



MSF Overview

(Microsoft Solutions Framework)

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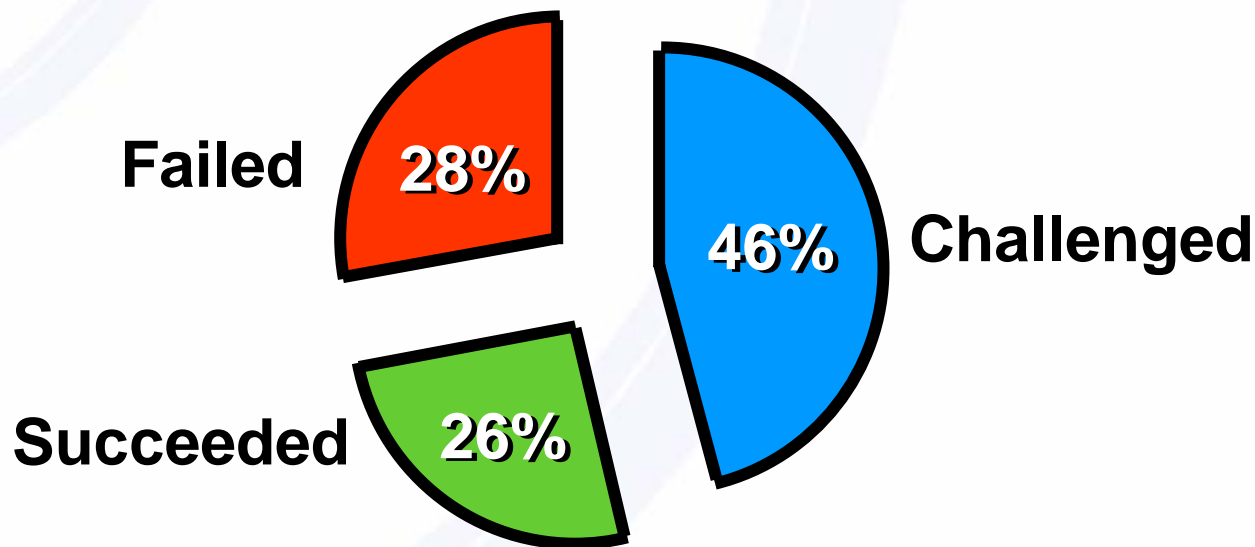
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Is Your Project Out Of Control?

Standish Group Survey



- Based on more than 30,000 projects
- Challenged means completed over budget or past the original deadline

Root Causes of Failure



- Separation of goal and function
- Separation of business and technology
- Lack of common language and process
- Failure to communicate and act as a team
- Processes that are inflexible to change

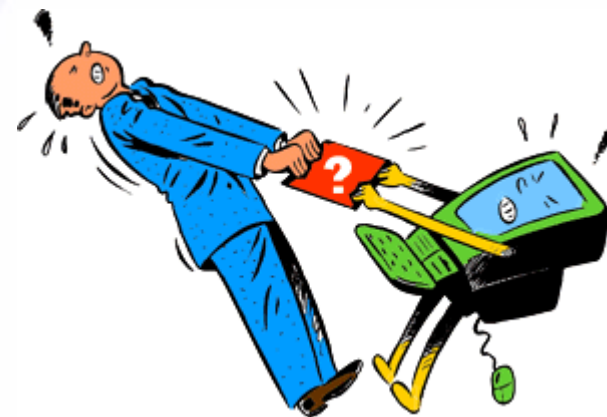


“When projects fail, it’s rarely technical.”

Jim Johnson, The Standish Group

Challenged Results

- Average cost overrun:
189%
- Projects restarted:
94%
- Average time overrun:
222%
- Average functionality delivered:
61%





MSF Defined



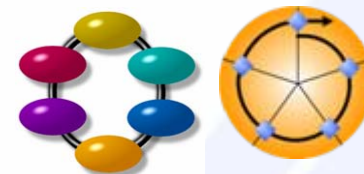
What is Microsoft® **Solutions Framework** ?

● Guidance to help organizations be more successful delivering IT Solutions:

- ▶ Faster,
- ▶ With fewer people,
- ▶ Less risk,
- ▶ While enabling higher quality results

● A collection of principles, processes and best practices that work well together

- ▶ Grouped into “Models & Disciplines”

