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EX0-102

Microsoft Operations Framework, MOFF

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QUESTION NO: 1

What is the relationship between releases and changes?

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

Answer: D

QUESTION NO: 2

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

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

Answer: D

QUESTION NO: 3

Which of the following is a key element of both Capacity Management and Network Administration?

- A. Performance Management
- B. Application Sizing
- C. Network Security
- D. Fault Management

Answer: A

QUESTION NO: 4

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

- A. Effective communication
- B. Operations Management Review

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- C. Configuration Item
 - D. Operations Review

Answer: B

QUESTION NO: 5

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. System Administration
- D. Service Desk

Answer: A

QUESTION NO: 6

What is a goal of Security Administration?

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

Answer: B

QUESTION NO: 7

Which of the following common activities is owned by the Infrastructure Role Cluster?

- A. Release implementation
- B. Data center server physical placement and management
- C. Facilities management
- D. Backup planning

Answer: B

QUESTION NO: 8

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure that the key operational knowledge remains current and accessible to all members of the operations staff?

- A. Workforce Management
- B. Release Management
- C. Service Level Agreement (SLA)
- D. Operations Review

Answer: D

QUESTION NO: 9

For which Service Management Function (SMF) can detailed guidance be found in ITIL?

- A. Service Desk
- B. Workforce Management
- C. System Management
- D. Directory Services Administration

Answer: A

QUESTION NO: 10

Which of the following tasks belongs to the System Administration Service Management Function (SMF)?

- A. administering centralized and distributed processing environments
- B. managing operational staff objectives
- C. planning, monitoring, and reporting activities relating to system capacity
- D. validating that the operations staff has documented their day-to-day activities

Answer: A

QUESTION NO: 11

To which Service Management Functions does the Risk Management Discipline apply?

- A. To IT Service Continuity Management and Change Management
- B. To all Service Management Functions