

## Exam requirements

### Microsoft® Operations Framework Foundation (version 4.0) (MOFF.EN)

<b>Publication date</b>	01-12-2009												
<b>Start date</b>	01-10-2008												
<b>Summary</b>	<p>The Microsoft® Operations Framework Foundation exam is based upon the MOF guidance. This guidance consists of best practices and provides guidelines to determine what is needed for the IT organization and how to successfully approach IT Service Management.</p> <p>This module offers an introduction to IT Service Operations Management and covers the essential elements and concepts of MOF.</p>												
<b>Target group</b>	The MOF Foundation module is aimed at professionals who contribute to the operations of IT services and candidates who want to work in these professions.												
<b>Context</b>	None												
<b>Prerequisites</b>	Practical experience in the field of Operations Management is recommended.												
<b>Practical assignment</b>	None												
<b>Examination details</b>	<table><tr><td>Examination type:</td><td>Computer-based multiple-choice</td></tr><tr><td>Time allotted for examination:</td><td>60 minutes</td></tr><tr><td>Number of multiple-choice questions:</td><td>40</td></tr><tr><td>Pass mark:</td><td>65 %</td></tr><tr><td>Open book:</td><td>no</td></tr><tr><td>Electronic equipment permitted:</td><td>no</td></tr></table>	Examination type:	Computer-based multiple-choice	Time allotted for examination:	60 minutes	Number of multiple-choice questions:	40	Pass mark:	65 %	Open book:	no	Electronic equipment permitted:	no
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<b>Sample questions</b>	To prepare for your examination you can download the sample exam on the previous page for free.												
<b>Exam requirements</b>	<table><tr><td>1. The MOF Overview</td><td>5%</td></tr><tr><td>2. The Plan Phase</td><td>20%</td></tr><tr><td>3. The Deliver Phase</td><td>20%</td></tr><tr><td>4. The Operate Phase</td><td>25%</td></tr><tr><td>5. The Manage Layer</td><td>30%</td></tr></table>	1. The MOF Overview	5%	2. The Plan Phase	20%	3. The Deliver Phase	20%	4. The Operate Phase	25%	5. The Manage Layer	30%		
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4. The Operate Phase	25%												
5. The Manage Layer	30%												

## Specification of the exam requirements

- |                             |  |
|-----------------------------|--|
| <b>1. The MOF Overview</b>  | The candidate understands the comparison in the market.  |
| <b>2. The Plan Phase</b>    | <ul style="list-style-type: none"> <li>• The candidate has knowledge of the Plan phase.</li> <li>• The candidate understands the relationship of the Plan phase with the other phases within the IT service life cycle.</li> </ul>       |
| <b>3. The Deliver Phase</b> | <ul style="list-style-type: none"> <li>• The candidate has knowledge of the Deliver phase.</li> <li>• The candidate understands the relationship of the Deliver phase with the other phases within the IT service life cycle.</li> </ul> |
| <b>4. The Operate Phase</b> | <ul style="list-style-type: none"> <li>• The candidate has knowledge of the Operate phase.</li> <li>• The candidate understands the relationship of the Operate phase with the other phases within the IT service life cycle.</li> </ul> |
| <b>5. The Manage Layer</b>  | <ul style="list-style-type: none"> <li>• The candidate has knowledge of the Manage Layer.</li> <li>• The candidate understands the relationship of the Manage Layer with the other phases within the IT service life cycle.</li> </ul>   |

## List of basic concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in order of Exam requirement.

Basic Concepts relating to exam specifications 2.2, 3.2, 4.2 and 5.2 are also mentioned under other exam requirements

### 1 The MOF overview

- 1.1 IT service life cycle  
 Process  
 Service management function (SMF)  
 Solution accelerators

### 2 The Plan phase

- 2.1 Business/IT Alignment
- Demand management
  - IT service strategy
  - Operating level agreement (OLA)
  - Service catalog
  - Service portfolio
  - Service level agreement (SLA)
  - Service Level Management
  - Underpinning contract (UC)

