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**Microsoft**

# MOFF-EN

*Microsoft Operations Framework Foundation*



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**Answer:** B

**QUESTION:** 62

Is the Manage layer part of the MOF lifecycle approach?

- A. No, only the phases are part of the lifecycle approach.
- B. Yes, the Lifecycle is composed of three phases and the manage layer.

**Answer:** B

**QUESTION:** 63

What do the goals of the Reliability SMF include?

- A. Service maintainability is aligned to the business in a cost-effective manner.
- B. Service Continuity is aligned to the business in a cost-effective manner.

**Answer:** B

**QUESTION:** 64

Which statement of the IT service lifecycle is not correct?

- A. It isolates risk to the Operate phase.
- B. It addresses the design and delivery of the IT service.
- C. It describes the life of an IT service.
- D. It represents planning and optimizing the IT service to align with the business strategy.

**Answer:** A

**QUESTION:** 65

How many Management Reviews are defined in the Manage layer?

- A. None

- B. One
- C. Two
- D. Three

**Answer:** B

**QUESTION:** 66

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

**Answer:** D

**QUESTION:** 67

The service desk is a component of which SMF?

- A. Business/IT alignment SMF
- B. Customer Service SMF
- C. Policy SMF
- D. Service Monitoring and Control SMF

**Answer:** B

**QUESTION:** 68

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.

**Answer: C**

**QUESTION: 69**

One of the SMFs has the following goal: how to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? One of the SMFs has the following goal: how to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? Which SMF has this goal?

- A. The Change and Configuration SMF
- B. The GRC SMF
- C. The Financial Management SMF
- D. The Team SMF

**Answer: D**

**QUESTION: 70**

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

**Answer: B**

**QUESTION: 71**

What does the focus of the Team SMF in the Plan Phase include?

- A. Change evaluated across dimensions
- B. General regulatory environment
- C. Principles for effective strategic thinking
- D. Principles for organizing operations work

**Answer: C**

**QUESTION: 72**

Which statement is false about the Operate phase?

- A. There are four SMFs in the Operate phase
- B. The problem management SMF belongs to the Operate phase
- C. Customer Service SMF is in the Operate phase
- D. There are two reviews in the Operate phase

**Answer: D**

**QUESTION: 73**

What is not a focus of the Change and Configuration SMF in the Operate phase?

- A. Base-lining IT environment and configuration
- B. Carrying out processes and procedures
- C. Dealing with Standard Changes
- D. Ensuring Policy compliance

**Answer: D**



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