



MOFF^{Q&As}

Microsoft Operations Framework Foundation (EX0-102)

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QUESTION 1

In what way does Capacity Management contribute to improving IT Service Management?

- A. By identifying the major technology components, infrastructure, people and processes that underpin the end-to-end delivery of service
- B. By preventing interruptions to IT services as well as recovering services after an interruption occurs
- C. By planning and monitoring the job scheduling process according to the requirements in the Operational Level Agreements (OLAs)
- D. By planning the implementation of business requirements for IT Services so they are in place when the business needs them

Correct Answer: D

QUESTION 2

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

QUESTION 3

What is a key Team SMF principle?

- A. manage with a higher hierarchy
- B. separate Plan-Driven and Interrupt-Driven Work
- C. put the least expensive resources at the service desk
- D. discourage advocacy

Correct Answer: B

QUESTION 4



One of the SMFs has the following goal: ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable?One of the SMFs has the following goal: ?ow to build and maintain an IT organization that is accountable, responsible, flexible, and scalable? Which SMF has this goal?

- A. The Change and Configuration SMF
- B. The GRC SMF
- C. The Financial Management SMF
- D. The Team SMF

Correct Answer: D

QUESTION 5

Which Phase or layer provides the basis for developing and operating a resilient IT environment?

- A. Deliver phase
- B. Manage layer
- C. Operate phase
- D. Plan phase

Correct Answer: B

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