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QUESTION 1

What is the primary goal of the Operate phase?

A. ensure that deployed services are operated, monitored and supported all the time

B. ensure high availability of services

C. ensure that deployed services are operated, monitored and supported within agreed SLA targets

D. ensure that IT services are restored as quickly as possible

Correct Answer: C

QUESTION 2

Which Management Review evaluates IT staff performance and operational efficiency?

A. Operational Health review

B. Policy and Control review

C. Release Readiness review

D. Service Alignment review

Correct Answer: A

QUESTION 3

What does the focus of the Change and Configuration SMF in the Plan phase include?

A. Architectural change

B. Corporate strategy transfer to IT strategy

C. Legal and compliance representation

D. Process and procedure

Correct Answer: A

QUESTION 4

The purpose of the Policy and Control MR is to provide IT management with an understanding of what?

A. How risks to achieving goals are being addressed.

B. A prediction of the burden of control so that it can adjust appropriately for desired benefits during the operational

stage.

C. An evaluation of external policy mandates as given by the Service Level Manager.

D. Whether control environment is legal.

Correct Answer: A

QUESTION 5

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

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