

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

Microsoft Operations Framework Foundation

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**QUESTION 1**

Which Service Management Function (SMF) has Network hardware configuration as a key concept?

- A. Configuration Management
- B. Infrastructure Management
- C. Network Administration
- D. Security Management

Correct Answer: C

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**QUESTION 2**

What is a key outcome of the Financial Management SMF?

- A. Delivered business value
- B. IT has a strategic plan
- C. Proactive and cost justified availability plan
- D. Regulatory compliance

Correct Answer: A

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**QUESTION 3**

What is the goal of the Change and Configuration SMF?

- A. Ensure that business changes are aligned with organizational direction
- B. Decrease time to resolve problems from failed changes
- C. Reduction in incidents
- D. Create an environment where changes can be made with the least amount of risk and impact to the organization

Correct Answer: D

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**QUESTION 4**

Which of the following is a Role Cluster in the MOF Team Model?

- A. The Changing Role Cluster
- B. The Partner Role Cluster

C. The Risk Management Role Cluster

D. The SLA Review Role Cluster

Correct Answer: B

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## QUESTION 5

Which of the following is one of the root causes of risk in IT operations?

A. Changes

B. Cost

C. People

D. Viruses

Correct Answer: C

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