



# MOFF<sup>Q&As</sup>

Microsoft Operations Framework Foundation (EX0-102)

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### QUESTION 1

Which Phase or layer provides the basis for developing and operating a resilient IT environment?

- A. Deliver phase
- B. Manage layer
- C. Operate phase
- D. Plan phase

Correct Answer: B

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### QUESTION 2

What is compliance?

- A. An application of risk management that ensures IT's conformance with company-specific policies, governmental regulations and laws
- B. A design that involves understanding the business requirements and defining the features that users need to do their job
- C. A plan that aligns an organization objectives into a cohesive approach to deliver services that support business strategyA plan that aligns an organization? objectives into a cohesive approach to deliver services that support business strategy
- D. A state that occurs when the technical and business goals of the IT organization match the goals of the overall business

Correct Answer: A

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### QUESTION 3

Which of the following is part of the Changing Quadrant?

- A. the Capacity Management Service Management Function (SMF)
- B. the Infrastructure Engineering SMF
- C. the Operations Review
- D. the post-implementation review (PIR)

Correct Answer: D

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### QUESTION 4



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What fundamental principle of the Changing Quadrant is recognized as a key, sustainable business advantage?

- A. The ability to quickly change and adapt the operations environment
- B. The ability to quickly implement new technologies
- C. The need for a customer oriented change approach
- D. The Operations Management Review

Correct Answer: A

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#### QUESTION 5

Performing IT accounting is part of which SMF?

- A. Business/IT Alignment SMF
- B. Financial Management SMF
- C. Policy Management SMF
- D. Reliability Management SMF

Correct Answer: B

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