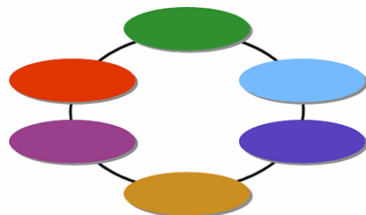




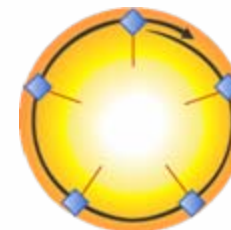
MSF Models and Disciplines

Models

Team Model

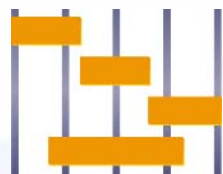


Process Model



Disciplines

Project Management Discipline



Risk Management Discipline

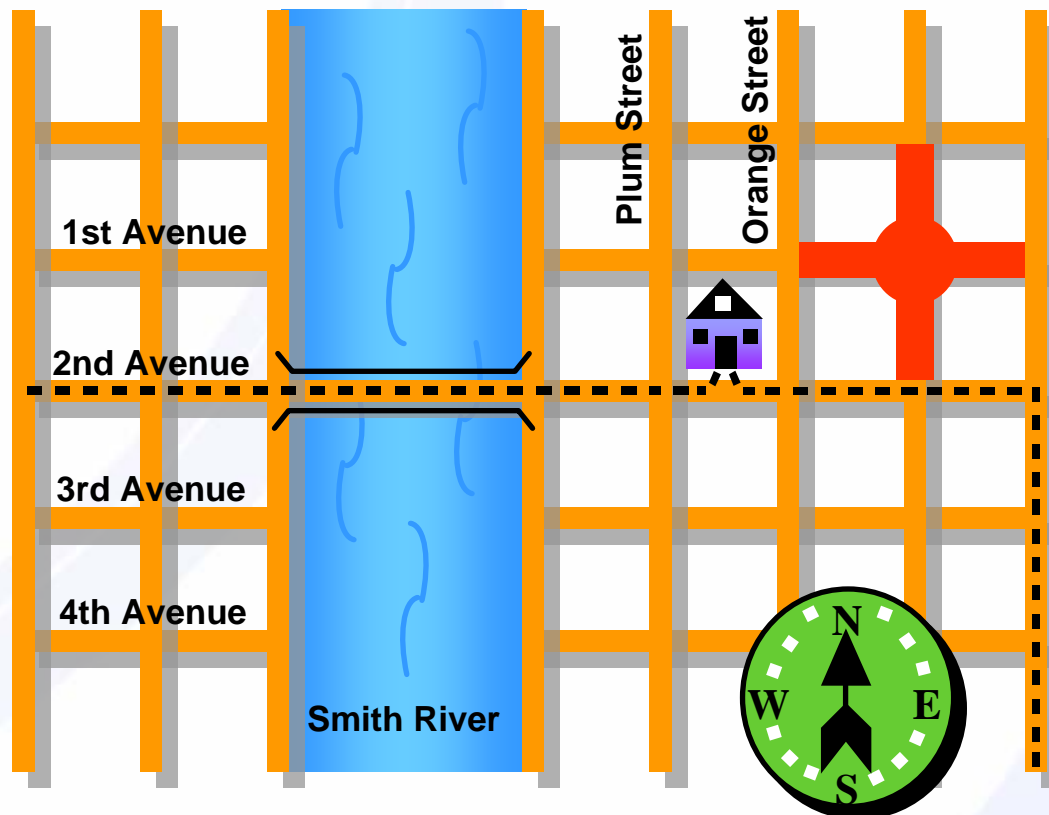


Readiness Management Discipline



Frameworks: Supplementing Methodologies

- A *methodology* applies specific directions to a known destination
- A *framework*, like a compass, verifies progress and provides directional guidance

**MSF**

The Origin of MSF

- Analyzes results from project teams and product groups
- Contrasts these with industry practices and methods
- Organizes and consolidates into “people and process” guidance

Microsoft
Worldwide
Products
Groups

Microsoft
Consulting
Services

Proven
Practices

Microsoft[®]
Solutions Framework

Evolving since 1993

Microsoft
Information
Technology
Group

Microsoft
Partners

Microsoft[®]
Solutions Framework



Team Management Model



Team Goals for Success

- ✓ Satisfied customers
- ✓ Delivery within project constraints
- ✓ Delivery to specifications that are based on user requirements
- ✓ Release after addressing all known issues
- ✓ Enhanced user performance
- ✓ Smooth deployment and ongoing management



MSF Team Model





Why These 6 Roles?

- Key goals need dedicated equally valued roles:
 - ▶ Customer Satisfaction: *Product Manager*
 - ▶ Project delivered within Project Constraints: *Program Manager*
 - ▶ Design and Implementation Based on Specification: *Development*
 - ▶ All Issues Known and Addressed: *Testing*
 - ▶ Users Performing Better: *User Experience*
 - ▶ Deployment, Admin, and Support: *Release Management*



