EX0-102^Q&As

Microsoft Operations Framework Foundation

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QUESTION 1

Which of the following is one of the key objectives to focus on in delivering a portfolio of IT services to the business?

A. Effectively and efficiently deploy service solutions to users

B. Establish clear project goals, roles and responsibilities

C. Excellence in technology

D. To provide an approach to assessing software process maturity

Correct Answer: A

QUESTION 2

Which process does not form part of the process flow for building?

A. deploy sites

B. develop the solution

C. prepare for development

D. prepare for release

Correct Answer: A

QUESTION 3

What ITIL process maps to the Changing Quadrant?

A. Configuration Management

B. Incident Management

C. Security Administration

D. Service Level Management

Correct Answer: A

QUESTION 4

Which of the following is a Role Cluster in the MOF Team Model?

A. the Change Role Cluster

B. the Operations Role Cluster

C. the Quality Role Cluster

D. the Track and Report Role Cluster

Correct Answer: B

QUESTION 5

Which of the following is a key objective of the Service Level Management Service Management Function

(SMF)?

A. formalizing Operational Level Agreements (OLAs)

B. providing primary liaison and customer service to the IT user community

C. providing the mechanism for setting clear expectations about the service being delivered

D. satisfying customers by ensuring that the Operations department meets the customers\\' demands

Correct Answer: C

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