

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

Microsoft Operations Framework Foundation

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## QUESTION 1

What is a key Team SMF principle?

- A. manage with a higher hierarchy
- B. separate Plan-Driven and Interrupt-Driven Work
- C. put the least expensive resources at the service desk
- D. discourage advocacy

Correct Answer: B

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## QUESTION 2

Which of the following reflect goals of the Envision SMF?

- A. Build a solution that meets the customer expectations and Specifications. Build a solution that meets the customer? expectations and Specifications.
- B. Clearly communicate the project vision, scope, and risk. Clearly communicate the project? vision, scope, and risk.
- C. Deploy a stable solution that satisfies the customer.
- D. Resolve all issues found by testing and through pilot feedback.

Correct Answer: B

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## QUESTION 3

What ITIL process maps to the Changing Quadrant?

- A. Configuration Management
- B. Incident Management
- C. Security Administration
- D. Service Level Management

Correct Answer: A

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## QUESTION 4

Which statement of the IT service lifecycle is not correct?

- A. It isolates risk to the Operate phase.

- B. It addresses the design and delivery of the IT service.
- C. It describes the life of an IT service.
- D. It represents planning and optimizing the IT service to align with the business strategy.

Correct Answer: A

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## QUESTION 5

Which of the following is an advantage of combining MOF and MSF?

- A. to implement an iterative, milestone-driven process
- B. to ensure that the solution developers have a good understanding of the Microsoft products
- C. to provide a complementary, integrated set of guidance that addresses the need for a consistent and unified approach to the overall IT life cycle
- D. to successfully deliver technology solutions faster, with fewer people and less risks, while producing higher quality results

Correct Answer: C

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