MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

What ITIL process maps to the optimizing quadrant?

A. Change Management

B. Incident Management

C. Security Administration

D. Service Level Management

Correct Answer: D

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

Correct Answer: D

QUESTION 3

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.

Correct Answer: C

QUESTION 4

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 5

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

QUESTION 6

What is a process within the Service Monitoring and Control SMF?

A. Continuous monitoring

B. Purge event logs

C. Service monitoring requirements

D. Static monitoring definition

Correct Answer: A

QUESTION 7

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 8

Which SMF is found in the Operate phase of the IT service lifecycle?

A. Envision

B. Service Monitoring and Control

C. Service Desk

D. Team

Correct Answer: B

QUESTION 9

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 10

What is a goal of Security Administration?

A. accessibility

B. confidentiality

C. connectivity

D. interconnectivity

Correct Answer: B

QUESTION 11

What do the steps to setting policy not include?

A. reviewing legal compliance

B. review and maintain policies

C. publish policies

D. validate policies

Correct Answer: A

QUESTION 12

To what ITIL category do the Service Management Functions (SMFs) in the Changing Quadrant directly map?

A. Customer Relationship Management

B. Service Delivery

C. Service Level Management

D. Service Support

Correct Answer: D

QUESTION 13

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 14

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

Correct Answer: A

QUESTION 15

Which Service Management Function (SMF) is also addressed as an ITIL process?

A. Security Management

B. Storage Management

C. System Management

D. Workforce Management

Correct Answer: A