



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Which of the following is not a primary guideline for the MOF Team Model?

- A. building strong synergistic, virtual teams
- B. effectively responding to genuine business needs and demands
- C. providing great customer service
- D. utilizing IT automation and knowledge management tools

Correct Answer: B

QUESTION 2

What does the focus of the Team SMF in the Plan Phase include?

- A. Change evaluated across dimensions
- B. General regulatory environment
- C. Principles for effective strategic thinking
- D. Principles for organizing operations work

Correct Answer: C

QUESTION 3

Which of the following reflect goals of the Envision SMF?

- A. Build a solution that meets the customer expectations and Specifications. Build a solution that meets the customer? expectations and Specifications.
- B. Clearly communicate the project vision, scope, and risk. Clearly communicate the project? vision, scope, and risk.
- C. Deploy a stable solution that satisfies the customer.
- D. Resolve all issues found by testing and through pilot feedback.

Correct Answer: B

QUESTION 4

Which Service Management Function (SMF) has Network hardware configuration as a key concept?

- A. Configuration Management



- B. Infrastructure Management
- C. Network Administration
- D. Security Management

Correct Answer: C

QUESTION 5

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

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