a series of workshops, focused on Microsoft Dynamics CRM and aimed at transferring knowledge on:

- How to optimize accountability and responsibility assignments for effective and efficient execution.
- A SharePoint and Excel based tool for analyzing and documenting how accountability and responsibility has been assigned in your organization.

Microsoft OTRR is designed to help you:

- *Identify the Organizational specific roles and responsibilities specific to Microsoft Dynamics CRM.*
- *Implement and sustain clearly defined roles and responsibilities.*
- *Optimize utilization of IT staff involved in service management and support of Microsoft Dynamics CRM.*

Clearly Defined Accountability and Responsibility

The MOF defines a set of accountabilities for ensuring that the work required to effectively deliver IT services is accomplished. Although some accountabilities might vary depending on the IT organization in which Microsoft Dynamics CRM exists, there is a core set of accountabilities that should be standard across most organizations and technologies. They include:

- Support
- Operations
- Service
- Compliance
- Architecture
- Solutions and Management

Each of these accountabilities has a set of roles types associated with it, and each role type has a specific set of responsibilities and goals associated with it. A role type is a generic description of a role that might be found in an organization. By facilitating the assignment of these roles to the IT staff, and documenting how the core accountabilities have been assigned in the organization, OTRR helps provide clearly defined accountability and responsibility for the management and operations. Accountabilities and responsibilities are recorded in a SharePoint and Excel based tool that is used for documentation and further analysis

Improve Effectiveness and Efficiency of IT Staff

IT staff effectiveness and efficiency is often hampered by inadequate and inefficient assignment of accountability and responsibility. The OTRR tool analyzes and help identify potential inefficiencies and gaps in assignments, and recommends ways of improving the effectiveness and efficiency of IT staff.

Track Improvements Over Time

The effectiveness and efficiency of the accountability and responsibility assignments are described using a set of key performance indicators (KPIs). The KPIs are recorded after every analysis enabling tracking of improvements to the assignment of accountability and responsibility over time.

Maximize the Value of Your IT Investments

Ensuring that you gain the most out of your Microsoft Dynamics CRM IT investments is the mission of Microsoft Services. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.