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Q&A

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Exam : **EX0-102**

Title : Microsoft Operations Framework,MOFF

Version : DEMO

1. What does the focus of the Change and Configuration SMF in the Plan phase include?

A. Architectural change

B. Corporate strategy transfer to IT strategy

C. Legal and compliance representation

D. Process and procedure

Answer: A

2. Which statement is true about the SMFs in the Operate Phase?

A. All SMFs feed the Deliver Phase.

B. The Customer Service SMF focuses on how to resolve complex problems.

C. The SMFs are dependant on each other.

D. The SMFs are sequential.

Answer: C

3. Which SMF provides root cause analysis?

A. Incident Management

B. Problem Management

C. Stabilizing

D. Testing

Answer: B

4. What does MOF organize?

A. Activities and processes into SMF, which are grouped together in phases that mirror the IT service lifecycle.

B. Activities and processes into phases, which are grouped into SMFs that mirror the IT service lifecycle.

C. Activities and processes into SMFs, which are directed by Management Reviews that mirror the IT service lifecycle.

D. Activities and processes into phases, which are directed by Management Reviews that mirror the IT service lifecycle.

Answer: A

5. Which statement of the IT service lifecycle is not correct?

A. It isolates risk to the Operate phase.

B. It addresses the design and delivery of the IT service.

C. It describes the life of an IT service.

D. It represents planning and optimizing the IT service to align with the business strategy.

Answer: A

6. 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

Answer: C

7. Which is a goal of MOF?

A. ensure that business oversight governs IT service lifecycle activity to promote business/IT alignment

B. ensure that the investment in IT delivers expected business value at an acceptable level of risk

C. provide guidance to Finance and Accounting groups to successfully audit services delivered by IT

D. provide a common reference standard for any enterprise offering IT services to internal and external customers

Answer: B

8. Is the Portfolio Management Review focused on understanding the state of supply and demand for IT services and directing investments to make sure that the business value of IT is realized?

A. Yes

B. No

Answer: B

9. What is a goal of the Plan phase?

A. Delivered Services are adaptable to the changing needs of the business

B. Packaged product deployments are deployed in line with business requirements

C. To ensure that deployed services operated in line with the agreed-to SLA targets

D. To establish   an integrated approach to IT Service Management activities

Answer: A

10. What Management Review (MR) determines whether IT is working on the right things and clarifies the business value of proposed projects?

A. Policy and Control

B. Portfolio

C. Release Readiness

D. Service Alignment

Answer: B

11. What does the Reliability SMF process flow include?

A. Define service requirements

B. Monitoring and improving plans

C. Planning

D. all of the above

Answer: D

12. What does the Reliability SMF process flow include?

A. Assess, monitor and control risk

B. Define service requirements

C. Ensure good service

D. Maintain work instructions

Answer: B

13. 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.

Answer: B

14. What do the steps to setting policy not include?

A. reviewing legal compliance

B. review and maintain policies

C. publish policies

D. validate policies

Answer: A

15. 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

Answer: B