Teams: Scaling Down



Product Management

User Experience

Testing



Program Management

Release Management



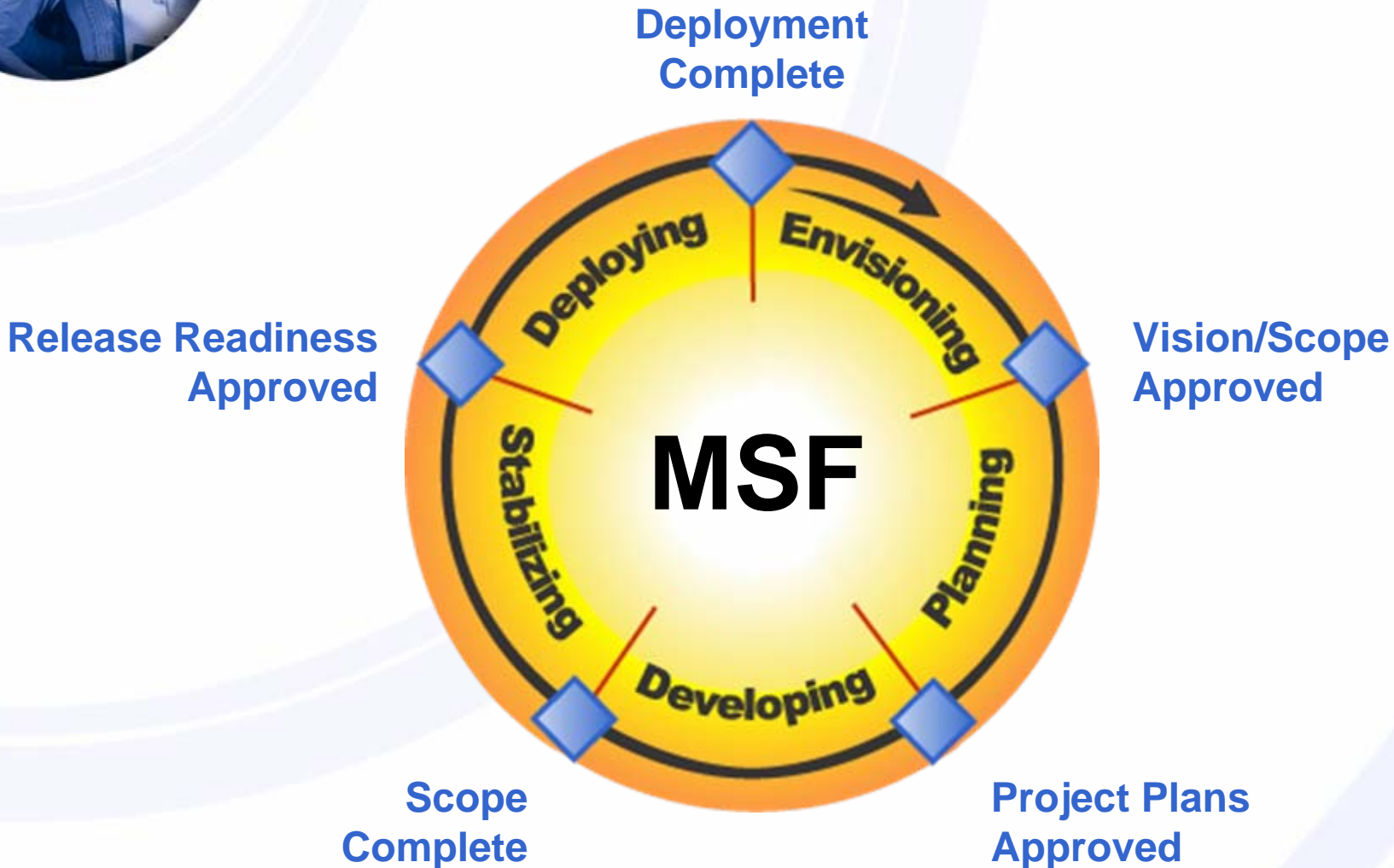
Development



Process Model



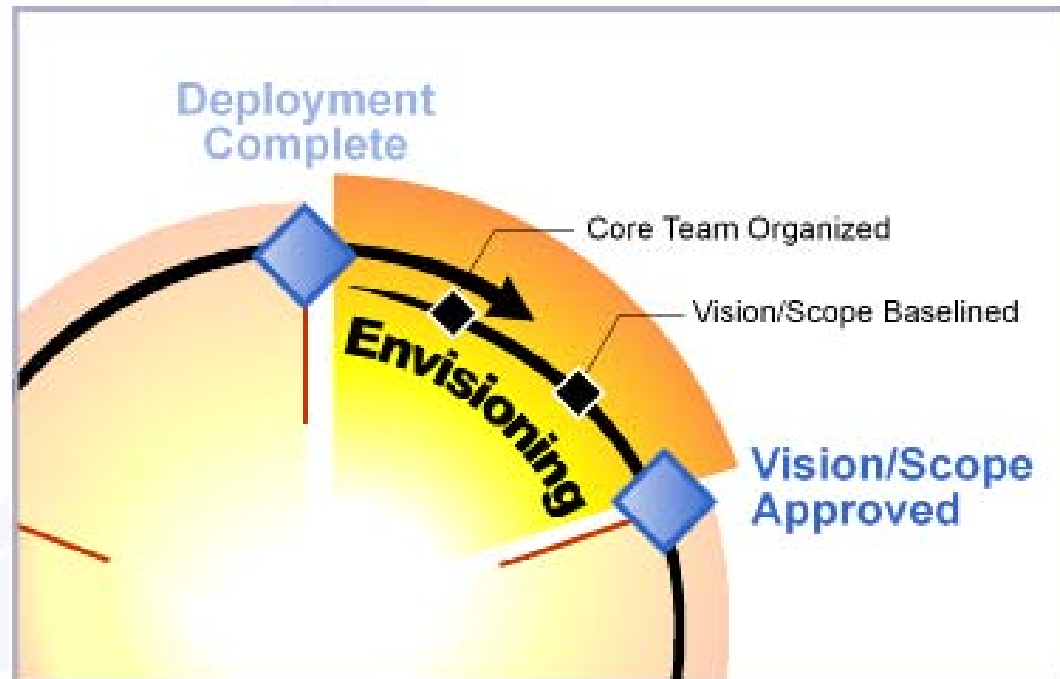
MSF Process Model



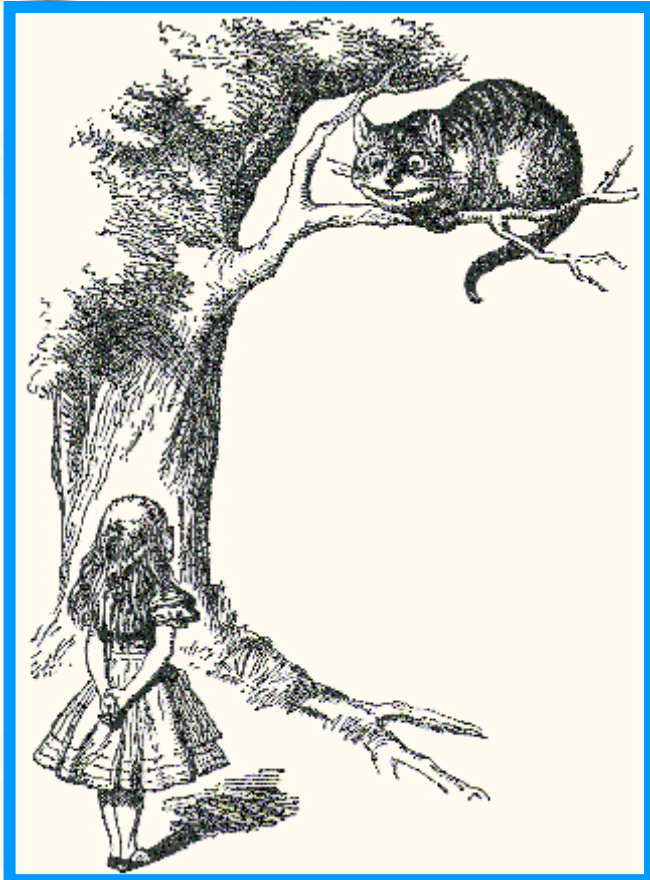
Envisioning Phase

Deliverables

- ▶ Vision/scope document
- ▶ Project structure document
- ▶ Initial risk assessment document



Setting the Target



Alice: “Would you tell me please, which way I ought to go from here?”

