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MOF 4

Samenvatting

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. This module offers an introduction to IT Service Operations Management and covers the essential elements and concepts of MOF. The new exams based on the MOF 4.0 guidance are available as of October, 1 2008.

Doelgroep

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.

Context

None

Voorkennis

Practical experience in the field of Operations Management is recommended.

Exameneisen

- 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%

In-course assessment / Practical assignment

None

Examenduur

60 minutes

Examenvorm

Computer-based or paper based multiple-choice questions.

Examendetails

- Number of questions: 40
- Pass mark: 65%
- Open book: no
- Electronic equipment permitted: no