



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Does the Team SMF ensure that someone is ultimately accountable for the work required in the Plan Phase?

- A. Yes
- B. No

Correct Answer: A

QUESTION 2

In what way does Capacity Management contribute to improving IT Service Management?

- A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service
- B. By preventing interruptions to IT services as well as recovering services after an interruption occurs
- C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)
- D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

Correct Answer: D

QUESTION 3

To which Quadrant of the Process Model does the Infrastructure Role Cluster predominantly align?

- A. Changing
- B. Operating
- C. Optimizing
- D. Supporting

Correct Answer: C

QUESTION 4

What ITIL process maps to the optimizing quadrant?

- A. Change Management
- B. Incident Management



C. Security Administration

D. Service Level Management

Correct Answer: D

QUESTION 5

Which of the following is a responsibility of the Operations Role Cluster?

A. detecting intrusions and protecting against viruses

B. managing business-to-business trading interfaces

C. managing IT-procurement and purchasing functions

D. prioritizing service improvement requests and identifying gaps for future functionality

Correct Answer: B

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