



EX0-102

(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

2

Answer: C

Question: 5

Which Service Management process is related to maintaining the health of IT services and tasks?

- 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 releases that were not changed. A release includes changes that were not changed.
- B. Changes are incorporated into releases, but releases are not incorporated into changes.
- C. Releases and changes are completely independent of each other.
- D. Releases are incorporated into changes, but changes are not incorporated into releases.

Answer: B

Question: 7

Which of the following is a key component of a managed IT environment?

- A. a managed IT environment
- B. a milestone-driven process
- C. take the perspective of the customer
- D. understanding of the business

Question: 8

Which of the following is a key component of a managed IT environment?

- A. a model for measuring the performance of IT services
- 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

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Answer: D

Question: 9

What is a goal of Security?

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

Answer: B

Question: 10

Which steps in the Microsoft Operations Framework (MOF) should be performed immediately?

- A. Analyzing and Planning
- B. Analyzing and Planning
- C. Identifying Risks
- D. Identifying Risks

Answer: A

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