

MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Ensuring constant coverage in operations is a key principle in what Manage Layer SMF?

- A. Governance, Risk, and Compliance SMF
- B. Team SMF
- C. Operations SMF
- D. Change and Configuration SMF

Correct Answer: B

QUESTION 2

Which of the following is a Role Cluster in the MOF Team Model?

- A. The Changing Role Cluster
- B. The Partner Role Cluster
- C. The Risk Management Role Cluster
- D. The SLA Review Role Cluster

Correct Answer: B

QUESTION 3

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 4

How can a Risks by Services List help to improve the quality of information, prioritization and decision making when assessing the impact of risks on the service?

- A. This list allows operations to appreciate the impact of specific risks on the IT infrastructure

- B. This list allows operations to look at the consequences of a risk to a specific business function or service
- C. This list can be used as a Master Risks List
- D. This list can be used to add risks to the service catalog

Correct Answer: B

QUESTION 5

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

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