Microsoft Operations Framework

FOUNDATION

Certified by EXIN

Sample Exam

Edition 201607

Content

Introduction

This is the sample exam Microsoft® Operations Framework (MOFF.EN). The EXIN exam rules and regulations apply to this exam.

This sample exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is the correct answer.

The maximum number of points that can be obtained for this exam is 40. Each correct answer is worth one point. If you obtain 26 points or more you will pass.

The time allowed for this exam is 60 minutes.

Good luck!

Sample Exam

1 / 40
Which statement is true about SMFs in the Operate phase?

A. Customer Service SMF is part of the Manage phase
B. The problem management SMF is not part of the Operate phase
C. The SMFs describe the work instructions required for running Microsoft products
D. There are four SMFs in the Operate phase

2 / 40
What is the foundation of the IT service life cycle?

A. the Deliver phase
B. the Plan phase
C. the Process phase
D. the Manager layer

3 / 40
Which two phases are followed by the Operate phase?

A. Building and Optimization
B. Deliver and Plan
C. Develop and Plan
D. Plan and Build

4 / 40
What is an SMF in the Operate phase?
A. Customer Service
B. Configuration Management
C. Incident Management
D. Service Desk

5 / 40
The Deliver Phase is made up of the following SMFs Envision, Project Planning, Build, Stabilize and which other SMF?

A. Availability
B. Deploy
C. Operations
D. Service Monitoring and Control

6 / 40
Which of the following SMF is included in the Plan Phase?

A. Customer Service
B. Business/IT Alignment
C. Project Planning
D. Problem Management

7 / 40
How is the Manage Layer integrated with the Operate Phase?

A. GRC, Change and Configuration SMFs ensure business oversight into IT activities.
B. The Team SMF ensures someone is ultimately accountable for the work required.
C. The Manage phase is independent.
D. The Manage layer is not integrated.

8 / 40
Which Management Review (MR) is part of the Plan Phase?

A. Reliability Review
B. Service alignment
C. Service Level Management Review
D. Service Policy

9 / 40
Which statement regarding target audiences for MOF and the guidance provided for them is correct?

A. Overview guides are directed toward Corporate Information Officers (CIOs) who need to see the big picture.
B. Overview and workflow information in function-specific guides is geared toward IT managers who need to understand the IT service strategies.
C. Activities in function-specific guides are meant for the IT professionals who implement MOF within their work.
D. All of the above

10 / 40
What do the goals of the Business/IT Alignment SMF ensure?

A. Delivered IT services are effective and efficient in meeting the organization's needs
B. IT strategy is aligned to an organization's broader goals and objectives
C. IT offerings and services are aligned to the business goals
D. All of the above

11 / 40
Which SMF in the Manage Layer helps setting the principles for organizing operations, monitoring and support work?

A. the Change and Configuration SMF
B. The GRC SMF
C. The Operation SMF
D. The Team SMF

What is not a process in the Business/IT Alignment?

A. Define an IT Service Strategy
B. Identify demand and manage business requests
C. Identify and map services
D. Managing user expectations

13 / 40
What does a service map represent?

A. configuration baselines of a service
B. dependencies of a service and who delivers and consumes a service
C. the customer satisfaction with a service and who consumes a service
D. the resources needed to successfully deliver a service

14 / 40
Which plans need to be developed within the Reliability SMF process flow?

A. Availability, Performance, Data security, Disaster recovery, Monitoring
B. Availability, Capacity, Data security, Disaster recovery, Monitoring
C. Maintainability, Availability, Capacity, Data security, Disaster recovery
D. Recoverability, Capacity, Data security, Disaster recovery, Monitoring

15 / 40
Is compliance an application of risk management that ensures IT's conformance with company policies, governmental regulations, and industry-specific laws?

A. Yes
B. No

16 / 40
Are Internal controls specific activities performed by people or systems designed to ensure that business objectives are met?

A. Yes
B. No

17 / 40
After which SMF does the Release Readiness Management Review take place?

A. Build
B. Deploy
C. Envision
D. Stabilize

Which of the following is one of the goals of the Operate Phase?

A. Ensuring that IT services are available by strictly managing IT staff and implementing consequences for non-compliance
B. Ensuring that IT services are restored quickly and effectively
C. Ensuring that IT services are monitored to provide post-event observation of health conditions
D. To reduce the cost burden of support resources

19 / 40
How can IT demonstrate that it is in control of its services throughout the IT service life cycle?

