



**Free Questions for **MOFF.EN** by **certscare****

**Shared by **Holden** on **15-04-2024****

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## Question 1

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**Question Type:** MultipleChoice

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Of which Service Management Function (SMF) is quality assurance a key element?

**Options:**

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- A- Infrastructure Engineering
- B- Release Management
- C- Service Desk
- D- Service Level Management

**Answer:**

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A

## Question 2

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**Question Type:** MultipleChoice

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Which of the following is part of the Changing Quadrant?

**Options:**

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- A- the Capacity Management Service Management Function (SMF)
- B- the Infrastructure Engineering SMF
- C- the Operations Review
- D- the post-implementation review (PIR)

**Answer:**

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D

## Question 3

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**Question Type: MultipleChoice**

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On which activity are the proactive functions of the Supporting Quadrant highly dependent?

**Options:**

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- A- Checking the Configuration Management database
- B- Release Readiness Review
- C- Reporting on Service Level Agreements (SLAs)
- D- Service Monitoring

**Answer:**

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D

## Question 4

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**Question Type: MultipleChoice**

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Which of the following is one of the four possible Risk Management situations that should be considered in risk status reports?

**Options:**

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- A- Control

- B- Close
- C- Plan
- D- Variance

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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What is the function of the Team Role Clusters?

**Options:**

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- A- They function as individual units within the IT organization.
- B- They provide an organizational chart for IT operations.
- C- They represent functional roles within the IT organization.
- D- They represent the Process Model quadrants.

**Answer:**

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C

## Question 6

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**Question Type:** MultipleChoice

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Which of the following is not a core component of MOF?

**Options:**

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- A- MOF Continuous Improvement Model
- B- MOF Risk Management Discipline
- C- MOF Process Model
- D- MOF Team Model

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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What can be viewed in the Risks by Services List?

**Options:**

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- 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.

**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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Which of the following tasks belongs to the System Administration Service Management Function (SMF)?

**Options:**

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- A- administering centralized and distributed processing environments
- B- managing operational staff objectives
- C- planning, monitoring, and reporting activities relating to system capacity
- D- validating that the operations staff has documented their day-to-day activities

**Answer:**

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A

## Question 9

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**Question Type: MultipleChoice**

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Which of the following is one of the root causes of risk in IT operations?



**Options:**

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A- Changes

B- Cost

C- People

D- Viruses

**Answer:**

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C

## Question 10

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**Question Type: MultipleChoice**

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Which of the following is one of the four basic steps MOF and MSF follow in creating a new service solution?

**Options:**

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A- build the solution

- B- review the solution
- C- rollout the solution
- D- support the solution

**Answer:**

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A

## Question 11

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**Question Type:** MultipleChoice

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For which Service Management Function (SMF) can detailed guidance be found in ITIL ?

**Options:**

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- A- Directory Services Administration
- B- Service Desk
- C- System Management
- D- Workforce Management

**Answer:**

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B

## Question 12

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**Question Type:** MultipleChoice

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Which of the following is not a primary guideline for the MOF Team Model?

**Options:**

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- A- building strong synergistic, virtual teams
- B- effectively responding to genuine business needs and demands
- C- providing great customer service
- D- utilizing IT automation and knowledge management tools

**Answer:**

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B

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