# MOFF Q&As

Microsoft Operations Framework Foundation (EX0-102)

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**QUESTION 1**

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 2**

Which of the following is a key element of the Job Scheduling Service Management Function?

A. Batch architecture

B. Directory types

C. Fault Management

D. Infrastructure optimization

Correct Answer: A

**QUESTION 3**

Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

A. Availability Management

B. Release Management

C. Service Desk

D. System Administration

Correct Answer: A

**QUESTION 4**

Which of the following is one of the principles that the MOF Process Model addresses to assist the support and delivery of services?

A. Cost management

B. Portfolio management

C. Strong teams

D. Structured architecture

Correct Answer: D

**QUESTION 5**

For which type of administration does System Administration not have responsibility?

A. Database administration

B. Directory Services administration

C. Messaging administration

D. Telecommunications systems administration

Correct Answer: B

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