

# MOFF<sup>Q&As</sup>

Microsoft Operations Framework Foundation (EX0-102)

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**QUESTION 1**

Does each role type have a set of accountabilities associated with it in the Team SMF?

- A. Yes
- B. No

Correct Answer: B

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**QUESTION 2**

One of the SMFs has the following goal: ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable?One of the SMFs has the following goal: ?ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? Which SMF has this goal?

- A. The Change and Configuration SMF
- B. The GRC SMF
- C. The Financial Management SMF
- D. The Team SMF

Correct Answer: D

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**QUESTION 3**

How many SMFs are there in the Operate phase?

- A. Two
- B. Three
- C. Four
- D. Five

Correct Answer: C

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**QUESTION 4**

What is a goal of Financial management?

- A. Aligning IT strategy to organizational goals and objectives
- B. Contributing to business cases for changes to IT services based on a sound understanding of the revenue gained
- C. Ensure that the work required to successfully operate IT services has been identified and described

D. Prepare a risk assessment

Correct Answer: B

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**QUESTION 5**

Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

A. Availability Management

B. Release Management

C. Service Desk

D. System Administration

Correct Answer: A

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