



EX0-102^{Q&As}

Microsoft Operations Framework Foundation

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QUESTION 1

Which of the following Service Management Functions (SMFs) belongs to the Operating Quadrant?

- A. Infrastructure Engineering
- B. Service Desk
- C. Service Monitoring and Control
- D. Workforce Management

Correct Answer: C

QUESTION 2

Which SMF has 'Filter the problem' as a process step?

- A. Customer Service
- B. Service Monitoring and Control
- C. Operations
- D. Problem Management

Correct Answer: D

QUESTION 3

For which Service Management Function (SMF) can detailed guidance be found in ITIL ?

- A. Directory Services Administration
- B. Service Desk
- C. System Management
- D. Workforce Management

Correct Answer: B

QUESTION 4

Which Service Management Function (SMF) or Operations Management Review (OMR) needs to ensure that the key operational knowledge remains current and accessible to all members of the operations staff?

- A. Workforce Management



- B. Operations Review
- C. Service Level Agreement (SLA)
- D. Release Management

Correct Answer: B

QUESTION 5

Which of the following is not a core component of MOF?

- A. MOF Continuous Improvement Model
- B. MOF Risk Management Discipline
- C. MOF Process Model
- D. MOF Team Model

Correct Answer: A

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