



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

- A. Approve the change
- B. Baseline the configuration
- C. Classify the Change
- D. Initiate the Change

Correct Answer: B

QUESTION 2

On which activity are the proactive functions of the Supporting Quadrant highly dependent?

- A. Checking the Configuration Management database
- B. Release Readiness Review
- C. Reporting on Service Level Agreements (SLAs)
- D. Service Monitoring

Correct Answer: D

QUESTION 3

Within the operations life cycle, which Operations Management Review (OMR) follows the Supporting Quadrant?

- A. Change Initiation Review
- B. Operations Review
- C. Release Readiness Review
- D. Service Level Agreement (SLA) Review

Correct Answer: D

QUESTION 4

Why is the cooperation between MSF and MOF important?

- A. Because MOF is based on MSF



- B. Because MSF and MOF are based on ITIL
- C. Because MSF is based on MOF
- D. Because neither MOF nor MSF cover the entire IT life cycle

Correct Answer: D

QUESTION 5

What Team SMF accountabilities are primarily represented in the Operate Phase?

- A. Architecture and Solutions
- B. Operations and Support
- C. Service and Compliance
- D. Support and Manage

Correct Answer: B

QUESTION 6

What is a goal of Security Administration?

- A. accessibility
- B. confidentiality
- C. connectivity
- D. interconnectivity

Correct Answer: B

QUESTION 7

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Monitoring and Control

Correct Answer: C



QUESTION 8

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 9

Of which Service Management Function (SMF) is quality assurance a key element?

- A. Infrastructure Engineering
- B. Release Management
- C. Service Desk
- D. Service Level Management

Correct Answer: A

QUESTION 10

Which Service Management Function has maintaining security according to agreed policies across the services and systems as its main goal?

- A. Availability Management
- B. Security Administration
- C. Security Management
- D. System Administration

Correct Answer: B

QUESTION 11

What does the focus of the Governance, Risk and Compliance SMF in the Plan Phase not include?

- A. General regulatory environment
- B. High-level risks



- C. Investment determination
- D. Internal controls defined

Correct Answer: D

QUESTION 12

Which of the following is not a core component of MOF?

- A. MOF Continuous Improvement Model
- B. MOF Risk Management Discipline
- C. MOF Process Model
- D. MOF Team Model

Correct Answer: A

QUESTION 13

How is the Team Focus in the Manage layer integrated with the Operate phase?

- A. It manages resources.
- B. It incorporates operations and support accountabilities.
- C. It addresses procedures and work instructions.
- D. It sets principles for organizing support and operations work.

Correct Answer: D

QUESTION 14

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 15



Which of the following is a Role Cluster in the MOF Team Model?

- A. The Changing Role Cluster
- B. The Partner Role Cluster
- C. The Risk Management Role Cluster
- D. The SLA Review Role Cluster

Correct Answer: B

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