Cat: “That depends a good deal on where you want to get to.”

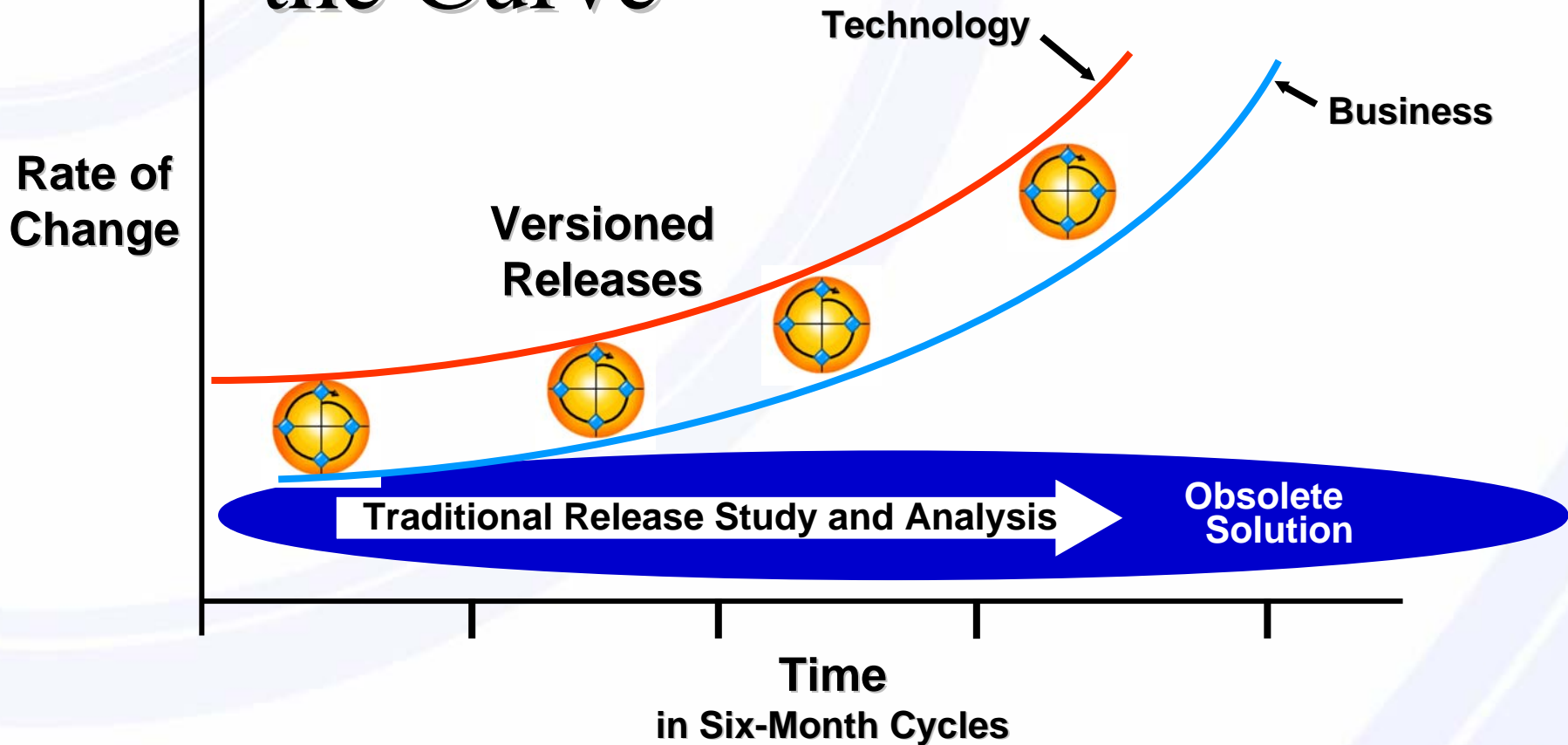
Alice: “I don’t much care where ...”

Cat: “Then it doesn’t matter which way you go.”