A. Defining detailed objectives for each lifecycle phase
B. Identifying rewards to the achievement of those objectives
C. Identifying risk management approaches in the form of matching internal controls for mitigating risks
D. Researching industry frameworks to determine best practices

20 / 40
Which of the following focus areas of the Manage Layer is not aligned to the Plan Phase?

A. Business process change
B. Corporate strategy transfer to IT strategy
C. Principles for effective strategic thinking
D. Process and procedure

21 / 40
What is the goal of the Policy SMF?

A. Ensure that policies accurately capture users' intent concerning the behaviors of the organization
B. Ensure that policies contain clear statements of rules
C. Ensure that policies are communicated consistently and effectively to the IT group
D. Ensure that policies are defined in ways that take into account their eventual retirement

22 / 40
What is the GRC focus on the Deliver Phase?

A. Architectural change
B. Assignment of roles
C. Financial impact
D. Risk mitigation

23 / 40
What do common types of policy include?

A. Partner and third-party relationships
B. Policy governance
C. Security
D. All of the above

What is the Team SMF focus in the Deliver Phase?

A. Determine who is involved in creating IT strategy
B. Determine what roles and responsibilities are needed to keep Operations running smoothly
C. Determine who is part of the project team and how they work together
D. Determine what roles are needed to manage transitional activities

25 / 40
To request information on using an existing service to which the user already subscribes, is described by which term?

A. Service Fulfillment request
B. Information request
C. New Service request
D. Incident Resolution request

26 / 40
What is primarily concerned with assessing the effectiveness of an organizations internal IT operating process?

A. Operational Health
B. Policy & Control
C. Release Readiness
D. Service Alignment

27 / 40
What is a primary goal of the Manage layer?

A. to ensure that IT services are restored quickly and effectively
B. to deploy IT services in line with business requirements and the customer's specifications
C. to establish an integrated approach to IT service management activities
D. to provide guidance to IT groups on how to continually plan for and optimize the service strategy

28 / 40
Which is not an accountability in the Team SMF?

A. Support
B. Operations
C. Compliance
D. Incident

29 / 40
Which SMF has the following outcome?

"A solution that meets the customers specifications as described in the functional specifications."

A. Build
B. Deploy
C. Envision
D. Stabilize

Changes can come from many different sources and will be hosted by the Change and Configuration SMF.

When discussing an End User Request, which SMF will initiate this?

A. Business/IT Alignment SMF
B. Customer Services SMF
C. Service Monitoring and Control SMF
D. Team SMF

"A set of instructions to developers about what to build, a basis for estimating work, an agreement with the customer about exactly what will be built and a point of synchronization for the whole team."

Which Management Review (MR) is described by this statement?

A. Build MR
B. Portfolio MR
C. Project Plan Approved MR
D. Release Readiness MR

In which SMF or Management Review (MR) does the decision for a 'Go' and 'No-Go' take place?

A. Portfolio MR
B. Release Readiness MR
C. Deploy SMF
D. Envision SMF

Where would you not find the role types Solution Manager, Program Manager and Tester?

A. Project Planning SMF
B. Release Readiness MR
C. Stabilize SMF
D. Team SMF

What is the GRC focus for the Operate phase?

A. Making decisions in line with policies, strategies, and change management
B. Testing and monitoring internal controls to ensure continued compliance
C. Making wise risk management and tradeoff decisions as solutions are developed
D. Strategy definition

Which statement is correct about the Deliver phase?

A. A deliverable of the Envision SMF is a project plan.
B. It is the process through which any change must go, large or small.
C. The Deliver phase has five Management Reviews.
D. There are six SMFs in the Deliver phase.

Which role type drives definition of IT services to be monitored and the preparation of the service component health model?

A. Monitoring manager
B. Operations manager
C. Scheduling manager
D. Monitoring coordinator

How does the Change and Configuration SMF influence the Plan phase?

A. control over changes to the IT portfolio
B. an understanding of the actual testing environment
C. control over the production environment
D. standardizing strategy changes

What is not a goal of the Deliver phase?

A. Capturing the business needs and requirements prior to planning a solution.
B. Developing work plans, cost estimates, and schedules for the deliverables.
C. Identifying Service Monitoring and Control requirements.
D. Preparing a functional specification and solution design.

