MOFF^Q&As

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

In which step of the Risk Management Discipline are risks monitored for changes in the risk\\'s condition, consequence, probability, and impact?

A. Identify

B. Control

C. Plan and Schedule

D. Track and Report

Correct Answer: D

QUESTION 2

Complying with applicable policies, laws and regulations is the goal of which SMF?

A. Envisioning SMF

B. Governance, Risk and Compliance SMF

C. Policy SMF

D. Service Monitoring and Control SMF

Correct Answer: B

QUESTION 3

What is a goal of the Plan phase?

A. Delivered Services are adaptable to the changing needs of the business

B. Packaged product deployments are deployed in line with business requirements

C. To ensure that deployed services operated in line with the agreed-to SLA targets

D. To establish an integrated approach to IT Service Management activities

Correct Answer: A

QUESTION 4

Which of the following is a requirement for successful implementation of IT Service Management?

A. guidance in operating Microsoft\\'s platforms

B. measurable evidence of benefit to build a business case

C. using MSF as the software development and deployment approach

D. using the seven books of ITIL

Correct Answer: B

QUESTION 5

Which of the following is a key objective of the Service Level Management Service Management Function

(SMF)?

A. formalizing Operational Level Agreements (OLAs)

B. providing primary liaison and customer service to the IT user community

C. providing the mechanism for setting clear expectations about the service being delivered

D. satisfying customers by ensuring that the Operations department meets the customers\\' demands

Correct Answer: C

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