



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

What fundamental principle of the Changing Quadrant is recognized as a key, sustainable business advantage?

- A. The ability to quickly change and adapt the operations environment
- B. The ability to quickly implement new technologies
- C. The need for a customer oriented change approach
- D. The Operations Management Review

Correct Answer: A

QUESTION 2

Which of the following tasks belongs to the System Administration Service Management Function (SMF)?

- A. administering centralized and distributed processing environments
- B. managing operational staff objectives
- C. planning, monitoring, and reporting activities relating to system capacity
- D. validating that the operations staff has documented their day-to-day activities

Correct Answer: A

QUESTION 3

Which statement is false about the Operate phase?

- A. There are four SMFs in the Operate phase
- B. The problem management SMF belongs to the Operate phase
- C. Customer Service SMF is in the Operate phase
- D. There are two reviews in the Operate phase

Correct Answer: D

QUESTION 4

Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

- A. Availability Management



- B. Release Management
- C. Service Desk
- D. System Administration

Correct Answer: A

QUESTION 5

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

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