

MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Of which Service Management Function (SMF) is monitoring the application of security measures a key element?

- A. Incident Management
- B. Security Administration
- C. Security Management
- D. Service Monitoring and Control

Correct Answer: C

QUESTION 2

How is the Team Focus in the Manage layer integrated with the Operate phase?

- A. It manages resources.
- B. It incorporates operations and support accountabilities.
- C. It addresses procedures and work instructions.
- D. It sets principles for organizing support and operations work.

Correct Answer: D

QUESTION 3

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

QUESTION 4

What is a key Team SMF principle?

- A. manage with a higher hierarchy
- B. separate Plan-Driven and Interrupt-Driven Work

- C. put the least expensive resources at the service desk
- D. discourage advocacy

Correct Answer: B

QUESTION 5

What is compliance?

- A. An application of risk management that ensures IT's conformance with company-specific policies, governmental regulations and laws
- B. A design that involves understanding the business requirements and defining the features that users need to do their job
- C. A plan that aligns an organization objectives into a cohesive approach to deliver services that support business strategy
- D. A state that occurs when the technical and business goals of the IT organization match the goals of the overall business

Correct Answer: A

QUESTION 6

What is bottom-up scheduling?

- A. Team members representing each role generate time estimates and schedules for deliverables. Each team schedule is integrated into a master project schedule.
- B. The program manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.
- C. The program manager builds a master project schedule based on industry standards for each task.
- D. The solution manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.

Correct Answer: A

QUESTION 7

Which of the following is a requirement for successful implementation of IT Service Management?

- A. guidance in operating Microsoft's platforms
- B. measurable evidence of benefit to build a business case

- C. using MSF as the software development and deployment approach
- D. using the seven books of ITIL

Correct Answer: B

QUESTION 8

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

QUESTION 9

To which Quadrant of the Process Model does the Infrastructure Role Cluster predominantly align?

- A. Changing
- B. Operating
- C. Optimizing
- D. Supporting

Correct Answer: C

QUESTION 10

Which of the following is one of the principles that the MOF Process Model addresses to assist the support and delivery of services?

- A. Cost management
- B. Portfolio management
- C. Strong teams
- D. Structured architecture

Correct Answer: D

QUESTION 11

Which of the following is part of the Changing Quadrant?

- A. the Capacity Management Service Management Function (SMF)
- B. the Infrastructure Engineering SMF
- C. the Operations Review
- D. the post-implementation review (PIR)

Correct Answer: D

QUESTION 12

Which SMF has a goal to take remedial actions that minimize the impact of service incidents and system events?

- A. Customer Service
- B. Incident Management
- C. Service Desk
- D. Service Monitoring and Control

Correct Answer: D

QUESTION 13

What is an outcome of the Envision SMF?

- A. IT Services are seamlessly matched to business strategy and objectives.
- B. Improved business functionality, competitiveness, and efficiency.
- C. The design and features of the solution are clearly documented in the functional specification.
- D. The vision and scope of the project are clearly documented and understood by the team and the customer.

Correct Answer: D

QUESTION 14

Which of the following is a key component of the MOF Process Model?

- A. Operations Management Reviews
- B. Procedures
- C. Project Reviews
- D. Roles

Correct Answer: A

QUESTION 15

Is the Manage layer part of the MOF lifecycle approach?

- A. No, only the phases are part of the lifecycle approach.
- B. Yes, the Lifecycle is composed of three phases and the manage layer.

Correct Answer: B

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