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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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