



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which is a goal of MOF?

- A. ensure that business oversight governs IT service lifecycle activity to promote business/IT alignment
- B. ensure that the investment in IT delivers expected business value at an acceptable level of risk
- C. provide guidance to Finance and Accounting groups to successfully audit services delivered by IT
- D. provide a common reference standard for any enterprise offering IT services to internal and external customers

Correct Answer: B

QUESTION 2

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 3

Which role type investigates and resolves an underlying problem?

- A. Customer Service Representative
- B. Incident Resolver
- C. Problem Analyst
- D. Problem Manager

Correct Answer: C

QUESTION 4

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
- 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 5

Within the operations life cycle, which Operations Management Review follows the Changing Quadrant?

A. Change Initiation Review

B. Operations Review

C. Release Readiness Review

D. Service Level Agreement (SLA) Review

Correct Answer: C

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