

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

Microsoft Operations Framework Foundation (EX0-102)

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**QUESTION 1**

Of which Service Management Function is assessing whether or not a system should be decommissioned an activity?

- A. Change Management
- B. Financial Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

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**QUESTION 2**

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Monitoring and Control

Correct Answer: C

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**QUESTION 3**

To which Service Management Functions does the Risk Management Discipline apply?

- A. To all Service Management Functions
- B. To IT Service Continuity Management and Availability Management
- C. To IT Service Continuity Management and Change Management
- D. To IT Service Continuity Management and Security Management

Correct Answer: A

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**QUESTION 4**

What ITIL process maps to the optimizing quadrant?

- A. Change Management
- B. Incident Management

C. Security Administration

D. Service Level Management

Correct Answer: D

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**QUESTION 5**

Which of the following describes the concept of Service Management Functions (SMFs)?

A. a model for measuring the performance of the process

B. a model for organizing IT staff

C. organizational units that support IT operations

D. processes, procedures and policies to deliver and support IT service solutions

Correct Answer: D

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