Which of the following SMFs belong to the Operate Phase?

A. Operation
B. Incident Management
C. Envision
D. Change and Configuration

Which Principle is the focus of the Team SMF in the Deliver Phase?

A. Principles for organizing operations work
B. Principles for effectively organizing project teams
C. Principles for organizing monitoring work
D. Principles for organizing support work

Answer key

1 / 40
Which statement is true about SMFs in the Operate phase?

A. Customer Service SMF is part of the Manage phase
B. The problem management SMF is not part of the Operate phase
C. The SMFs describe the work instructions required for running Microsoft products
D. There are four SMFs in the Operate phase

A. Incorrect. Customer service is part of the Operate phase.
B. Incorrect. Problem Management is part of the Operate phase.
C. Incorrect. Certain areas of the Operations SMF mixed with Microsoft Solution Accelerators or Operations Guides describe the ongoing work.
D. Correct. The four SMFs are: Operations Management, Service Monitoring and Control, Customer Service and Problem Management.

2 / 40
What is the foundation of the IT service life cycle?

A. the Deliver phase
B. the Plan phase
C. the Process phase
D. the Manager layer

A. Incorrect. This is a temporary phase for building and updating services.
B. Incorrect. The Plan phase is where Business and IT work together as partners to determine how IT will be focused to deliver value.
C. Incorrect. There is no Process phase.
D. Correct. This is the integration layer throughout all phases.

3 / 40
Which two phases are followed by the Operate phase?

A. Building and Optimization
B. Deliver and Plan
C. Develop and Plan
D. Plan and Build

A. Incorrect. Building and Optimization are no phases.
B. Correct. The phases are Plan and Deliver.
C. Incorrect. There is no Develop phase.
D. Incorrect. There is no Build phase.

4 / 40

What is an SMF in the Operate phase?

A. Customer Service
B. Configuration Management
C. Incident Management
D. Service Desk

A. Correct. Customer Service is one of the SMFs in the Operate phase.
B. Incorrect. This is an SMF in the Manage layer.
C. Incorrect. Incident Management is not an SMF.
D. Incorrect. Service Desk is not an SMF.

5 / 40

The Deliver Phase is made up of the following SMFs Envision, Project Planning, Build, Stabilize and which other SMF?

A. Availability
B. Deploy
C. Operations
D. Service Monitoring and Control

A. Incorrect. Availability is part of the Reliability SMF in the Plan phase.
B. Correct. Deploy an SMF of the Deliver phase.
C. Incorrect. Operations is an SMF in the Operate phase.
D. Incorrect. Service Monitoring and Control is an SMF in the Operate phase.

6 / 40

Which of the following SMF is included in the Plan Phase?

A. Customer Service
B. Business/IT Alignment
C. Project Planning
D. Problem Management

A. Incorrect. Customer Service is an SMF in the Operate phase.
B. Correct. the Plan Phase includes the following service management functions: Business/IT Alignment, Reliability, Policy, Financial Management.
C. Incorrect. Project Planning is an SMF in the Deliver phase.
D. Incorrect. Problem Management is an SMF in the Operate phase.

How is the Manage Layer integrated with the Operate Phase?

A. GRC, Change and Configuration SMFs ensure business oversight into IT activities.
B. The Team SMF ensures someone is ultimately accountable for the work required.
C. The Manage phase is independent.
D. The Manage layer is not integrated.

A. Incorrect. GRC, Change and Configuration SMFs ensure effective, efficient and compliant IT services.
B. Correct. The Team SMF ensures someone is ultimately accountable for the work required.
C. Incorrect. The Manage layer is the integrated layer of the phases.
D. Incorrect. The Manage layer is the integrated layer of the phases.

8 / 40
Which Management Review (MR) is part of the Plan Phase?

A. Reliability Review
B. Service alignment
C. Service Level Management Review
D. Service Policy

A. Incorrect. Reliability Management is an SMF in the Plan phase.
B. Correct. The Plan phase includes two management reviews: Service Alignment and Portfolio.
C. Incorrect. The SLM Review was part of MOF v3.
D. Incorrect. Service Policy is not an MR.

9 / 40
Which statement regarding target audiences for MOF and the guidance provided for them is correct?

