

EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

In which step of the Risk Management Discipline are risks monitored for changes in the risk's condition, consequence, probability, and impact?

- A. Identify
- B. Control
- C. Plan and Schedule
- D. Track and Report

Correct Answer: D

QUESTION 2

Which of the following is one of the four possible Risk Management situations that should be considered in risk status reports?

- A. Control
- B. Close
- C. Plan
- D. Variance

Correct Answer: D

QUESTION 3

Performing IT accounting is part of which SMF?

- A. Business/IT Alignment SMF
- B. Financial Management SMF
- C. Policy Management SMF
- D. Reliability Management SMF

Correct Answer: B

QUESTION 4

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

QUESTION 5

Within the operations life cycle, which Operations Management Review follows the Changing Quadrant?

A. Change Initiation Review

B. Operations Review

C. Release Readiness Review

D. Service Level Agreement (SLA) Review

Correct Answer: C

QUESTION 6

Which of the following Service Management Functions (SMFs) belongs to the Operating Quadrant?

A. Infrastructure Engineering

B. Service Desk

C. Service Monitoring and Control

D. Workforce Management

Correct Answer: C

QUESTION 7

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 8

Which steps in the MOF Risk Management Process follow each other immediately?

- A. Analyzing and Prioritizing Risks - Planning and Scheduling Risk Actions
- B. Analyzing and Prioritizing Risks - Tracking and Reporting Risks
- C. Identifying Risks in Operations - Planning and Scheduling Risk Actions
- D. Identifying Risks in Operations - Tracking and Reporting Risks

Correct Answer: A

QUESTION 9

What does the Reliability SMF process flow include?

- A. Define service requirements
- B. Monitoring and improving plans
- C. Planning
- D. all of the above

Correct Answer: D

QUESTION 10

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

QUESTION 11

Within the Tracking and Reporting step of the Risk Management Discipline, what is the purpose of a stakeholder or service status report?

- A. To communicate the effectiveness of IT Operations with regard to risks
- B. To communicate the overall risk to the service
- C. To involve the stakeholder in the Risk Management Discipline

D. To receive approval for a request for change on security

Correct Answer: B

QUESTION 12

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 13

What Management Review (MR) determines whether IT is working on the right things and clarifies the business value of proposed projects?

- A. Policy and Control
- B. Portfolio
- C. Release Readiness
- D. Service Alignment

Correct Answer: B

QUESTION 14

Which of the following is one of the main inputs and outputs of the steps in the Risk Management Discipline?

- A. Availability Plan
- B. Capacity Plan
- C. Retired Risks List
- D. Security Risks List

Correct Answer: C

QUESTION 15

What does the focus of the Change and Configuration SMF in the Plan phase include?

- A. Architectural change
- B. Corporate strategy transfer to IT strategy
- C. Legal and compliance representation
- D. Process and procedure

Correct Answer: A

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