

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

Microsoft Operations Framework Foundation

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#### **QUESTION 1**

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 2**

Which steps in the MOF Risk Management Process follow each other immediately?

- A. Analyzing and Prioritizing Risks Planning and Scheduling Risk Actions
- B. Analyzing and Prioritizing Risks Tracking and Reporting Risks
- C. Identifying Risks in Operations Planning and Scheduling Risk Actions
- D. Identifying Risks in Operations Tracking and Reporting Risks

Correct Answer: A

#### **QUESTION 3**

In what way does Capacity Management contribute to improving IT Service Management?

- A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service
- B. By preventing interruptions to IT services as well as recovering services after an interruption occurs
- C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)
- D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

Correct Answer: D

#### **QUESTION 4**

How is data integrity within Security Administration best defined?



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- A. All authorized users should feel confident that the data presented to them is accurate and not improperly modified.
- B. Authorized users should be able to access the data they need when they need it.
- C. Business process owners must be confident that transactions, once processed, cannot be denied afterwards.
- D. Only authorized individuals should be able to access data.

Correct Answer: A

#### **QUESTION 5**

Consider a change that has been performed before and is part of the operational practice of the business. What is the category of this change?

- A. Minor
- B. Standard
- C. Major
- D. Significant

Correct Answer: B

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