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EX0-102 Exam

Microsoft Operations Framework, MOFF

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Question: 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

Answer: B

Question: 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

Answer: D

Question: 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

Answer: A

Question: 4

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

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

Answer: C

Question: 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

Answer: B

Question: 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.

Answer: B

Question: 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

Answer: D

Question: 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

Answer: D

Question: 9

What is a goal of Security Administration?

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

Answer: B

Question: 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

Answer: A

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