MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

What is the order of the four basic steps that MOF and MSF follow to create a new solution?

A. Build, plan, deploy and operate the solution

B. Deploy, operate, plan and build the solution

C. Operate, build, plan and deploy the solution

D. Plan, build, deploy and operate the solution

Correct Answer: D

QUESTION 2

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

QUESTION 3

Which statement is true about the SMFs in the Operate Phase?

A. All SMFs feed the Deliver Phase.

B. The Customer Service SMF focuses on how to resolve complex problems.

C. The SMFs are dependant on each other.

D. The SMFs are sequential.

Correct Answer: C

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

Which SMF is found in the Operate phase of the IT service lifecycle?

A. Envision

B. Service Monitoring and Control

C. Service Desk

D. Team

Correct Answer: B

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