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Microsoft Operations Framework Foundation

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QUESTION 1

Performing IT accounting is part of which SMF?

A. Business/IT Alignment SMF

B. Financial Management SMF

C. Policy Management SMF

D. Reliability Management SMF

Correct Answer: B

QUESTION 2

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

Correct Answer: C

QUESTION 3

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

QUESTION 4

Complying with applicable policies, laws and regulations is the goal of which SMF?

A. Envisioning SMF

B. Governance, Risk and Compliance SMF

C. Policy SMF

D. Service Monitoring and Control SMF

Correct Answer: B

QUESTION 5

Which Management Review (MR) concludes deployment?

A. The Deployment Complete Milestone

B. The Project Plan Approved MR

C. The Portfolio MR

D. The Release Readiness Review

Correct Answer: A

QUESTION 6

What is the order of the four basic steps that MOF and MSF follow to create a new solution?

A. Build, plan, deploy and operate the solution

B. Deploy, operate, plan and build the solution

C. Operate, build, plan and deploy the solution

D. Plan, build, deploy and operate the solution

Correct Answer: D

QUESTION 7

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

Correct Answer: B

QUESTION 8

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

Correct Answer: C

QUESTION 9

For which type of administration does System Administration not have responsibility?

A. Database administration

B. Directory Services administration

C. Messaging administration

D. Telecommunications systems administration

Correct Answer: B

QUESTION 10

The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

A. Approve the change

B. Baseline the configuration

C. Classify the Change

D. Initiate the Change

Correct Answer: B

QUESTION 11

Which SMF has \\'Filter the problem\\' as a process step?

A. Customer Service

B. Service Monitoring and Control

C. Operations

D. Problem Management

Correct Answer: D

QUESTION 12

To create an environment where changes can be made with the least amount of risk and impact to the organization this is the goal of which SMF?

A. Business/IT Alignment SMF

B. Change and Configuration SMF

C. Policy SMF

D. Stabilize SMF

Correct Answer: B

QUESTION 13

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 14

What is the goal of the Change and Configuration SMF?

A. Ensure that business changes are aligned with organizational direction

B. Decrease time to resolve problems from failed changes

C. Reduction in incidents

D. Create an environment where changes can be made with the least amount of risk and impact to the organization

Correct Answer: D

QUESTION 15

The MOF Team Model is based on which concept?

A. That an operations team must achieve a number of key quality goals to be successful

B. That clear expectations must be set with the customers

C. That operations must be monitored and reviewed

D. That processes must be combined with operational management

Correct Answer: A