



**Exam Code:** ex0-102

**Exam Name:** Microsoft Operations Framework, MOFF

**Vendor:** EXIN

**Version:** DEMO

## **Part: A**

1: Which of the following is a responsibility of the Operations Role Cluster?

- A.detecting intrusions and protecting against viruses
- B.managing business-to-business trading interfaces
- C.managing IT-procurement and purchasing functions
- D.prioritizing service improvement requests and identifying gaps for future functionality

**Correct Answers: B**

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 Answers: D**

3: Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

- A.Availability Management
- B.Release Management
- C.Service Desk
- D.System Administration

**Correct Answers: A**

4: Which Role Cluster has a portfolio of business-aligned IT services as a quality goal?

- A.Operations
- B.Partner
- C.Service
- D.Support

**Correct Answers: C**

5: Which Service Management Function deals with the day-to-day activities and tasks related to maintaining and adjusting the IT security infrastructure?

- A.Availability Management
- B.Security Administration
- C.Security Management
- D.System Administration

**Correct Answers: B**

6: What is the relationship between releases and changes?

- A.A change includes both changed hardware and software components and components that were not changed. A release only includes changed hardware and software components.
- B.Changes are incorporated into the IT environment by releases.
- C.Releases and changes are incorporated into the IT environment independently of each other.
- D.Releases are incorporated into the IT environment by changes.

**Correct Answers: B**

7: 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 Answers: D**

8: Which of the following describes the concept of Service Management Functions (SMFs)?

- A.a model for measuring the performance of the process
- B.a model for organizing IT staff
- C.organizational units that support IT operations
- D.processes, procedures and policies to deliver and support IT service solutions

**Correct Answers: D**

9: What is a goal of Security Administration?

- A.accessibility
- B.confidentiality
- C.connectivity
- D.interconnectivity

**Correct Answers: B**

10: Which steps in the MOF Risk Management Process follow each other immediately?

- A.Analyzing and Prioritizing Risks - Planning and Scheduling Risk Actions
- B.Analyzing and Prioritizing Risks - Tracking and Reporting Risks
- C.Identifying Risks in Operations - Planning and Scheduling Risk Actions
- D.Identifying Risks in Operations - Tracking and Reporting Risks

**Correct Answers: A**

11: Within the operations life cycle, which Operations Management Review follows the Changing Quadrant?

- A.Change Initiation Review
- B.Operations Review
- C.Release Readiness Review
- D.Service Level Agreement (SLA) Review

**Correct Answers: C**

12: Which Service Management Function (SMF) has Network hardware configuration as a key

concept?

- A.Configuration Management
- B.Infrastructure Management
- C.Network Administration
- D.Security Management

**Correct Answers: C**

13: Which of the following is one of the main inputs and outputs of the steps in the Risk Management Discipline?

- A.Availability Plan
- B.Capacity Plan
- C.Retired Risks List
- D.Security Risks List

**Correct Answers: C**

14: What ITIL process maps to the optimizing quadrant?

- A.Change Management
- B.Incident Management
- C.Security Administration
- D.Service Level Management

**Correct Answers: D**

15: Which of the following is a key element of the Job Scheduling Service Management Function?

- A.Batch architecture
- B.Directory types
- C.Fault Management
- D.Infrastructure optimization

**Correct Answers: A**