MOFF Q&As

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Which SMF has a goal to take remedial actions that minimize the impact of service incidents and system events?

A. Customer Service

B. Incident Management

C. Service Desk

D. Service Monitoring and Control

Correct Answer: D

QUESTION 2

Which of the following is a type of risks list used by the MOF Risk Management Discipline?

A. High impact Risks List

B. Retired Risks List

C. Security Risks List

D. Solved Risks List

Correct Answer: B

QUESTION 3

Which of the following is obtained from the Identify step of the Risk Management Process?

A. The downstream effect of the risk

B. The priority of the risk

C. The probability of the risk

D. The mitigation of the risk

Correct Answer: A

QUESTION 4

What is a description of Governance?

A. How IT resources will be used to meet goals and deliver business value

B. a process that ensures individuals are aware of regulations, policies, and procedures that must be followed as a

result of seniormanagement decisionsmanagement? decisions

C. Who holds the authority to make decisions, determines accountability for actions and responsibility for outcomes, and addresses how expectedperformance will be evaluated

D. Possible adverse impacts on reaching goals and can arise from actions taken or not taken

Correct Answer: C

QUESTION 5

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

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