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Question 1

Question Type: MultipleChoice

Which of the following is one of the principles that the MOF Process Model addresses to assist the support and delivery of services?

Options:

A- Cost management

B- Portfolio management

C- Strong teams

D- Structured architecture

Answer:

D

Question 2

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 3

Question Type: MultipleChoice

In which step of the Risk Management Discipline are risks monitored for changes in the risk's condition, consequence, probability, and impact?

Options:

A- Identify

B- Control

C- Plan and Schedule

D- Track and Report

Answer:

D

Question 4

Question Type: MultipleChoice

Which of the following is a key objective of the Service Level Management Service Management Function (SMF)?

Options:

A- formalizing Operational Level Agreements (OLAs)

B- providing primary liaison and customer service to the IT user community

C- providing the mechanism for setting clear expectations about the service being delivered

D- satisfying customers by ensuring that the Operations department meets the customers' demands

Answer:

C

Question 5

Question Type: MultipleChoice

Which of the following is an advantage of combining MOF and MSF?

Options:

A- to implement an iterative, milestone-driven process

B- to ensure that the solution developers have a good understanding of the Microsoft products

C- to provide a complementary, integrated set of guidance that addresses the need for a consistent and unified approach to the overall IT life cycle

D- to successfully deliver technology solutions faster, with fewer people and less risks, while producing higher quality results

Answer:

C

Question 6

Question Type: MultipleChoice

Which of the following is a key element of the Job Scheduling Service Management Function?

Options:

A- Batch architecture

B- Directory types

C- Fault Management

D- Infrastructure optimization

Answer:

A

Question 7

Question Type: MultipleChoice

What ITIL process maps to the optimizing quadrant?

Options:

A- Change Management

B- Incident Management

C- Security Administration

D- Service Level Management

Answer:

D

Question 8

Question Type: MultipleChoice

Which of the following is one of the main inputs and outputs of the steps in the Risk Management Discipline?

Options:

A- Availability Plan

B- Capacity Plan

C- Retired Risks List

D- Security Risks List

Answer:

C

Question 9

Question Type: MultipleChoice

Which Service Management Function (SMF) has Network hardware configuration as a key concept?

Options:

A- Configuration Management

B- Infrastructure Management

C- Network Administration

D- Security Management

Answer:

C

Question 10

Question Type: MultipleChoice

Within the operations life cycle, which Operations Management Review follows the Changing Quadrant?

Options:

A- Change Initiation Review

B- Operations Review

C- Release Readiness Review

D- Service Level Agreement (SLA) Review

Answer:

C

Question 11

Question Type: MultipleChoice

Which steps in the MOF Risk Management Process follow each other immediately?

Options:

A- Analyzing and Prioritizing Risks - Planning and Scheduling Risk Actions

B- Analyzing and Prioritizing Risks - Tracking and Reporting Risks

C- Identifying Risks in Operations - Planning and Scheduling Risk Actions

D- Identifying Risks in Operations - Tracking and Reporting Risks

Answer:

A

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