

EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

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 2

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure that the key operational knowledge remains current and accessible to all members of the operations staff?

- A. Workforce Management
- B. Operations Review
- C. Service Level Agreement (SLA)
- D. Release Management

Correct Answer: B

QUESTION 3

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 4

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 5

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 6

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 7

To which relationship between two Quadrants can the relationship between MSF and MOF be compared?

- A. The relationship between the Changing and the Operating Quadrant
- B. The relationship between the Operating and the Supporting Quadrant
- C. The relationship between the Optimizing and the Changing Quadrant
- D. The relationship between the Supporting and the Optimizing Quadrant

Correct Answer: A

QUESTION 8

Which of the following is one of the four basic steps MOF and MSF follow in creating a new service solution?

- A. build the solution
- B. review the solution
- C. rollout the solution
- D. support the solution

Correct Answer: A

QUESTION 9

Which statement is true about the SMFs in the Operate Phase?

- A. All SMFs feed the Deliver Phase.
- B. The Customer Service SMF focuses on how to resolve complex problems.
- C. The SMFs are dependant on each other.
- D. The SMFs are sequential.

Correct Answer: C

QUESTION 10

What is bottom-up scheduling?

- A. Team members representing each role generate time estimates and schedules for deliverables. Each team schedule is integrated into a master project schedule.
- B. The program manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.
- C. The program manager builds a master project schedule based on industry standards for each task.
- D. The solution manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.

Correct Answer: A

QUESTION 11

Does each role type have a set of accountabilities associated with it in the Team SMF?

- A. Yes
- B. No

Correct Answer: B

QUESTION 12

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 13

Which is not an accountability as defined in the Team SMF?

- A. Support
- B. Service
- C. Solutions
- D. Stabilize

Correct Answer: D

QUESTION 14

Which of the following is one of the principles that the MOF Process Model addresses to assist the support and delivery of services?

- A. Cost management
- B. Portfolio management
- C. Strong teams
- D. Structured architecture

Correct Answer: D

QUESTION 15

How many SMFs are there in the Operate phase?

- A. Two
- B. Three
- C. Four
- D. Five

Correct Answer: C

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