MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

A. Approve the change

B. Baseline the configuration

C. Classify the Change

D. Initiate the Change

Correct Answer: B

QUESTION 2

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 3

What is a goal of Security Administration?

A. accessibility

B. confidentiality

C. connectivity

D. interconnectivity

Correct Answer: B

QUESTION 4

What is the IT service lifecycle composed of?

A. Build phase, Deliver phase, Operate phase, Manage layer

B. Manage Layer, Plan phase, Deploy phase, Operate phase

C. Manage Layer, Plan phase, Deliver phase, Operate phase

D. Plan phase, Develop phase, Operate phase, Manage phase

Correct Answer: C

QUESTION 5

Is the Manage layer part of the MOF lifecycle approach?

A. No, only the phases are part of the lifecycle approach.

B. Yes, the Lifecycle is composed of three phases and the manage layer.

Correct Answer: B

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