

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

Microsoft Operations Framework Foundation (EX0-102)

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**QUESTION 1**

Of which Service Management Function (SMF) is quality assurance a key element?

- A. Infrastructure Engineering
- B. Release Management
- C. Service Desk
- D. Service Level Management

Correct Answer: A

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**QUESTION 2**

What does the focus of the Team SMF in the Plan Phase include?

- A. Change evaluated across dimensions
- B. General regulatory environment
- C. Principles for effective strategic thinking
- D. Principles for organizing operations work

Correct Answer: C

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**QUESTION 3**

Which of the following Service Management Functions (SMFs) belongs to the Operating Quadrant?

- A. Infrastructure Engineering
- B. Service Desk
- C. Service Monitoring and Control
- D. Workforce Management

Correct Answer: C

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**QUESTION 4**

Which SMF is not part of the Manage Layer?

- A. Change and Configuration SMF
- B. GRC SMF

C. Incident and Problem SMF

D. Team SMF

Correct Answer: C

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**QUESTION 5**

Is the Portfolio Management Review focused on understanding the state of supply and demand for IT services and directing investments to make sure that the business value of IT is realized?

A. Yes

B. No

Correct Answer: B

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