

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

Microsoft Operations Framework Foundation

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## **QUESTION 1**

Which of the following is one of the root causes of risk in IT operations	of the following is one of the root cause	es of risk in IT operations?
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- A. Changes
- B. Cost
- C. People
- D. Viruses

Correct Answer: C

## **QUESTION 2**

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 3**

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 4**

Which of the following is a key component of the MOF Process Model?

- A. Configuration Item
- B. Effective communication



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- C. Operations Review
- D. Operations Management Review

Correct Answer: D

## **QUESTION 5**

Which of the following tasks belongs to the System Administration Service Management Function (SMF)?

- A. administering centralized and distributed processing environments
- B. managing operational staff objectives
- C. planning, monitoring, and reporting activities relating to system capacity
- D. validating that the operations staff has documented their day-to-day activities

Correct Answer: A

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