A. Overview guides are directed toward Corporate Information Officers (CIOs) who need to see the big picture.
B. Overview and workflow information in function-specific guides is geared toward IT managers who need to understand the IT service strategies.
C. Activities in function-specific guides are meant for the IT professionals who implement MOF within their work.
D. All of the above

A. Incorrect. The MOF guidance is not only written for CIOs.
B. Incorrect. The MOF guidance is not only written for IT-managers.
C. Incorrect. The MOF guidance is not only written for IT professionals.
D. Correct. The MOF guidance is written for a number of audiences: CIOs, IT managers, and IT professionals.

10 / 40
What do the goals of the Business/IT Alignment SMF ensure?

A. Delivered IT services are effective and efficient in meeting the organization's needs
B. IT strategy is aligned to an organization's broader goals and objectives
C. IT offerings and services are aligned to the business goals
D. All of the above

A. Incorrect.
B. Incorrect.
C. Incorrect.
D. Correct. The goals of the Business/IT Alignment SMF are to ensure that: IT strategy is aligned to an organization's broader goals and objectives; Delivered IT services are effective and efficient in meeting the organization's needs; IT offerings and services are aligned to the business goals.

11 / 40
Which SMF in the Manage Layer helps setting the principles for organizing operations, monitoring and support work?

A. the Change and Configuration SMF
B. The GRC SMF
C. The Operation SMF
D. The Team SMF

A. Incorrect. The Change SMF has got nothing to do with monitoring activities responsibilities distribution.
B. Incorrect. The GRC SMF has got nothing to do with monitoring activities responsibilities distribution.
C. Incorrect. The Operation SMF is not in the Manage layer.
D. Correct. The Team SMF helps setting the principles for organizing operations, monitoring and support work.

12 / 40
What is not a process in the Business/IT Alignment?

A. Define an IT Service Strategy
B. Identify demand and manage business requests
C. Identify and map services
D. Managing user expectations

A. Incorrect. This is a process in Business/IT Alignment.
B. Incorrect. This is a process in Business/IT Alignment.
C. Incorrect. This is a process in Business/IT Alignment.
D. Correct. The Business/IT Alignment SMF focuses on the following processes: Define an IT service strategy; Identify and map services; Identify IT service demand and manage business requests; Develop and evaluate the IT service portfolio; Manage service levels.

What does a service map represent?

A. configuration baselines of a service
B. dependencies of a service and who delivers and consumes a service
C. the customer satisfaction with a service and who consumes a service
D. the resources needed to successfully deliver a service

A. Incorrect. The configuration of baselines is a task of the Change and Configuration SMF.
B. Correct. A service map clarifies the dependencies of a service and who delivers and consumes it.
C. Incorrect. A service map clarifies the dependencies of a service and who delivers and consumes it.
D. Incorrect. A service map clarifies the dependencies of a service and who delivers and consumes it.

Which plans need to be developed within the Reliability SMF process flow?

A. Availability, Performance, Data security, Disaster recovery, Monitoring
B. Availability, Capacity, Data security, Disaster recovery, Monitoring
C. Maintainability, Availability, Capacity, Data security, Disaster recovery
D. Recoverability, Capacity, Data security, Disaster recovery, Monitoring

A. Incorrect. The Implement process within the Reliability SMF requires the following plans to be developed: Availability, Capacity, Data security, Disaster recovery, Monitoring.
B. Correct. The Implement process within the Reliability SMF requires the following plans to be developed: Availability, Capacity, Data security, Disaster recovery, Monitoring.
C. Incorrect. The Implement process within the Reliability SMF requires the following plans to be developed: Availability, Capacity, Data security, Disaster recovery, Monitoring.
D. Incorrect. The Implement process within the Reliability SMF requires the following plans to be developed: Availability, Capacity, Data security, Disaster recovery, Monitoring.

Is compliance an application of risk management that ensures IT's conformance with company policies, governmental regulations, and industry-specific laws?

A. Yes
B. No

A. Correct.
B. Incorrect.

Are Internal controls specific activities performed by people or systems designed to ensure that business objectives are met?

A. Yes
B. No

A. Correct.
B. Incorrect.

After which SMF does the Release Readiness Management Review take place?

