



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Which Management Review (MR) concludes deployment?

- A. The Deployment Complete Milestone
- B. The Project Plan Approved MR
- C. The Portfolio MR
- D. The Release Readiness Review

Correct Answer: A

QUESTION 2

How can a Risks by Services List help to improve the quality of information, prioritization and decision making when assessing the impact of risks on the service?

- A. This list allows operations to appreciate the impact of specific risks on the IT infrastructure
- B. This list allows operations to look at the consequences of a risk to a specific business function or service
- C. This list can be used as a Master Risks List
- D. This list can be used to add risks to the service catalog

Correct Answer: B

QUESTION 3

How is data integrity within Security Administration best defined?

- A. All authorized users should feel confident that the data presented to them is accurate and not improperly modified.
- B. Authorized users should be able to access the data they need when they need it.
- C. Business process owners must be confident that transactions, once processed, cannot be denied afterwards.
- D. Only authorized individuals should be able to access data.

Correct Answer: A

QUESTION 4

Which of the following Service Management Functions (SMFs) belongs to the Operating Quadrant?

- A. Infrastructure Engineering



- B. Service Desk
- C. Service Monitoring and Control
- D. Workforce Management

Correct Answer: C

QUESTION 5

Which of the following is one of the objectives of the Operating Quadrant?

- A. cost effective operating of Service solutions
- B. forecast future activity for IT operations
- C. proactively monitor and self-heal system problems
- D. resolve incidents

Correct Answer: C

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