Alice in Wonderland
by Lewis Carroll



Using Versioned Releases to Keep Up With the Curve



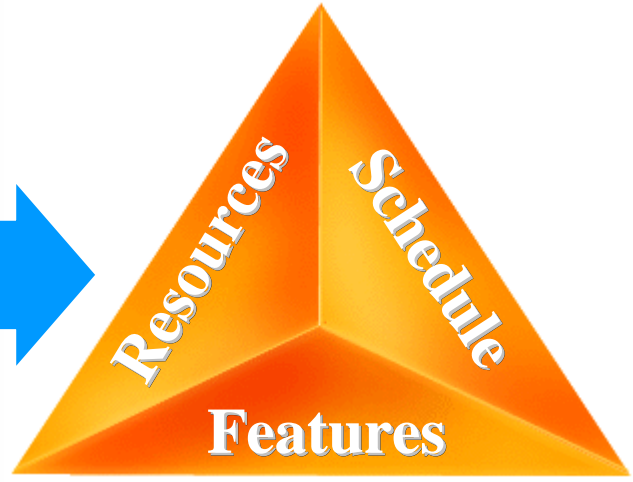
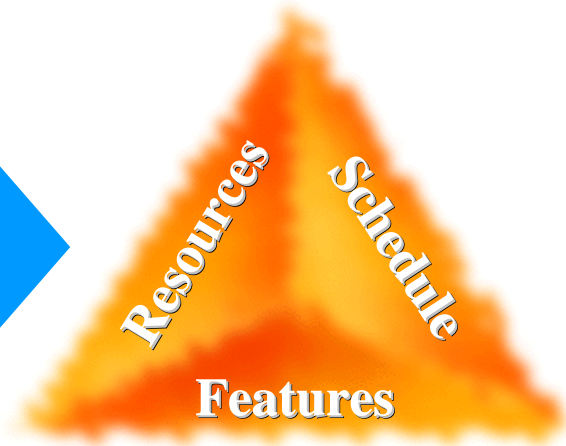
Planning Phase

Deliverables:

