

MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

What ITIL process maps to the optimizing quadrant?

- A. Change Management
- B. Incident Management
- C. Security Administration
- D. Service Level Management

Correct Answer: D

QUESTION 2

One of the SMFs in the Manage Layer is called the RC SMF? One of the SMFs in the Manage Layer is called the ?RC SMF? What does the C stand for?

- A. Change
- B. Compliance
- C. Configuration
- D. Control

Correct Answer: B

QUESTION 3

Which Service Management Function deals with the day-to-day activities and tasks related to maintaining and adjusting the IT security infrastructure?

- A. Availability Management
- B. Security Administration
- C. Security Management
- D. System Administration

Correct Answer: B

QUESTION 4

Which of the following is a key requirement for planning service solutions?

- A. a managed IT environment

- B. a milestone-driven implementation process
- C. take the perspective of end-to-end services
- D. understanding of the business and the operational requirements

Correct Answer: D

QUESTION 5

Which of the following is a Role Cluster in the MOF Team Model?

- A. the Change Role Cluster
- B. the Operations Role Cluster
- C. the Quality Role Cluster
- D. the Track and Report Role Cluster

Correct Answer: B

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