A. Build
B. Deploy
C. Envision
D. Stabilize

A. Incorrect. The Release Readiness MR takes place after Stabilize and before Deploy.
B. Incorrect. The Release Readiness MR takes place after Stabilize and before Deploy.
C. Incorrect. The Release Readiness MR takes place after Stabilize and before Deploy.
D. Correct. The Release Readiness MR takes place after Stabilize and before Deploy.

18 / 40
Which of the following is one of the goals of the Operate Phase?

A. Ensuring that IT services are available by strictly managing IT staff and implementing consequences for non-compliance
B. Ensuring that IT services are restored quickly and effectively
C. Ensuring that IT services are monitored to provide post-event observation of health conditions
D. To reduce the cost burden of support resources

A. Incorrect. The goals of the Operate Phase include: Ensuring that IT services are available by improving IT staff use and better managing workload; Ensuring that IT services are monitored to provide real-time observation of health conditions and by ensuring that team members are trained to handle any problems efficiently and quickly; Ensuring that IT services are restored quickly and effectively.
B. Correct. The goals of the Operate Phase include: Ensuring that IT services are available by improving IT staff use and better managing workload; Ensuring that IT services are monitored to provide real-time observation of health conditions and by ensuring that team members are trained to handle any problems efficiently and quickly; Ensuring that IT services are restored quickly and effectively.
C. Incorrect. The goals of the Operate Phase include: Ensuring that IT services are available by improving IT staff use and better managing workload; Ensuring that IT services are monitored to provide real-time observation of health conditions and by ensuring that team members are trained to handle any problems efficiently and quickly; Ensuring that IT services are restored quickly and effectively.
D. Incorrect. The goals of the Operate Phase include: Ensuring that IT services are available by improving IT staff use and better managing workload; Ensuring that IT services are monitored to provide real-time observation of health conditions and by ensuring that team members are trained to handle any problems efficiently and quickly; Ensuring that IT services are restored quickly and effectively.

19 / 40
How can IT demonstrate that it is in control of its services throughout the IT service life cycle?

A. defining detailed objectives for each lifecycle phase
B. identifying rewards to the achievement of those objectives
C. identifying risk management approaches in the form of matching internal controls for mitigating risks
D. researching industry frameworks to determine best practices

A. Incorrect.
B. Incorrect.
C. Correct.
D. Incorrect.

20 / 40
Which of the following focus areas of the Manage Layer is not aligned to the Plan Phase?

A. Business process change
B. Corporate strategy transfer to IT strategy
C. Principles for effective strategic thinking
D. Process and procedure

A. Incorrect. This is a focus of the Plan phase.
B. Incorrect. this is a focus of the Plan phase.
C. Incorrect. This is a focus of the Plan phase.
D. Correct. This is not a focus of the Plan phase.

21 / 40
What is the goal of the Policy SMF?

A. ensure that policies accurately capture users' intent concerning the behaviors of the organization
B. ensure that policies contain clear statements of rules
C. ensure that policies are communicated consistently and effectively to the IT group
D. ensure that policies are defined in ways that take into account their eventual retirement

A. Incorrect. The goal of the Policy SMF is that policies accurately capture management's intent concerning the behaviors of the organization.
B. Correct. The goal of the Policy SMF is to ensure that IT policies contain clear statements of rules.
C. Incorrect. The goal of the Policy SMF is that policies are communicated consistently and effectively across the organization.
D. Incorrect. The goal of the Policy SMF is that policies are defined in ways that take into account their eventual application and evaluation.

22 / 40
What is the GRC focus on the Deliver Phase?

A. Architectural change
B. Assignment of roles
C. Financial impact
D. Risk mitigation

A. Incorrect. This is the CC focus on the Plan phase.
B. Incorrect. This is the CC focus on the Plan phase
C. Incorrect. This is the CC focus on the Deliver phase.
D. Correct. This is the GRC focus on the Deliver phase.

23 / 40
What do common types of policy include?

A. Partner and third-party relationships
B. Policy governance
C. Security
D. All of the above

A. Incorrect. Common types of policy include: Security, Privacy, Partner and third-party relationships, Knowledge management, Appropriate use, and Policy governance.
B. Incorrect. Common types of policy include: Security, Privacy, Partner and third-party relationships, Knowledge management, Appropriate use, and Policy governance.
C. Incorrect. Common types of policy include: Security, Privacy, Partner and third-party relationships, Knowledge management, Appropriate use, and Policy governance.
D. Correct. Common types of policy include: Security, Privacy, Partner and third-party relationships, Knowledge management, Appropriate use, and Policy governance.

