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Microsoft Operations Framework Foundation

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QUESTION 1

What is the function of the Team Role Clusters?

A. They function as individual units within the IT organization.

B. They provide an organizational chart for IT operations.

C. They represent functional roles within the IT organization.

D. They represent the Process Model quadrants.

Correct Answer: C

QUESTION 2

To what ITIL category do the Service Management Functions (SMFs) in the Changing Quadrant directly map?

A. Customer Relationship Management

B. Service Delivery

C. Service Level Management

D. Service Support

Correct Answer: D

QUESTION 3

Does the concept ision?identify what a project team can accomplish within its constraints?Does the concept ?ision?identify what a project team can accomplish within its constraints?

A. Yes

B. No

Correct Answer: B

QUESTION 4

Why would you use the GRC SMF?

A. to assess, monitor and control risk

B. to maintain configuration baselines

C. to manage change

D. to understand accountabilities

Correct Answer: A

QUESTION 5

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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