



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

Microsoft Operations Framework Foundation

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#### QUESTION 1

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 2

How is the Team Focus in the Manage layer integrated with the Operate phase?

- A. It manages resources.
- B. It incorporates operations and support accountabilities.
- C. It addresses procedures and work instructions.
- D. It sets principles for organizing support and operations work.

Correct Answer: D

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#### QUESTION 3

Which of the following is a correct combination of a Service Management Function (SMF) and a key element?

- A. Availability Management - Modeling
- B. IT Service Continuity Management - Plans for Failover and Restoration
- C. Security Administration - Events
- D. Workforce Management - Resource Capacity Management

Correct Answer: B

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#### QUESTION 4



Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management
- C. Stabilizing
- D. Testing

Correct Answer: B

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#### QUESTION 5

Which of the following is not a primary guideline for the MOF Team Model?

- A. building strong synergistic, virtual teams
- B. effectively responding to genuine business needs and demands
- C. providing great customer service
- D. utilizing IT automation and knowledge management tools

Correct Answer: B

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