EX0-102^Q&As

Microsoft Operations Framework Foundation

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QUESTION 1

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 2

Which statement is true about the SMFs in the Operate Phase?

A. All SMFs feed the Deliver Phase.

B. The Customer Service SMF focuses on how to resolve complex problems.

C. The SMFs are dependant on each other.

D. The SMFs are sequential.

Correct Answer: C

QUESTION 3

What is the relationship between releases and changes?

A. A change includes both changed hardware and software components and components that were not changed. A release only includes changed hardware and software components.

B. Changes are incorporated into the IT environment by releases.

C. Releases and changes are incorporated into the IT environment independently of each other.

D. Releases are incorporated into the IT environment by changes.

Correct Answer: B

QUESTION 4

What ITIL process maps to the optimizing quadrant?

A. Change Management

B. Incident Management

C. Security Administration

D. Service Level Management

Correct Answer: D

QUESTION 5

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 6

Consider a change that has been performed before and is part of the operational practice of the business. What is the category of this change?

A. Minor

B. Standard

C. Major

D. Significant

Correct Answer: B

QUESTION 7

Which of the following Team Role Clusters takes part in the Changing Quadrant of the Process Model?

A. the Operations Role Cluster

B. the Release Role Cluster

C. the Security Role Cluster

D. the Service Role Cluster

Correct Answer: B

QUESTION 8

Which Service Management Function (SMF) is also addressed as an ITIL process?

A. Security Management

B. Storage Management

C. System Management

D. Workforce Management

Correct Answer: A

QUESTION 9

Which of the following is one of the key objectives to focus on in delivering a portfolio of IT services to the business?

A. Effectively and efficiently deploy service solutions to users

B. Establish clear project goals, roles and responsibilities

C. Excellence in technology

D. To provide an approach to assessing software process maturity

Correct Answer: A

QUESTION 10

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 11

What is a goal of Security Administration?

A. accessibility

B. confidentiality

C. connectivity

D. interconnectivity

Correct Answer: B

QUESTION 12

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 13

Which of the following is a key requirement for planning service solutions?

A. a managed IT environment

B. a milestone-driven implementation process

C. take the perspective of end-to-end services

D. understanding of the business and the operational requirements

Correct Answer: D

QUESTION 14

Does the concept ision?identify what a project team can accomplish within its constraints?Does the concept ?ision?identify what a project team can accomplish within its constraints?

A. Yes

B. No

Correct Answer: B

QUESTION 15

How many Management Reviews are defined in the Manage layer?

A. None

B. One

C. Two

D. Three

Correct Answer: B

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