

MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

What is a key outcome of the Financial Management SMF?

- A. Delivered business value
- B. IT has a strategic plan
- C. Proactive and cost justified availability plan
- D. Regulatory compliance

Correct Answer: A

QUESTION 2

What is the IT service lifecycle composed of?

- A. Build phase, Deliver phase, Operate phase, Manage layer
- B. Manage Layer, Plan phase, Deploy phase, Operate phase
- C. Manage Layer, Plan phase, Deliver phase, Operate phase
- D. Plan phase, Develop phase, Operate phase, Manage phase

Correct Answer: C

QUESTION 3

Which Management Review (MR) would analyze results and take action to improve performance?

- A. Change Initiation MR
- B. Operational Health MR
- C. Projects Plan MR
- D. Release Readiness MR

Correct Answer: B

QUESTION 4

What is the Quality Goal of the Service Role Cluster?

- A. A portfolio of business-aligned IT Services
- B. Mutually beneficial relationships with service and supply partners

- C. Quality customer support and a service culture
- D. The design of OLAs to support the Service Level Agreements

Correct Answer: A

QUESTION 5

What is the focus of the GRC SMF in the Operate phase?

- A. Documentation and Recording
- B. IT environment and configuration
- C. Management Reviews
- D. Policy retirement

Correct Answer: A

QUESTION 6

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

Correct Answer: A

QUESTION 7

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

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

Correct Answer: C

QUESTION 8

Which of the following is a key element of both Capacity Management and Network Administration?

- A. Application Sizing
- B. Fault Management
- C. Network Security
- D. Performance Management

Correct Answer: D

QUESTION 9

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 10

To which relationship between two Quadrants can the relationship between MSF and MOF be compared?

- A. The relationship between the Changing and the Operating Quadrant
- B. The relationship between the Operating and the Supporting Quadrant
- C. The relationship between the Optimizing and the Changing Quadrant
- D. The relationship between the Supporting and the Optimizing Quadrant

Correct Answer: A

QUESTION 11

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

Correct Answer: B

QUESTION 12

One of the SMFs in the Manage Layer is called the RC SMF? One of the SMFs in the Manage Layer is called the ?RC SMF? What does the C stand for?

- A. Change
- B. Compliance
- C. Configuration
- D. Control

Correct Answer: B

QUESTION 13

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 14

Which process does not form part of the process flow for building?

- A. deploy sites
- B. develop the solution
- C. prepare for development
- D. prepare for release

Correct Answer: A

QUESTION 15

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

- A. the Operations Role Cluster
- B. the Release Role Cluster

C. the Security Role Cluster

D. the Service Role Cluster

Correct Answer: B

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