MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

What is a key outcome of the Financial Management SMF?

A. Delivered business value

B. IT has a strategic plan

C. Proactive and cost justified availability plan

D. Regulatory compliance

Correct Answer: A

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

What is the goal of the Change and Configuration SMF?

A. Ensure that business changes are aligned with organizational direction

B. Decrease time to resolve problems from failed changes

C. Reduction in incidents

D. Create an environment where changes can be made with the least amount of risk and impact to the organization

Correct Answer: D

QUESTION 4

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 5

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

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