

MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

How many Management Reviews are defined in the Manage layer?

- A. None
- B. One
- C. Two
- D. Three

Correct Answer: B

QUESTION 2

The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

- A. Approve the change
- B. Baseline the configuration
- C. Classify the Change
- D. Initiate the Change

Correct Answer: B

QUESTION 3

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

QUESTION 4

Within the operations life cycle, which Operations Management Review (OMR) follows the Supporting Quadrant?

- A. Change Initiation Review

- B. Operations Review
- C. Release Readiness Review
- D. Service Level Agreement (SLA) Review

Correct Answer: D

QUESTION 5

Which of the following is one of the four basic steps MOF and MSF follow in creating a new service solution?

- A. build the solution
- B. review the solution
- C. rollout the solution
- D. support the solution

Correct Answer: A

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