



# MOFF<sup>Q&As</sup>

Microsoft Operations Framework Foundation (EX0-102)

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#### QUESTION 1

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

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#### QUESTION 2

Of which Service Management Function is assessing whether or not a system should be decommissioned an activity?

- A. Change Management
- B. Financial Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

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#### QUESTION 3

Which of the following describes the concept of Service Management Functions (SMFs)?

- A. a model for measuring the performance of the process
- B. a model for organizing IT staff
- C. organizational units that support IT operations
- D. processes, procedures and policies to deliver and support IT service solutions

Correct Answer: D

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#### QUESTION 4

Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management



C. Stabilizing

D. Testing

Correct Answer: B

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#### QUESTION 5

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

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