



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which of the following is one of the questions that IT operations should consider when formulating risk action plans?

- A. Do the operations staff buy an information system to prevent a risk from occurring?
- B. Do the operations staff delegate the identification of a risk?
- C. Do the operations staff develop an information system to prevent a risk from occurring?
- D. Do the operations staff know enough about the risk?

Correct Answer: D

QUESTION 2

Which SMF has a goal to take remedial actions that minimize the impact of service incidents and system events?

- A. Customer Service
- B. Incident Management
- C. Service Desk
- D. Service Monitoring and Control

Correct Answer: D

QUESTION 3

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

QUESTION 4

Which of the following Service Management Functions (SMFs) belongs to the Operating Quadrant?

- A. Infrastructure Engineering
- B. Service Desk



C. Service Monitoring and Control

D. Workforce Management

Correct Answer: C

QUESTION 5

What does the focus of the Governance, Risk and Compliance SMF in the Plan Phase not include?

A. General regulatory environment

B. High-level risks

C. Investment determination

D. Internal controls defined

Correct Answer: D

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