



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

What can be viewed in the Risks by Services List?

- 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.

Correct Answer: D

QUESTION 2

Why is the cooperation between MSF and MOF important?

- A. Because MOF is based on MSF
- B. Because MSF and MOF are based on ITIL
- C. Because MSF is based on MOF
- D. Because neither MOF nor MSF cover the entire IT life cycle

Correct Answer: D

QUESTION 3

According to the MOF guidance, which of the following is a key requirement for planning Service Solutions?

- A. A managed IT environment
- B. A milestone-driven implementation process
- C. Proactive Risk Management
- D. Understanding of the business and the operational requirements

Correct Answer: D

QUESTION 4

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

- A. Change Management
- B. Configuration Management



- C. Release Management
- D. Service Monitoring and Control

Correct Answer: C

QUESTION 5

How many Management Reviews are defined in the Manage layer?

- A. None
- B. One
- C. Two
- D. Three

Correct Answer: B

QUESTION 6

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Monitoring and Control

Correct Answer: C

QUESTION 7

Which of the following common activities is owned by the Infrastructure Role Cluster?

- A. Backup planning
- B. Data center server physical placement and management
- C. Facilities management
- D. Release implementation

Correct Answer: B

QUESTION 8



What do the steps to setting policy not include?

- A. reviewing legal compliance
- B. review and maintain policies
- C. publish policies
- D. validate policies

Correct Answer: A

QUESTION 9

Which is a correct statement about the Deliver Phase?

- A. It creates an IT strategy to provide value to the business strategy.
- B. It is the foundational layer for MOF.
- C. It incorporates the best practices of the Microsoft Solutions Framework.
- D. It has four SMFs.

Correct Answer: C

QUESTION 10

Does the Team SMF ensure that someone is ultimately accountable for the work required in the Plan Phase?

- A. Yes
- B. No

Correct Answer: A

QUESTION 11

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

- A. the Operations Role Cluster
- B. the Release Role Cluster
- C. the Security Role Cluster
- D. the Service Role Cluster

Correct Answer: B



QUESTION 12

Which of the following is a requirement for successful implementation of IT Service Management?

- A. guidance in operating Microsoft's platforms
- B. measurable evidence of benefit to build a business case
- C. using MSF as the software development and deployment approach
- D. using the seven books of ITIL

Correct Answer: B

QUESTION 13

What is compliance?

- A. An application of risk management that ensures IT's conformance with company-specific policies, governmental regulations and laws
- B. A design that involves understanding the business requirements and defining the features that users need to do their job
- C. A plan that aligns an organization objectives into a cohesive approach to deliver services that support business strategy
A plan that aligns an organization? objectives into a cohesive approach to deliver services that support business strategy
- D. A state that occurs when the technical and business goals of the IT organization match the goals of the overall business

Correct Answer: A

QUESTION 14

Ensuring constant coverage in operations is a key principle in what Manage Layer SMF?

- A. Governance, Risk, and Compliance SMF
- B. Team SMF
- C. Operations SMF
- D. Change and Configuration SMF

Correct Answer: B

QUESTION 15

The MOF Team Model is based on which concept?



- A. That an operations team must achieve a number of key quality goals to be successful
- B. That clear expectations must be set with the customers
- C. That operations must be monitored and reviewed
- D. That processes must be combined with operational management

Correct Answer: A

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