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Exam : **MOFF.EN**

Title : Microsoft Operations
Framework Foundation

Vendor : EXIN

Version : DEMO

NO.1 Within the operations life cycle, which Operations Management Review (OMR) follows the Supporting Quadrant?

- A. Change Initiation Review
- B. Service Level Agreement (SLA) Review
- C. Operations Review
- D. Release Readiness Review

Answer: B

NO.2 Of which Service Management Function (SMF) is monitoring the application of security measures a key element?

- A. Incident Management
- B. Service Monitoring and Control
- C. Security Management
- D. Security Administration

Answer: C

NO.3 Which of the following is obtained from the Identify step of the Risk Management Process?

- A. The probability of the risk
- B. The priority of the risk
- C. The mitigation of the risk
- D. The downstream effect of the risk

Answer: D

NO.4 How can a Risks by Services List help to improve the quality of information, prioritization and decision making when assessing the impact of risks on the service?

- A. This list can be used as a Master Risks List
- B. This list allows operations to look at the consequences of a risk to a specific business function or service
- C. This list allows operations to appreciate the impact of specific risks on the IT infrastructure
- D. This list can be used to add risks to the service catalog

Answer: B

NO.5 Which of the following is one of the objectives of the Operating Quadrant?

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

Answer: A

NO.6 Which of the following is a key element of both Capacity Management and Network Administration?

- A. Fault Management
- B. Performance Management

C. Application Sizing

D. Network Security

Answer: B

NO.7 Of which Service Management Function is assessing whether or not a system should be decommissioned an activity?

A. Service Level Management

B. IT Service Continuity Management

C. Change Management

D. Financial Management

Answer: D