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QUESTION 1

Which of the following describes the concept of Service Management Functions (SMFs)?

A. a model for measuring the performance of the process

B. a model for organizing IT staff

C. organizational units that support IT operations

D. processes, procedures and policies to deliver and support IT service solutions

Correct Answer: D

QUESTION 2

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

QUESTION 3

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

A. the Change Role Cluster

B. the Operations Role Cluster

C. the Quality Role Cluster

D. the Track and Report Role Cluster

Correct Answer: B

QUESTION 4

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

A. the Operations Role Cluster

B. the Release Role Cluster

C. the Security Role Cluster

D. the Service Role Cluster

Correct Answer: B

QUESTION 5

Which of the following is a responsibility of the Operations Role Cluster?

A. detecting intrusions and protecting against viruses

B. managing business-to-business trading interfaces

C. managing IT-procurement and purchasing functions

D. prioritizing service improvement requests and identifying gaps for future functionality

Correct Answer: B

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