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EX0-102

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Microsoft Operations Framework, MOFF

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QUESTION: 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

QUESTION: 2

Does the concept of identifying what a project team can accomplish within its constraints? Does the concept of identifying what a project team can accomplish within its constraints?

- A. Yes
- B. No

Answer: B

QUESTION: 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

QUESTION: 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

QUESTION: 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

QUESTION: 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

QUESTION: 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

QUESTION: 8

What is compliance?



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