

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

Microsoft Operations Framework Foundation

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## QUESTION 1

Which of the following is a key element of both Capacity Management and Network Administration?

- A. Application Sizing
- B. Fault Management
- C. Network Security
- D. Performance Management

Correct Answer: D

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## QUESTION 2

What Team SMF accountabilities are primarily represented in the Operate Phase?

- A. Architecture and Solutions
- B. Operations and Support
- C. Service and Compliance
- D. Support and Manage

Correct Answer: B

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## QUESTION 3

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

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## QUESTION 4

How is data integrity within Security Administration best defined?

- 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

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## QUESTION 5

Which SMF is found in the Operate phase of the IT service lifecycle?

- A. Envision
- B. Service Monitoring and Control
- C. Service Desk
- D. Team

Correct Answer: B

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