MOFF Q&As

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

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

QUESTION 2

What is a goal of Financial management?

A. Aligning IT strategy to organizational goals and objectives

B. Contributing to business cases for changes to IT services based on a sound understanding of the revenue gained

C. Ensure that the work required to successfully operate IT services has been identified and described

D. Prepare a risk assessment

Correct Answer: B

QUESTION 3

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

QUESTION 4

Which SMF is not part of the Manage Layer?

A. Change and Configuration SMF

B. GRC SMF

C. Incident and Problem SMF

D. Team SMF

Correct Answer: C

QUESTION 5

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

A. the Operations Role Cluster

B. the Release Role Cluster

C. the Security Role Cluster

D. the Service Role Cluster

Correct Answer: B

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