EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which Service Management Function (SMF) needs to ensure that efficient incident detection and recovery tools and processes are in place to handle any service outages that do occur?

A. Availability Management

B. Release Management

C. Service Desk

D. System Administration

Correct Answer: A

QUESTION 2

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

QUESTION 3

Which of the following is one of the objectives of the Operating Quadrant?

A. cost effective operating of Service solutions

B. forecast future activity for IT operations

C. proactively monitor and self-heal system problems

D. resolve incidents

Correct Answer: C

QUESTION 4

Which of the following is a key requirement for planning service solutions?

A. a managed IT environment

B. a milestone-driven implementation process

C. take the perspective of end-to-end services

D. understanding of the business and the operational requirements

Correct Answer: D

QUESTION 5

How is data integrity within Security Administration best defined?

A. All authorized users should feel confident that the data presented to them is accurate and not improperly modified.

B. Authorized users should be able to access the data they need when they need it.

C. Business process owners must be confident that transactions, once processed, cannot be denied afterwards.

D. Only authorized individuals should be able to access data.

Correct Answer: A

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