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Exam : MOFF

Title : MOFF Microsoft Operations
Framework 4.0 Foundation

Vendors : EXIN

Version : DEMO

NO.1 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

NO.2 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

NO.3 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

NO.4 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

NO.5 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

NO.6 Does the Team SMF ensure that someone is ultimately accountable for the work

required in the Plan
Phase?

- A. Yes
- B. No

Answer: A

NO.7 Which role type investigates and resolves an underlying problem?

- A. Customer Service Representative
- B. Incident Resolver
- C. Problem Analyst
- D. Problem Manager

Answer: C

NO.8 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

NO.9 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

NO.10 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
- A 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