

EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

What is the relationship between releases and changes?

- A. A change includes both changed hardware and software components and components that were not changed. A release only includes changed hardware and software components.
- B. Changes are incorporated into the IT environment by releases.
- C. Releases and changes are incorporated into the IT environment independently of each other.
- D. Releases are incorporated into the IT environment by changes.

Correct Answer: B

QUESTION 2

What is the function of the Team Role Clusters?

- A. They function as individual units within the IT organization.
- B. They provide an organizational chart for IT operations.
- C. They represent functional roles within the IT organization.
- D. They represent the Process Model quadrants.

Correct Answer: C

QUESTION 3

Which Management Review evaluates IT staff performance and operational efficiency?

- A. Operational Health review
- B. Policy and Control review
- C. Release Readiness review
- D. Service Alignment review

Correct Answer: A

QUESTION 4

Of which Service Management Function (SMF) is quality assurance a key element?

- A. Infrastructure Engineering

- B. Release Management
- C. Service Desk
- D. Service Level Management

Correct Answer: A

QUESTION 5

One of the SMFs in the Manage Layer is called the RC SMF? One of the SMFs in the Manage Layer is called the ?RC SMF? What does the C stand for?

- A. Change
- B. Compliance
- C. Configuration
- D. Control

Correct Answer: B

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