

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

Microsoft Operations Framework Foundation

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**QUESTION 1**

What is not a focus of the Change and Configuration SMF in the Operate phase?

- A. Base-lining IT environment and configuration
- B. Carrying out processes and procedures
- C. Dealing with Standard Changes
- D. Ensuring Policy compliance

Correct Answer: D

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**QUESTION 2**

Of which Service Management Function (SMF) is deploying reliable services smoothly an objective?

- A. Change Management
- B. Configuration Management
- C. Release Management
- D. Service Monitoring and Control

Correct Answer: C

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**QUESTION 3**

What is the primary goal of the Build SMF?

- A. Develop the solution deliverables to the customer Specifications, develop the solution documentation, create the development and test lab,Develop the solution deliverables to the customer? Specifications, develop the solution documentation, create the development and test lab,and prepare the solution for pilot deployment.
- B. Deliver a clearly scoped plan for building and delivering an IT service solution, which is represented by a master project plan, a master projectschedule, and a functional Specification at the Project Plans Approved MR.
- C. Form the core project team, prepare and deliver a vision/scope document that clearly communicates the project vision and the scope of thatForm the core project team, prepare and deliver a vision/scope document that clearly communicates the project? vision and the scope of thatvision, and prepare a risk assessment.
- D. Release the highest-quality solution possible at the Release Readiness Milestone.

Correct Answer: A

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**QUESTION 4**

What fundamental principle of the Changing Quadrant is recognized as a key, sustainable business advantage?

- A. The ability to quickly change and adapt the operations environment
- B. The ability to quickly implement new technologies
- C. The need for a customer oriented change approach
- D. The Operations Management Review

Correct Answer: A

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**QUESTION 5**

Which SMF has a goal to take remedial actions that minimize the impact of service incidents and system events?

- A. Customer Service
- B. Incident Management
- C. Service Desk
- D. Service Monitoring and Control

Correct Answer: D

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