

**Vendor:** Microsoft

**Exam Code:** MOFF.EN

**Exam Name:** Microsoft Operations Framework  
Foundation

**Version:** Demo

**Question: 1**

Which of the following is a responsibility of the Operations Role Cluster?

- A. detecting intrusions and protecting against viruses
- B. managing business-to-business trading interfaces
- C. managing IT-procurement and purchasing functions
- D. prioritizing service improvement requests and identifying gaps for future functionality

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**Answer: B**

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**Question: 2**

In what way does Capacity Management contribute to improving IT Service Management?

- A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service
- B. By preventing interruptions to IT services as well as recovering services after an interruption occurs
- C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)
- D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

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**Answer: D**

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**Question: 3**

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

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**Answer: A**

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Question: 4

Which Role Cluster has a portfolio of business-aligned IT services as a quality goal?

- A. Operations
- B. Partner
- C. Service
- D. Support

**Answer: C**

Question: 5

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

**Answer: B**

Question: 6

What is the relationship between releases and changes?

- A. A change includes both changed hardware and software components and components that were not changed. A release only includes changed hardware and software components.
- B. Changes are incorporated into the IT environment by releases.
- C. Releases and changes are incorporated into the IT environment independently of each other.
- D. Releases are incorporated into the IT environment by changes.

**Answer: B**

Question: 7

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

Answer: D

Question: 8

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

Answer: D

Question: 9

What is a goal of Security Administration?

- A. accessibility
- B. confidentiality
- C. connectivity
- D. interconnectivity

Answer: B

Question: 10

Which steps in the MOF Risk Management Process follow each other immediately?

- A. Analyzing and Prioritizing Risks - Planning and Scheduling Risk Actions
- B. Analyzing and Prioritizing Risks - Tracking and Reporting Risks
- C. Identifying Risks in Operations - Planning and Scheduling Risk Actions
- D. Identifying Risks in Operations - Tracking and Reporting Risks

**Question: 11**

Within the operations life cycle, which Operations Management Review follows the Changing Quadrant?

- A. Change Initiation Review
- B. Operations Review
- C. Release Readiness Review
- D. Service Level Agreement (SLA) Review

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**Answer: C**

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**Question: 12**

Which Service Management Function (SMF) has Network hardware configuration as a key concept?

- A. Configuration Management
- B. Infrastructure Management
- C. Network Administration
- D. Security Management

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**Answer: C**

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**Question: 13**

Which of the following is one of the main inputs and outputs of the steps in the Risk Management Discipline?

- A. Availability Plan
- B. Capacity Plan
- C. Retired Risks List
- D. Security Risks List

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**Answer: C**

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Question: 14

What ITIL process maps to the optimizing quadrant?

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

**Answer: D**

Question: 15

Which of the following is a key element of the Job Scheduling Service Management Function?

- A. Batch architecture
- B. Directory types
- C. Fault Management
- D. Infrastructure optimization

**Answer: A**

Question: 16

Which of the following is an advantage of combining MOF and MSF?

- A. to implement an iterative, milestone-driven process
- B. to ensure that the solution developers have a good understanding of the Microsoft products
- C. to provide a complementary, integrated set of guidance that addresses the need for a consistent and unified approach to the overall IT life cycle
- D. to successfully deliver technology solutions faster, with fewer people and less risks, while producing higher quality results

**Answer: C**

Question: 17

Which of the following is a key objective of the Service Level Management Service Management Function (SMF)?

- A. formalizing Operational Level Agreements (OLAs)
- B. providing primary liaison and customer service to the IT user community
- C. providing the mechanism for setting clear expectations about the service being delivered
- D. satisfying customers by ensuring that the Operations department meets the customers' demands

**Answer: C**

Question: 18

In which step of the Risk Management Discipline are risks monitored for changes in the risk's condition, consequence, probability, and impact?

- A. Identify
- B. Control
- C. Plan and Schedule
- D. Track and Report

**Answer: D**

Question: 19

Which of the following is one of the objectives of the Operating Quadrant?

- A. cost effective operating of Service solutions
- B. forecast future activity for IT operations
- C. proactively monitor and self-heal system problems
- D. resolve incidents

**Answer: C**

Question: 20

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

**Answer: D**

Question: 21

Which of the following is not a primary guideline for the MOF Team Model?

- A. building strong synergistic, virtual teams
- B. effectively responding to genuine business needs and demands
- C. providing great customer service
- D. utilizing IT automation and knowledge management tools

**Answer: B**

Question: 22

For which Service Management Function (SMF) can detailed guidance be found in ITIL ?

- A. Directory Services Administration
- B. Service Desk
- C. System Management
- D. Workforce Management

**Answer: B**



Question: 23

Which of the following is one of the four basic steps MOF and MSF follow in creating a new service solution?

- A. build the solution
- B. review the solution
- C. rollout the solution
- D. support the solution

Answer: A

Question: 24

Which of the following is one of the root causes of risk in IT operations?

- A. Changes
- B. Cost
- C. People
- D. Viruses

Answer: C

Question: 25

Which of the following tasks belongs to the System Administration Service Management Function (SMF)?

- A. administering centralized and distributed processing environments
- B. managing operational staff objectives
- C. planning, monitoring, and reporting activities relating to system capacity
- D. validating that the operations staff has documented their day-to-day activities

Answer: A

Question: 26

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

Answer: B

Question: 27

What can be viewed in the Risks by Services List?

- A. A small number of major risks.
- B. All the risks that have been identified.
- C. For which risks the probability might be considerably reduced.
- D. Where the consequences of a risk affect a specific business function.

Answer: D

Question: 28

Which of the following is not a core component of MOF?

- A. MOF Continuous Improvement Model
- B. MOF Risk Management Discipline
- C. MOF Process Model
- D. MOF Team Model

Answer: A

Question: 29

What is the function of the Team Role Clusters?

- A. They function as individual units within the IT organization.
- B. They provide an organizational chart for IT operations.
- C. They represent functional roles within the IT organization.
- D. They represent the Process Model quadrants.

Question: 30

Which of the following is one of the four possible Risk Management situations that should be considered in risk status reports?

- A. Control
- B. Close
- C. Plan
- D. Variance

Answer: D

Question: 31

On which activity are the proactive functions of the Supporting Quadrant highly dependent?

- A. Checking the Configuration Management database
- B. Release Readiness Review
- C. Reporting on Service Level Agreements (SLAs)
- D. Service Monitoring

Answer: D

Question: 32

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)

Answer: D

Question: 33

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