24 / 40
What is the Team SMF focus in the Deliver Phase?

A. Determine who is involved in creating IT strategy
B. Determine what roles and responsibilities are needed to keep Operations running smoothly
C. Determine who is part of the project team and how they work together
D. Determine what roles are needed to manage transitional activities

A. Incorrect. Determine who is part of the project team and how they work together is the focus of the Team SMF.
B. Incorrect. Determine who is part of the project team and how they work together is the focus of the Team SMF.
C. Correct. Determine who is part of the project team and how they work together is the focus of the Team SMF.
D. Incorrect. Determine who is part of the project team and how they work together is the focues of the Team SMF.

25 / 40
To request information on using an existing service to which the user already subscribes, is described by which term?

A. Service Fulfillment request
B. Information request
C. New Service request
D. Incident Resolution request

A. Incorrect. This is a request for an existing service or feature.
B. Correct. This is an Information request.
C. Incorrect. This is a request for a new service or feature.
D. Incorrect. This is a request to resolve an Incident.

What is primarily concerned with assessing the effectiveness of an organizations internal IT operating process?

A. Operational Health
B. Policy & Control
C. Release Readiness
D. Service Alignment

A. Correct. The Operational Health review is primarily concerned with assessing the effectiveness of an organizations internal IT operating process.
B. Incorrect. The Policy & Control review is concerned with how well risk is being managed and the likelihood that management's objectives were on track to be achieved.
C. Incorrect. The Release Readiness review is concerned with evaluating the solution and identifying any remaining issues that must be addressed before deployment.
D. Incorrect. The Service Alignment review is to ensure the realization of value, Business/IT targets have been met, and make some room for improvement via change requests.

27 / 40
What is a primary goal of the Manage layer?

A. to ensure that IT services are restored quickly and effectively
B. to deploy IT services in line with business requirements and the customer's specifications
C. to establish an integrated approach to IT service management activities
D. to provide guidance to IT groups on how to continually plan for and optimize the service strategy

A. Incorrect, this is a goal of the Operate phase.
B. Incorrect, this is a goal of the Deliver phase.
C. Correct, this is the primary goal of the Manage layer.
D. Incorrect, this is a primary goal of the Plan phase.

28 / 40
Which is not an accountability in the Team SMF?

A. Support
B. Operations
C. Compliance
D. Incident

A. Incorrect. Accountabilities ensure that the right work gets done because someone is held accountable for getting it done: Support; Operations; Service; Compliance; Architecture; Solutions; Management.
B. Incorrect. Accountabilities ensure that the right work gets done because someone is held accountable for getting it done: Support; Operations; Service; Compliance; Architecture; Solutions; Management.
C. Incorrect. Accountabilities ensure that the right work gets done because someone is held accountable for getting it done: Support; Operations; Service; Compliance; Architecture; Solutions; Management.
D. Correct. Accountabilities ensure that the right work gets done because someone is held accountable for getting it done: Support; Operations; Service; Compliance; Architecture; Solutions; Management.

29 / 40
Which SMF has the following outcome?

"A solution that meets the customers specifications as described in the functional specifications."

A. Build
B. Deploy
C. Envision
D. Stabilize

A. Correct. This is an outcome of the Build SMF.
B. Incorrect. This is an outcome of the Build SMF.
C. Incorrect. This is an outcome of the Build SMF.
D. Incorrect. This is an outcome of the Build SMF.

Changes can come from many different sources and will be hosted by the Change and Configuration SMF.

When discussing an End User Request, which SMF will initiate this?

A. Business/IT Alignment SMF
B. Customer Services SMF
C. Service Monitoring and Control SMF
D. Team SMF

A. Incorrect. Customer Services SMF will initiate this.
B. Correct. Customer Services SMF will initiate this.
C. Incorrect. Customer Services SMF will initiate this.
D. Incorrect. Customer Services SMF will initiate this.

"A set of instructions to developers about what to build, a basis for estimating work, an agreement with the customer about exactly what will be built and a point of synchronization for the whole team."

Which Management Review (MR) is described by this statement?

