



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

Microsoft Operations Framework Foundation (EX0-102)

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#### QUESTION 1

One of the SMFs has the following goal: ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable?One of the SMFs has the following goal: ?ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? Which SMF has this goal?

- A. The Change and Configuration SMF
- B. The GRC SMF
- C. The Financial Management SMF
- D. The Team SMF

Correct Answer: D

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#### QUESTION 2

Of which Service Management Function (SMF) is monitoring the application of security measures a key element?

- A. Incident Management
- B. Security Administration
- C. Security Management
- D. Service Monitoring and Control

Correct Answer: C

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#### QUESTION 3

Which of the following is one of the objectives of the Operating Quadrant?

- A. cost effective operating of Service solutions
- B. forecast future activity for IT operations
- C. proactively monitor and self-heal system problems
- D. resolve incidents

Correct Answer: C

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#### QUESTION 4

Which of the following is one of the root causes of risk in IT operations?

- A. Changes



- B. Cost
- C. People
- D. Viruses

Correct Answer: C

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#### QUESTION 5

Consider a change that has been performed before and is part of the operational practice of the business. What is the category of this change?

- A. Minor
- B. Standard
- C. Major
- D. Significant

Correct Answer: B

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