- Functional specifications
- Master project plan
- Master project schedule

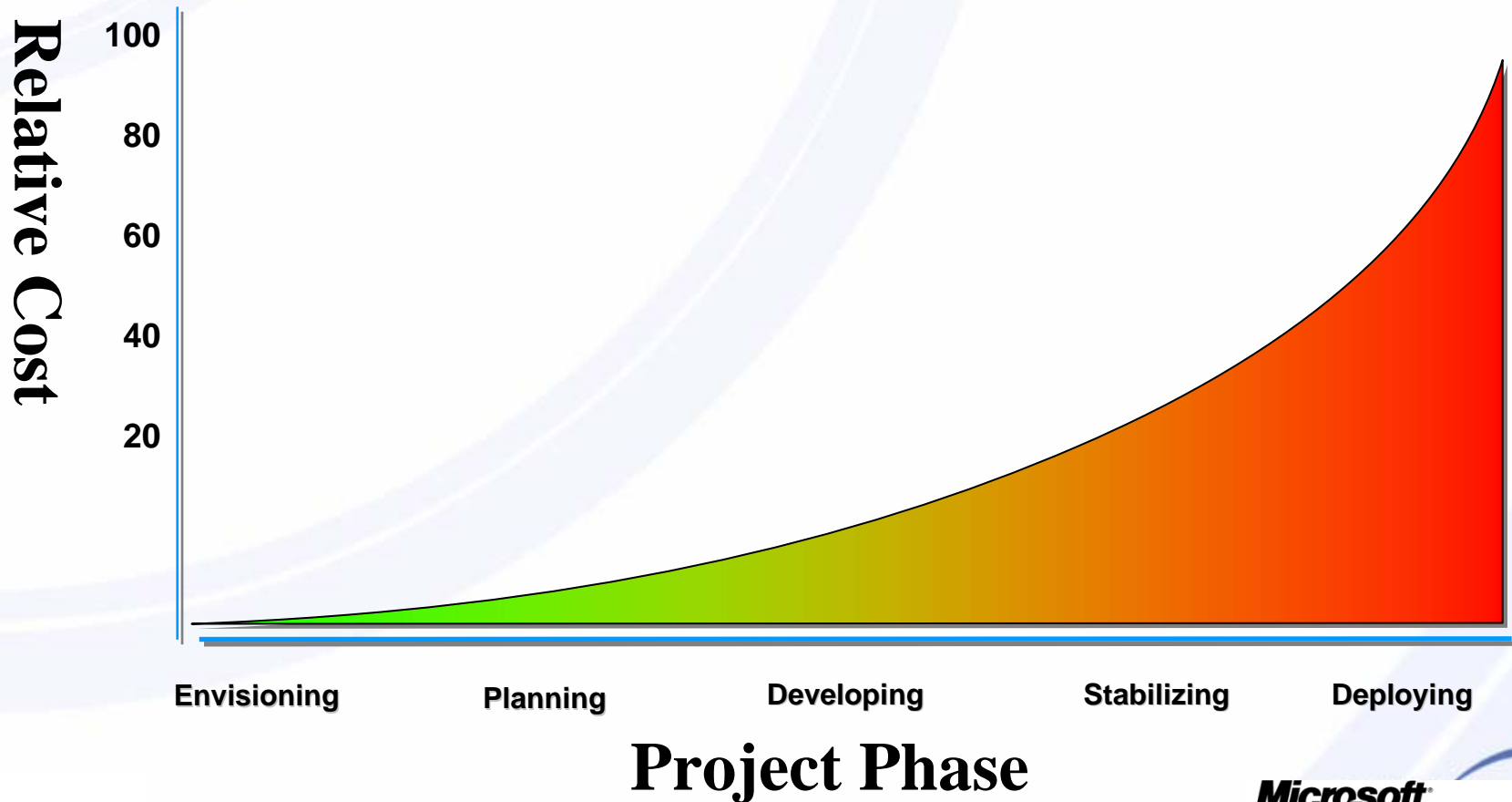


Defining the Scope





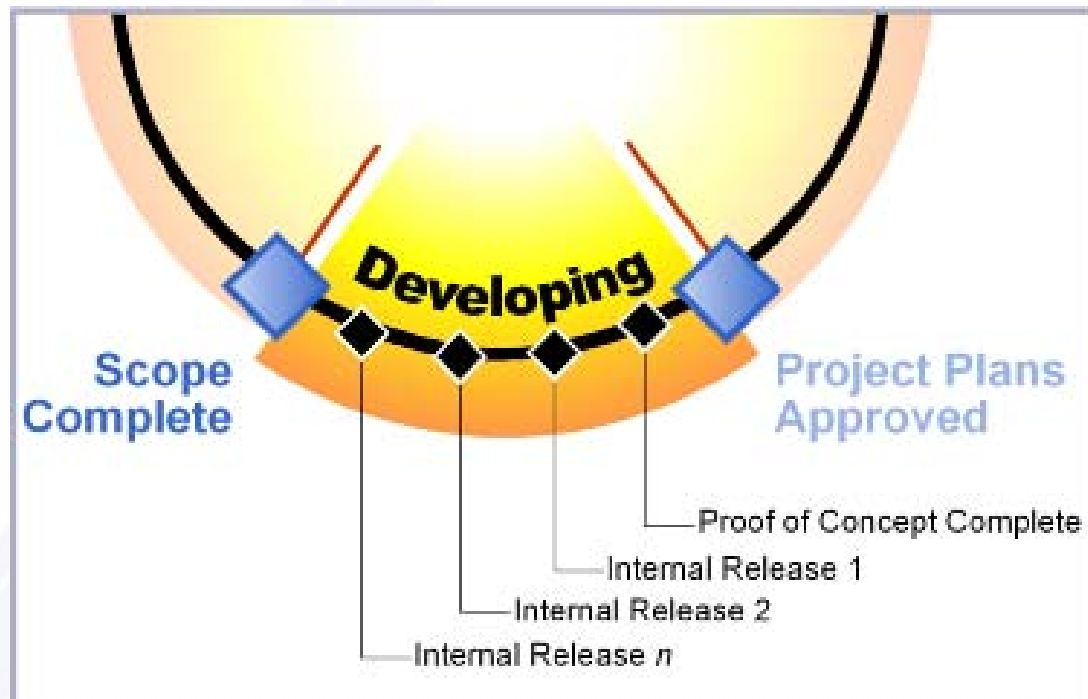
Cost of Fixing a Poorly Designed Solution



Developing Phase

Deliverables:

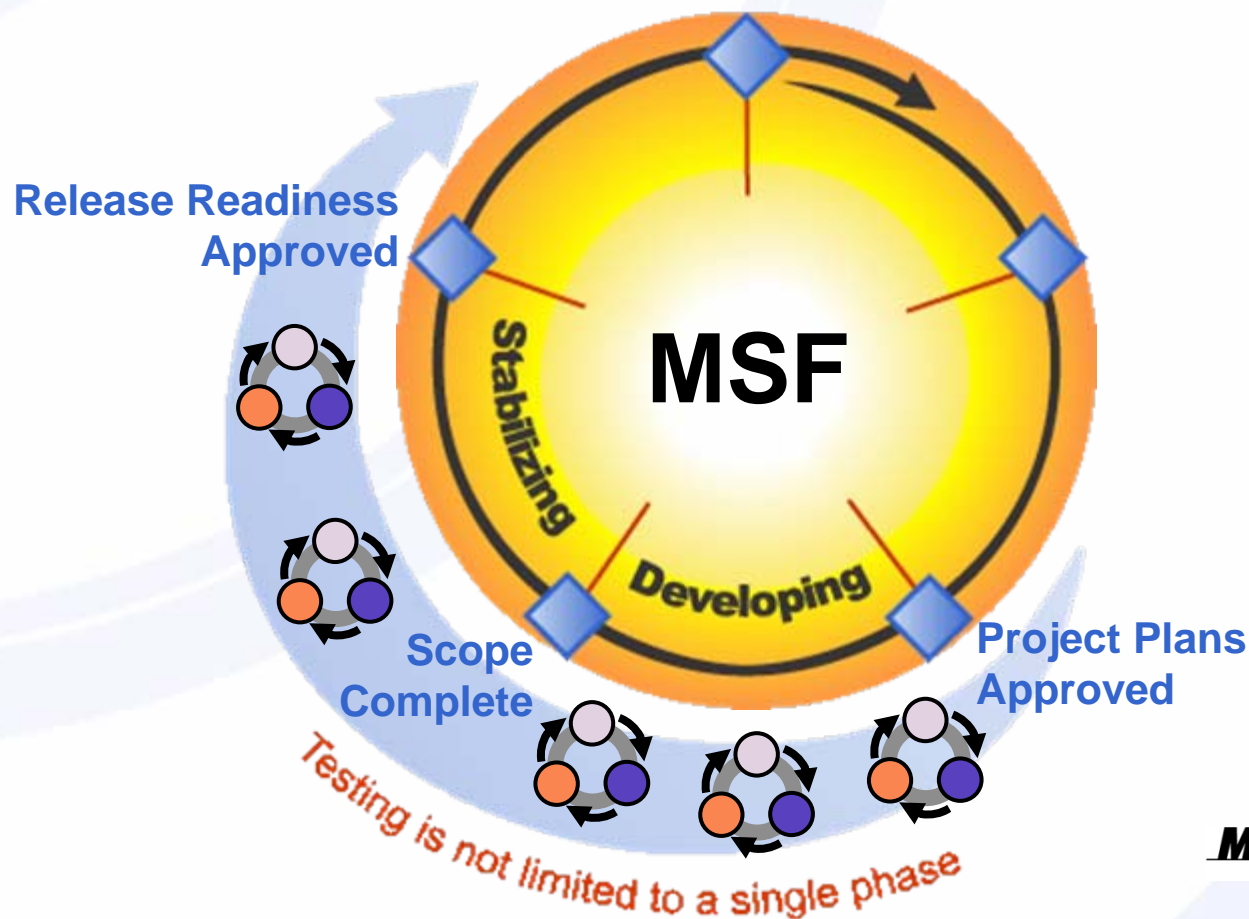
- Solution code
- Build images
- Training materials
- Documentation
 - ▶ Deployment processes
 - ▶ Operational procedures
 - ▶ Support and troubleshooting
- Marketing materials
- Updated master plan and schedule





