EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which of the following is one of the key objectives to focus on in delivering a portfolio of IT services to the business?

A. Effectively and efficiently deploy service solutions to users

B. Establish clear project goals, roles and responsibilities

C. Excellence in technology

D. To provide an approach to assessing software process maturity

Correct Answer: A

QUESTION 2

Which of the following describes the concept of Service Management Functions (SMFs)?

A. a model for measuring the performance of the process

B. a model for organizing IT staff

C. organizational units that support IT operations

D. processes, procedures and policies to deliver and support IT service solutions

Correct Answer: D

QUESTION 3

To which Service Management Functions does the Risk Management Discipline apply?

A. To all Service Management Functions

B. To IT Service Continuity Management and Availability Management

C. To IT Service Continuity Management and Change Management

D. To IT Service Continuity Management and Security Management

Correct Answer: A

QUESTION 4

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

QUESTION 5

Of which Service Management Function (SMF) is quality assurance a key element?

A. Infrastructure Engineering

B. Release Management

C. Service Desk

D. Service Level Management

Correct Answer: A