

## MOFF<sup>Q&As</sup>

Microsoft Operations Framework Foundation (EX0-102)

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## QUESTION 1

What Team SMF accountabilities are primarily represented in the Operate Phase?

- A. Architecture and Solutions
- B. Operations and Support
- C. Service and Compliance
- D. Support and Manage

Correct Answer: B

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## QUESTION 2

What does the Reliability SMF process flow include?

- A. Define service requirements
- B. Monitoring and improving plans
- C. Planning
- D. all of the above

Correct Answer: D

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## QUESTION 3

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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## QUESTION 4

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

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## QUESTION 5

What do the goals of the Reliability SMF include?

- A. Service maintainability is aligned to the business in a cost-effective manner.
- B. Service Continuity is aligned to the business in a cost-effective manner.

Correct Answer: B

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