A. Build MR
B. Portfolio MR
C. Project Plan Approved MR
D. Release Readiness MR

A. Incorrect.This statement describes the Project Plan Approved MR.
B. Incorrect.This statement describes the Project Plan Approved MR.
C. Correct. The Project Plan Approved MR is described by this statement.
D. Incorrect.This statement describes the Project Plan Approved MR.

In which SMF or Management Review (MR) does the decision for a 'Go' and 'No-Go' take place?

A. Portfolio MR
B. Release Readiness MR
C. Deploy SMF
D. Envision SMF

A. Incorrect. The 'Go' and 'No-Go' take place in the Release Readiness MR.
B. Correct. The 'Go' and 'No-Go' take place in the Release Readiness MR.
C. Incorrect. The 'Go' and 'No-Go' take place in the Release Readiness MR.
D. Incorrect. The 'Go' and 'No-Go' take place in the Release Readiness MR.

Where would you not find the role types Solution Manager, Program Manager and Tester?

A. Project Planning SMF
B. Release Readiness MR
C. Stabilize SMF
D. Team SMF

A. Incorrect.
B. Correct. MRs do not have role types.
C. Incorrect.
D. Incorrect.

What is the GRC focus for the Operate phase?

A. Making decisions in line with policies, strategies, and change management
B. Testing and monitoring internal controls to ensure continued compliance
C. Making wise risk management and tradeoff decisions as solutions are developed
D. Strategy definition

A. Incorrect.
B. Correct.
C. Incorrect.
D. Incorrect.

Which statement is correct about the Deliver phase?

A. A deliverable of the Envision SMF is a project plan.
B. It is the process through which any change must go, large or small.
C. The Deliver phase has five Management Reviews.
D. There are six SMFs in the Deliver phase.

A. Incorrect. A deliverable of the Envision SMF is a vision document.
B. Correct.
C. Incorrect. The Deliver phase has 1 MR.
D. Incorrect. The Deliver phase has five SMFs.

Which role type drives definition of IT services to be monitored and the preparation of the service component health model?

A. Monitoring manager
B. Operations manager
C. Scheduling manager
D. Monitoring coordinator

A. Incorrect. The Monitoring manager monitors service health, helps define service to be monitored and helps prepare service component health model.
B. Correct. The Operations manager drives definition of IT services to be monitored and the preparation of the services component health model.
C. Incorrect. The Scheduling manager schedules to avoid conflicting work.
D. Incorrect.

37 / 40
How does the Change and Configuration SMF influence the Plan phase?

A. control over changes to the IT portfolio
B. an understanding of the actual testing environment
C. control over the production environment
D. standardizing strategy changes

A. Correct.
B. Incorrect.
C. Incorrect.
D. Incorrect.

38 / 40
What is not a goal of the Deliver phase?

A. Capturing the business needs and requirements prior to planning a solution.
B. Developing work plans, cost estimates, and schedules for the deliverables.
C. Identifying Service Monitoring and Control requirements.
D. Preparing a functional specification and solution design.

A. Incorrect. This is a goal of the Deliver phase.
B. Incorrect. This is a goal of the Deliver phase.
C. Correct. This is a goal of the Operate phase.
D. Incorrect. This is a goal of the Deliver phase.

Which of the following SMFs belong to the Operate Phase?

A. Operation
B. Incident Management
C. Envision
D. Change and Configuration

A. Correct. This is the SMF for the Operate phase.
B. Incorrect. This is not an SMF.
C. Incorrect. This is the SMF for the Plan phase.
D. Incorrect. This is the SMF for the Manage layer.

Which Principle is the focus of the Team SMF in the Deliver Phase?

A. Principles for organizing operations work
B. Principles for effectively organizing project teams
C. Principles for organizing monitoring work
D. Principles for organizing support work

A. Incorrect. This is a principle in the Operate phase.
B. Correct. This is a principle in the Deliver phase.
C. Incorrect. This is a principle in the Operate phase.
D. Incorrect. This is a principle in the Operate phase.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	D	21	B
2	D	22	D
3	B	23	D
4	A	24	C
5	B	25	B
6	B	26	A
7	B	27	C
8	B	28	D
9	D	29	A
10	D	30	B
11	D	31	C
12	D	32	B
13	B	33	B
14	B	34	B
15	A	35	B
16	A	36	B
17	D	37	A
18	B	38	C
19	C	39	A
20	D	40	B

Contact EXIN

www.exin.com