Testing the Solution

Testing is part of the build cycle, not a standalone activity

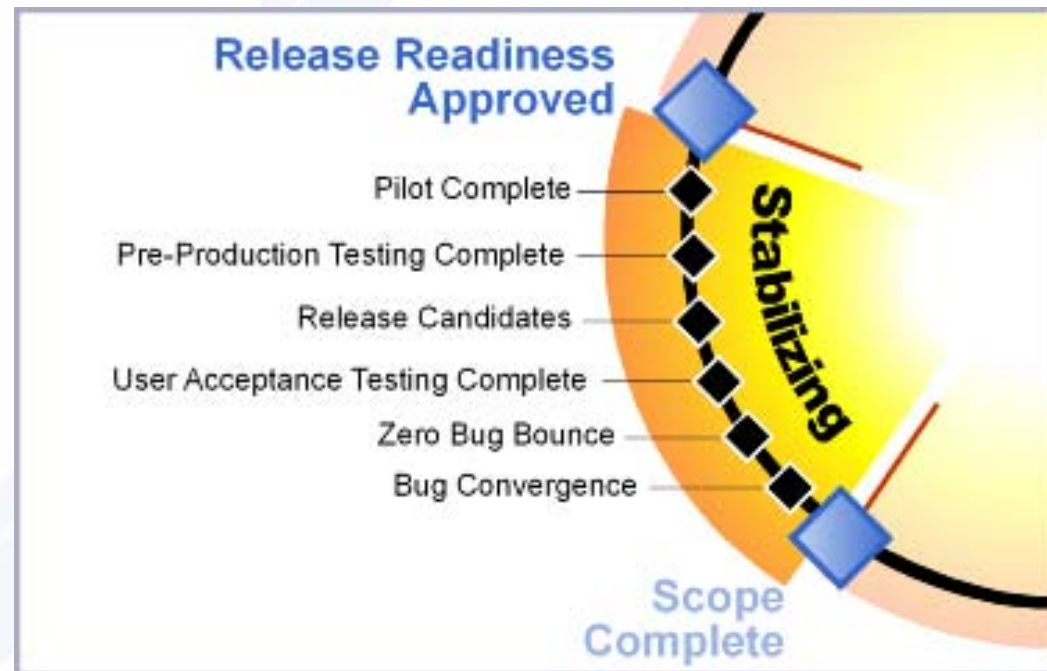


Stabilizing Phase



Deliverables:

- Pilot review
- Release-ready versions:
 - ▶ Source code and executables
 - ▶ Scripts and installation documentation
 - ▶ End-user help and training materials
 - ▶ Operations documentation
 - ▶ Release notes
- Testing and bug reports
- Project documents





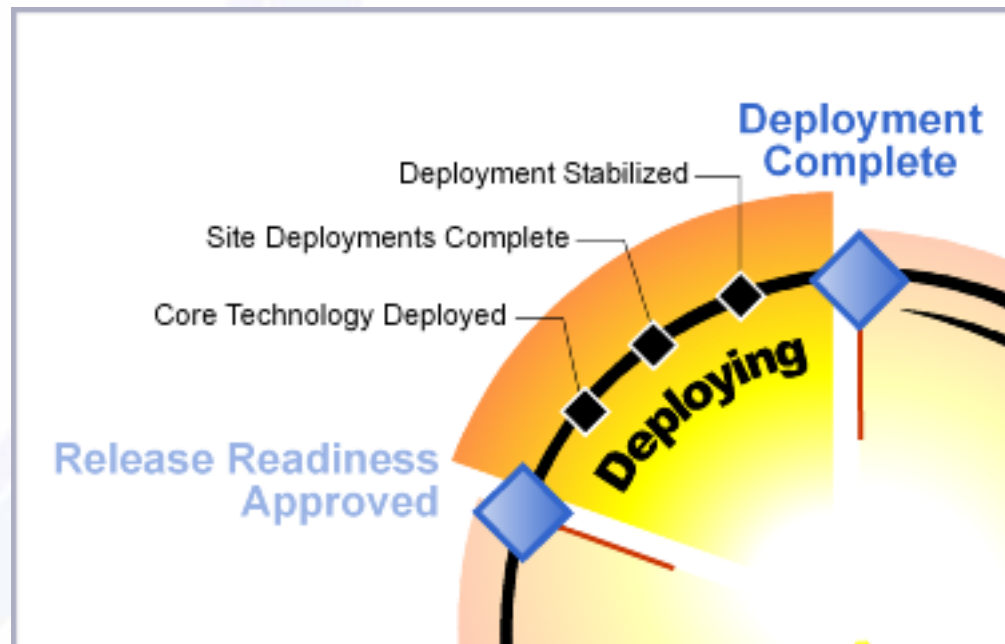
MSF Deploying Phase

Milestones and Deliverables

Microsoft

Deliverables

- ▶ Operations and support information systems
- ▶ Repository of all versions of docs, load sets, configs, scripts, and code
- ▶ Project close-out report