#### Reliability

- Business continuity planning
- Availability Management
- Capacity Management
- IT service continuity management

#### Policy

- Policy

#### Financial Management

- Benefit Management
- Return on investment (ROI)
- Operational costs
- Total cost of ownership (TCO)
- Value realization

#### Service Alignment Portfolio

### 2.2 IT alignment

#### IT Services

- Valuable
- Predictable
- Reliable
- Cost effective
- Changing business needs
- Reliable
- Trustworthy
- Business requirements

#### Proactive risk Management

## **3 The Deliver phase**

### 3.1 Envisioning

- Customer
- Milestone
- Interim milestone
- Vision
- Vision/scope document
- Solution
- Stakeholders
- Users
- Scope

#### Project Planning

- Bottom-up scheduling
- Conceptual design
- Customer
- Logical design
- Milestone
- Interim milestone
- Personas
- Physical design
- Vision
- Solution
- Stakeholders
- Use case
- Use scenario
- Users
- Scope

#### Build

- Development role
- Baseline
- Bottom-up scheduling
- Conceptual design
- Customer
- Functional specification
- Logical design
- Milestone
- Interim milestone
- Physical design
- Product Management role
- Program Management role
- Release Management role
- Vision
- Solution
- Stakeholders
- Use case
- Use scenario
- User Experience role
- Users
- Test role
- Scope
- Scope Complete Milestone

#### Stabilize

- Bug convergence
- Functional testing
- Integration testing
- Pilot test
- Unit testing
- Triage
- Zero bug bounce

#### Deploy

- Baseline
- Customer
- Quiet period
- Pilot test
- Stakeholders
- Users

Project plan approved  
Release Readiness

- 3.2 Release Readiness Review  
IT Services
- Effective
  - Successful
  - Ready for operations

#### Solution

## 4. The Operate phase

#### 4.1 Operations

- Operations guide
- Operations log
- Operations plan
- Service window
- Work instruction

##### Service Monitoring and Control

- Action/Response
- Aggregation
- Alert
- Reporting
- Correlation
- Event
- Health model
- IT control
- Resolution completion
- Rule
- Threshold/criteria

##### Customer Service

- Customer Service Representative (CSR)
- Incident
- Incident Resolution request
- Information request
- New Service request
- Service
- Service Desk
- Service fulfilment request

##### Problem Management

- Error
- Known error
- Known error database
- Problem
- Configuration management system (CMS)
- Root cause

##### Operational Health

#### 4.2 Deployed services

- Service level agreement (SLA)
- Operating level agreement (OLA)

### 5. The Manage Layer

#### 5.1 Governance, Risk and Compliance (GRC)

- Compliance
- Configuration management system (CMS)
- Evidence
- Governance
- IT control
- Risk
- Contingency

- IT asset
- Mitigation
- Risk assessment
- Risk management

#### Change and Configuration

- Change
- Change advisory board (CAB)
- Change category
- Change log
- Change Manager
- Forward Schedule of Change (FSC)
- Post-implementation review (PIR)
- Configuration item (CI)
- RACI
- Release
- Release Manager
- Definitive software library (DSL)
- Request for Change (RFC)
- Risk value
- Service map

#### Team

- Accountability
- Project team
- Dedicated team
- Role
- Role type
- Team
- Team of peers
- Virtual team

#### Policy and Control

### 5.2 Policy and control management review

#### Internal controls

- Administrative control
- Physical control
- Technical control

#### Service Management Function (SMF)

## Literature

- A ed. David Pultorak, Clare Henry and Paul Leenards  
**MOF 4.0**  
**Microsoft Operations Framework 4.0 – a pocket guide**  
Van Haren Publishing  
ISBN: 9789087532864
  
- B Microsoft® Operations Framework  
<http://www.microsoft.com/mof>  
[http://technet.microsoft.com/en-us/library/bb741061\(TechNet.10\).aspx](http://technet.microsoft.com/en-us/library/bb741061(TechNet.10).aspx)
  
- C Microsoft® Operations Framework Forum  
<http://forums.technet.microsoft.com/en-US/MOF4/threads/>

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