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MOFF.EN Exam

Exin Microsoft ® Operations Framework Foundation Exam

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Questions & Answers

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

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