MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

To which relationship between two Quadrants can the relationship between MSF and MOF be compared?

A. The relationship between the Changing and the Operating Quadrant

B. The relationship between the Operating and the Supporting Quadrant

C. The relationship between the Optimizing and the Changing Quadrant

D. The relationship between the Supporting and the Optimizing Quadrant

Correct Answer: A

QUESTION 2

Is the primary goal of the Manage layer to establish an integrated approach to IT service management activities?

A. Yes

B. No

Correct Answer: A

QUESTION 3

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 4

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure

that the key operational knowledge remains current and accessible to all members of the operations staff?

A. Workforce Management

B. Operations Review

C. Service Level Agreement (SLA)

D. Release Management

Correct Answer: B

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