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Microsoft Operations Framework Foundation (EX0-102)

Exin MOFF

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QUESTION NO: 1

What is an outcome of the Envision SMF?

A. Conceptual design of the proposed solution is recorded as part of the vision document.

B. The plan for the project is clearly understood by the team and the customer.

C. The project runs to a strict timetable.

D. The project risks are clearly documented and understood by the team and the customer.The project? risks are clearly documented and understood by the team and the customer.

ANSWER: A

QUESTION NO: 2

What is a key Team SMF principle?

A. manage with a higher hierarchy

B. separate Plan-Driven and Interrupt-Driven Work

C. put the least expensive resources at the service desk

D. discourage advocacy

ANSWER: B

QUESTION NO: 3

Does the concept ision?identify what a project team can accomplish within its constraints?Does the concept ?ision?identify what a project team can accomplish within its constraints?

A. Yes

B. No

ANSWER: B

QUESTION NO: 4

What is the primary goal of the Build SMF?

A. Develop the solution deliverables to the customer Specifications, develop the solution documentation, create the development and test lab,Develop the solution deliverables to the customer? Specifications, develop the solution documentation, create the development and test lab, and prepare the solution for pilot deployment.

B. Deliver a clearly scoped plan for building and delivering an IT service solution, which is represented by a master project plan, a master project schedule, and a functional Specification at the Project Plans Approved MR.

C. Form the core project team, prepare and deliver a vision/scope document that clearly communicates the project vision and the scope of thatForm the core project team, prepare and deliver a vision/scope document that clearly communicates the project? vision and the scope of that vision, and prepare a risk assessment.

D. Release the highest-quality solution possible at the Release Readiness Milestone.

ANSWER: A

QUESTION NO: 5

How many SMFs are there in the Operate phase?

A. Two

B. Three

C. Four

D. Five

ANSWER: C

QUESTION NO: 6

Which is a goal of MOF?

A. ensure that business oversight governs IT service lifecycle activity to promote business/IT alignment

B. ensure that the investment in IT delivers expected business value at an acceptable level of risk

C. provide guidance to Finance and Accounting groups to successfully audit services delivered by IT

D. provide a common reference standard for any enterprise offering IT services to internal and external customers

ANSWER: B

QUESTION NO: 7

Which SMF is found in the Operate phase of the IT service lifecycle?

A. Envision

B. Service Monitoring and Control

C. Service Desk

D. Team

ANSWER: B

QUESTION NO: 8

One of the SMFs has the following goal: ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable?One of the SMFs has the following goal: ?ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? Which SMF has this goal?

A. The Change and Configuration SMF

B. The GRC SMF

C. The Financial Management SMF

D. The Team SMF

ANSWER: D

QUESTION NO: 9

The purpose of the Policy and Control MR is to provide IT management with an understanding of what?

A. How risks to achieving goals are being addressed.

B. A prediction of the burden of control so that it can adjust appropriately for desired benefits during the operational stage.

C. An evaluation of external policy mandates as given by the Service Level Manager.

D. Whether control environment is legal.

ANSWER: A

QUESTION NO: 10

Does each role type have a set of accountabilities associated with it in the Team SMF?

A. Yes

B. No

ANSWER: B