EXAMGOOD

QUESTION & ANSWER

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Exam   :   **MOFF**

Title   :   MOFF Microsoft Operations Framework 4.0 Foundation

Version   :   Demo

1.What is a process within the Service Monitoring and Control SMF?

A. Continuous monitoring

B. Purge event logs

C. Service monitoring requirements

D. Static monitoring definition

Answer: A

2.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

3.Does the Team SMF ensure that someone is ultimately accountable for the work required in the Plan Phase?

A. Yes

B. No

Answer: A

4.Which SMF has 'Filter the problem' as a process step?

A. Customer Service

B. Service Monitoring and Control

C. Operations

D. Problem Management

Answer: D

5.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

6.The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

A. Approve the change

B. Baseline the configuration

C. Classify the Change

D. Initiate the Change

Answer: B

7.Which Management Review evaluates IT staff performance and operational efficiency?

A. Operational Health review

B. Policy & Control review

C. Release Readiness review

D. Service Alignment review

Answer: A

8.What is compliance?

A. An application of risk management that ensures IT's conformance with company-specific policies, governmental regulations and laws

B. A design that involves understanding the business requirements and defining the features that users need to do their job

C. A plan that aligns an organization objectives into a cohesive approach to deliverservices that support business strategyA plan that aligns an organization? objectives into a cohesive approach to deliver services that support business strategy

D. A state that occurs when the technical and business goals of the IT organization match the goals of the overall business

Answer: A

9.Which role type investigates and resolves an underlying problem?

A. Customer Service Representative

B. Incident Resolver

C. Problem Analyst

D. Problem Manager

Answer: C

10.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