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Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

Which of the following common activities is owned by the Infrastructure Role Cluster?

A. Backup planning

B. Data center server physical placement and management

C. Facilities management

D. Release implementation

Correct Answer: B

QUESTION 2

What is a goal of the Plan phase?

A. Delivered Services are adaptable to the changing needs of the business

B. Packaged product deployments are deployed in line with business requirements

C. To ensure that deployed services operated in line with the agreed-to SLA targets

D. To establish an integrated approach to IT Service Management activities

Correct Answer: A

QUESTION 3

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

QUESTION 4

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

QUESTION 5

What is the Quality Goal of the Service Role Cluster?

A. A portfolio of business-aligned IT Services

B. Mutually beneficial relationships with service and supply partners

C. Quality customer support and a service culture

D. The design of OLAs to support the Service Level Agreements

Correct Answer: A

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