



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

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 2

How many SMFs are there in the Operate phase?

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

Correct Answer: C

QUESTION 3

How can a Risks by Services List help to improve the quality of information, prioritization and decision making when assessing the impact of risks on the service?

- A. This list allows operations to appreciate the impact of specific risks on the IT infrastructure
- B. This list allows operations to look at the consequences of a risk to a specific business function or service
- C. This list can be used as a Master Risks List
- D. This list can be used to add risks to the service catalog

Correct Answer: B

QUESTION 4

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

QUESTION 5

Which of the following is a key component of the MOF Process Model?

- A. Configuration Item
- B. Effective communication
- C. Operations Review
- D. Operations Management Review

Correct Answer: D

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