



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

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

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

Correct Answer: D

QUESTION 2

Which is a correct statement about the Deliver Phase?

- A. It creates an IT strategy to provide value to the business strategy.
- B. It is the foundational layer for MOF.
- C. It incorporates the best practices of the Microsoft Solutions Framework.
- D. It has four SMFs.

Correct Answer: C

QUESTION 3

When is the milestone review report signed off in the Project Planning SMF?

- A. After approving the request for change
- B. After approving the functional specification, master project plan and master schedule
- C. After it has been transferred to IT Operations
- D. Before approving the functional specification, master project plan and master schedule

Correct Answer: B

QUESTION 4

Which Phase or layer provides the basis for developing and operating a resilient IT environment?

- A. Deliver phase
- B. Manage layer



C. Operate phase

D. Plan phase

Correct Answer: B

QUESTION 5

In what way does Capacity Management contribute to improving IT Service Management?

A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service

B. By preventing interruptions to IT services as well as recovering services after an interruption occurs

C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)

D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

Correct Answer: D

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