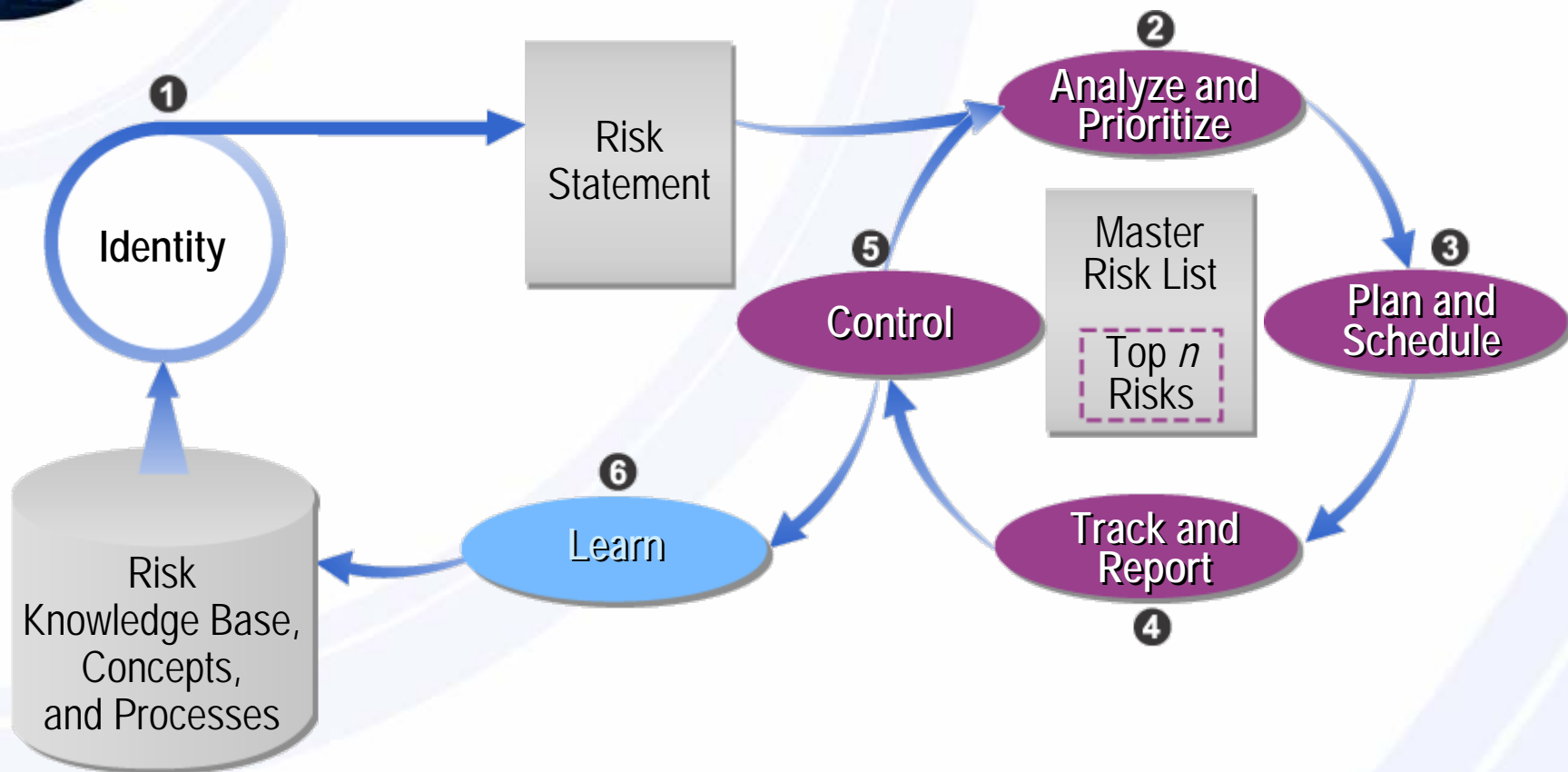
Remember ...

You Don't Know What You Don't Know!





MSF Risk Management Process

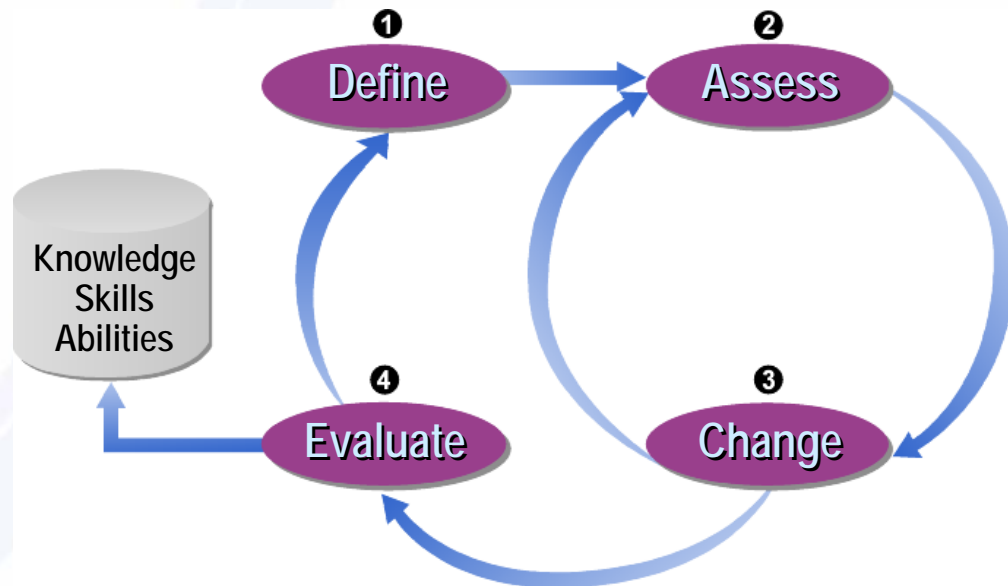




MSF Readiness Management Discipline

Microsoft

- Use proactive vs. reactive approach
- Treat readiness gaps as risks
- Capture and manage team knowledge
- Focus on individual, not organizational readiness
- Remember – the need for team readiness spans the life of the project





Information Sources



More Information



www.microsoft.com/msf

