EX0-102 Q&As

Microsoft Operations Framework Foundation

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QUESTION 1

What is the IT service lifecycle composed of?

A. Build phase, Deliver phase, Operate phase, Manage layer

B. Manage Layer, Plan phase, Deploy phase, Operate phase

C. Manage Layer, Plan phase, Deliver phase, Operate phase

D. Plan phase, Develop phase, Operate phase, Manage phase

Correct Answer: C

QUESTION 2

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 3

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 4

What is the order of the four basic steps that MOF and MSF follow to create a new solution?

A. Build, plan, deploy and operate the solution

B. Deploy, operate, plan and build the solution

C. Operate, build, plan and deploy the solution

D. Plan, build, deploy and operate the solution

Correct Answer: D

QUESTION 5

What does the Reliability SMF process flow include?

A. Define service requirements

B. Monitoring and improving plans

C. Planning

D. all of the above

Correct Answer: D

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