



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

What do the goals of the Reliability SMF include?

- A. Service maintainability is aligned to the business in a cost-effective manner.
- B. Service Continuity is aligned to the business in a cost-effective manner.

Correct Answer: B

QUESTION 2

Of which Service Management Function is assessing whether or not a system should be decommissioned an activity?

- A. Change Management
- B. Financial Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

QUESTION 3

What does the Reliability SMF process flow include?

- A. Assess, monitor and control risk
- B. Define service requirements
- C. Ensure good service
- D. Maintain work instructions

Correct Answer: B

QUESTION 4

Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management
- C. Stabilizing
- D. Testing



Correct Answer: B

QUESTION 5

Which of the following is obtained from the Identify step of the Risk Management Process?

- A. The downstream effect of the risk
- B. The priority of the risk
- C. The probability of the risk
- D. The mitigation of the risk

Correct Answer: A

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