

# EXAMGOOD

## QUESTION & ANSWER

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**Exam** : **EX0-102**

**Title** : Microsoft Operations  
Framework,MOFF

**Version** : DEMO

1. What does the focus of the Change and Configuration SMF in the Plan phase include?

- A. Architectural change
- B. Corporate strategy transfer to IT strategy
- C. Legal and compliance representation
- D. Process and procedure

**Answer: A**

2. Which statement is true about the SMFs in the Operate Phase?

- A. All SMFs feed the Deliver Phase.
- B. The Customer Service SMF focuses on how to resolve complex problems.
- C. The SMFs are dependant on each other.
- D. The SMFs are sequential.

**Answer: C**

3. Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management
- C. Stabilizing
- D. Testing

**Answer: B**

4. What does MOF organize?

- A. Activities and processes into SMF, which are grouped together in phases that mirror the IT service lifecycle.
- B. Activities and processes into phases, which are grouped into SMFs that mirror the IT service lifecycle.
- C. Activities and processes into SMFs, which are directed by Management Reviews that mirror the IT service lifecycle.
- D. Activities and processes into phases, which are directed by Management Reviews that mirror the IT service lifecycle.

**Answer: A**

5. Which statement of the IT service lifecycle is not correct?

- A. It isolates risk to the Operate phase.
- B. It addresses the design and delivery of the IT service.
- C. It describes the life of an IT service.
- D. It represents planning and optimizing the IT service to align with the business strategy.

**Answer: A**

6. What is the IT service lifecycle composed of?

- A. Build phase, Deliver phase, Operate phase, Manage layer
- B. Manage Layer, Plan phase, Deploy phase, Operate phase
- C. Manage Layer, Plan phase, Deliver phase, Operate phase
- D. Plan phase, Develop phase, Operate phase, Manage phase

**Answer: C**

7. 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**

8. Is the Portfolio Management Review focused on understanding the state of supply and demand for IT services and directing investments to make sure that the business value of IT is realized?

- A. Yes
- B. No

**Answer: B**

9. What is a goal of the Plan phase?

- A. Delivered Services are adaptable to the changing needs of the business
- B. Packaged product deployments are deployed in line with business requirements
- C. To ensure that deployed services operated in line with the agreed-to SLA targets
- D. To establish an integrated approach to IT Service Management activities

**Answer: A**

10. What Management Review (MR) determines whether IT is working on the right things and clarifies the business value of proposed projects?

- A. Policy and Control
- B. Portfolio
- C. Release Readiness
- D. Service Alignment

**Answer: B**

11. What does the Reliability SMF process flow include?

- A. Define service requirements
- B. Monitoring and improving plans
- C. Planning
- D. all of the above

**Answer: D**

12. What does the Reliability SMF process flow include?

- A. Assess, monitor and control risk
- B. Define service requirements
- C. Ensure good service
- D. Maintain work instructions

**Answer: B**

13. What do the goals of the Reliability SMF include?

- A. Service maintainability is aligned to the business in a cost-effective manner.

B. Service Continuity is aligned to the business in a cost-effective manner.

**Answer: B**

14. What do the steps to setting policy not include?

- A. reviewing legal compliance
- B. review and maintain policies
- C. publish policies
- D. validate policies

**Answer: A**

15. Performing IT accounting is part of which SMF?

- A. Business/IT Alignment SMF
- B. Financial Management SMF
- C. Policy Management SMF
- D. Reliability Management SMF

**Answer: B**