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## Microsoft Operations Framework Foundation (EX0-102)

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## QUESTION 1

Which of the following is part of the Changing Quadrant?

A. the Capacity Management Service Management Function (SMF)

B. the Infrastructure Engineering SMF

C. the Operations Review

D. the post-implementation review (PIR)

Correct Answer: D

## QUESTION 2

What is a process within the Service Monitoring and Control SMF?

A. Continuous monitoring

B. Purge event logs

C. Service monitoring requirements

D. Static monitoring definition

Correct Answer: A

## QUESTION 3

What Management Review (MR) determines whether IT is working on the right things and clarifies the business value of proposed projects?

A. Policy and Control

B. Portfolio

C. Release Readiness

D. Service Alignment

Correct Answer: B

## QUESTION 4

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 5

Why would you use the GRC SMF?

A. to assess, monitor and control risk

B. to maintain configuration baselines

C. to manage change

D. to understand accountabilities

Correct Answer: A


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