

**100%** Money Back  
**Guarantee**

**Vendor:**EXIN

**Exam Code:**MOFF

**Exam Name:**Microsoft Operations Framework  
Foundation (EX0-102)

**Version:**Demo

**QUESTION 1**

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

Correct Answer: B

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**QUESTION 2**

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

Correct Answer: B

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**QUESTION 3**

Which of the following is one of the objectives of the Operating Quadrant?

- A. cost effective operating of Service solutions
- B. forecast future activity for IT operations
- C. proactively monitor and self-heal system problems
- D. resolve incidents

Correct Answer: C

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**QUESTION 4**

Which of the following is a type of risks list used by the MOF Risk Management Discipline?

- A. High impact Risks List
- B. Retired Risks List

- C. Security Risks List
- D. Solved Risks List

Correct Answer: B

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#### **QUESTION 5**

Which is a correct statement about the Deliver Phase?

- A. It creates an IT strategy to provide value to the business strategy.
- B. It is the foundational layer for MOF.
- C. It incorporates the best practices of the Microsoft Solutions Framework.
- D. It has four SMFs.

Correct Answer: C

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#### **QUESTION 6**

What can be viewed in the Risks by Services List?

- A. A small number of major risks.
- B. All the risks that have been identified.
- C. For which risks the probability might be considerably reduced.
- D. Where the consequences of a risk affect a specific business function.

Correct Answer: D

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#### **QUESTION 7**

The MOF Team Model is based on which concept?

- A. That an operations team must achieve a number of key quality goals to be successful
- B. That clear expectations must be set with the customers
- C. That operations must be monitored and reviewed
- D. That processes must be combined with operational management

Correct Answer: A

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#### **QUESTION 8**

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

A. Yes

B. No

Correct Answer: A

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### QUESTION 9

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

Correct Answer: A

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### QUESTION 10

What does the Reliability SMF process flow include?

A. Define service requirements

B. Monitoring and improving plans

C. Planning

D. all of the above

Correct Answer: D

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### QUESTION 11

What is the goal of the Change and Configuration SMF?

A. Ensure that business changes are aligned with organizational direction

B. Decrease time to resolve problems from failed changes

C. Reduction in incidents

D. Create an environment where changes can be made with the least amount of risk and impact to the organization

Correct Answer: D

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**QUESTION 12**

To create an environment where changes can be made with the least amount of risk and impact to the organization this is the goal of which SMF?

- A. Business/IT Alignment SMF
- B. Change and Configuration SMF
- C. Policy SMF
- D. Stabilize SMF

Correct Answer: B