



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

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

Correct Answer: A

QUESTION 2

Which of the following is one of the main inputs and outputs of the steps in the Risk Management Discipline?

- A. Availability Plan
- B. Capacity Plan
- C. Retired Risks List
- D. Security Risks List

Correct Answer: C

QUESTION 3

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 4

When is the milestone review report signed off in the Project Planning SMF?

- A. After approving the request for change
- B. After approving the functional specification, master project plan and master schedule



C. After it has been transferred to IT Operations D. Before approving the functional specification, master project plan and master schedule

Correct Answer: B

QUESTION 5

What ITIL process maps to the optimizing quadrant?

- A. Change Management
- B. Incident Management
- C. Security Administration
- D. Service Level Management

Correct Answer: D

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