



# EX0-102<sup>Q&As</sup>

Microsoft Operations Framework Foundation

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#### QUESTION 1

What does the focus of the Team SMF in the Plan Phase include?

- A. Change evaluated across dimensions
- B. General regulatory environment
- C. Principles for effective strategic thinking
- D. Principles for organizing operations work

Correct Answer: C

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#### QUESTION 2

What is not a focus of the Change and Configuration SMF in the Operate phase?

- A. Base-lining IT environment and configuration
- B. Carrying out processes and procedures
- C. Dealing with Standard Changes
- D. Ensuring Policy compliance

Correct Answer: D

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#### QUESTION 3

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

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#### QUESTION 4

Which Service Management Function has maintaining security according to agreed policies across the services and systems as its main goal?

- A. Availability Management



- B. Security Administration
- C. Security Management
- D. System Administration

Correct Answer: B

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#### QUESTION 5

Which Service Management Function deals with the day-to-day activities and tasks related to maintaining and adjusting the IT security infrastructure?

- A. Availability Management
- B. Security Administration
- C. Security Management
- D. System Administration

Correct Answer: B

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