

EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

What does MOF organize?

- A. Activities and processes into SMF, which are grouped together in phases that mirror the IT service lifecycle.
- B. Activities and processes into phases, which are grouped into SMFs that mirror the IT service lifecycle.
- C. Activities and processes into SMFs, which are directed by Management Reviews that mirror the IT service lifecycle.
- D. Activities and processes into phases, which are directed by Management Reviews that mirror the IT service lifecycle.

Correct Answer: A

QUESTION 2

Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management
- C. Stabilizing
- D. Testing

Correct Answer: B

QUESTION 3

What do the steps to setting policy not include?

- A. reviewing legal compliance
- B. review and maintain policies
- C. publish policies
- D. validate policies

Correct Answer: A

QUESTION 4

Is the Manage layer part of the MOF lifecycle approach?

- A. No, only the phases are part of the lifecycle approach.
- B. Yes, the Lifecycle is composed of three phases and the manage layer.

Correct Answer: B

QUESTION 5

Which SMF is not part of the Manage Layer?

- A. Change and Configuration SMF
- B. GRC SMF
- C. Incident and Problem SMF
- D. Team SMF

Correct Answer: C

QUESTION 6

Which phase transfers a successfully deployed new service to the Operate phase?

- A. Build
- B. Deliver
- C. Deploy
- D. Plan

Correct Answer: B

QUESTION 7

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

QUESTION 8

What is the main difference between the Manage Layer and the other Phases?

- A. It is the first activity of the lifecycle approach.

- B. Its processes take place in all phases of the lifecycle.
- C. It is the closing activity of the lifecycle.
- D. It is not part of the lifecycle at all.

Correct Answer: B

QUESTION 9

Which Service Management Function deals with the day-to-day activities and tasks related to maintaining and adjusting the IT security infrastructure?

- A. Availability Management
- B. Security Administration
- C. Security Management
- D. System Administration

Correct Answer: B

QUESTION 10

Of which Service Management Function (SMF) is monitoring the application of security measures a key element?

- A. Incident Management
- B. Security Administration
- C. Security Management
- D. Service Monitoring and Control

Correct Answer: C

QUESTION 11

Of which Service Management Function is assessing whether or not a system should be decommissioned an activity?

- A. Change Management
- B. Financial Management
- C. IT Service Continuity Management
- D. Service Level Management

Correct Answer: B

QUESTION 12

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

- A. the Operations Role Cluster
- B. the Release Role Cluster
- C. the Security Role Cluster
- D. the Service Role Cluster

Correct Answer: B

QUESTION 13

Does the Team SMF ensure that someone is ultimately accountable for the work required in the Plan Phase?

- A. Yes
- B. No

Correct Answer: A

QUESTION 14

What is the correct order for the five SMFs found in the Deliver Phase?

- A. Project Planning, Envision, Build, Deploy, Stabilize
- B. Envision, Project Planning, Build, Stabilize, Deploy
- C. Envision, Build, Project Planning, Deploy, Stabilize
- D. Envision, Project Planning, Stabilize, Build, Deploy

Correct Answer: B

QUESTION 15

Which is a goal of MOF?

- A. ensure that business oversight governs IT service lifecycle activity to promote business/IT alignment
- B. ensure that the investment in IT delivers expected business value at an acceptable level of risk
- C. provide guidance to Finance and Accounting groups to successfully audit services delivered by IT
- D. provide a common reference standard for any enterprise offering IT services to internal and external customers

Correct Answer: B

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