



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Which of the following is not a primary guideline for the MOF Team Model?

- A. building strong synergistic, virtual teams
- B. effectively responding to genuine business needs and demands
- C. providing great customer service
- D. utilizing IT automation and knowledge management tools

Correct Answer: B

QUESTION 2

Which of the following is a key requirement for planning service solutions?

- A. a managed IT environment
- B. a milestone-driven implementation process
- C. take the perspective of end-to-end services
- D. understanding of the business and the operational requirements

Correct Answer: D

QUESTION 3

Which is not an accountability as defined in the Team SMF?

- A. Support
- B. Service
- C. Solutions
- D. Stabilize

Correct Answer: D

QUESTION 4

Which of the following is a key component of the MOF Process Model?

- A. Configuration Item
- B. Effective communication



C. Operations Review

D. Operations Management Review

Correct Answer: D

QUESTION 5

Of which Service Management Function (SMF) is quality assurance a key element?

A. Infrastructure Engineering

B. Release Management

C. Service Desk

D. Service Level Management

Correct Answer: A

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