Vendor:EXIN

Exam Code:EX0-102

Exam Name: Microsoft Operations Framework
Foundation

Version: Demo

QUESTION 1

To which Quadrant of the Process Model does the Infrastructure Role Cluster predominantly align?

A. Changing

B. Operating

C. Optimizing

D. Supporting

Correct Answer: C

QUESTION 2

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 3

What is the order of the four basic steps that MOF and MSF follow to create a new solution?

A. Build, plan, deploy and operate the solution

B. Deploy, operate, plan and build the solution

C. Operate, build, plan and deploy the solution

D. Plan, build, deploy and operate the solution

Correct Answer: D

QUESTION 4

What does MOF organize?

A. Activities and processes into SMF, which are grouped together in phases that mirror the IT service lifecycle.

B. Activities and processes into phases, which are grouped into SMFs that mirror the IT service lifecycle.

C. Activities and processes into SMFs, which are directed by Management Reviews that mirror the IT service lifecycle.

D. Activities and processes into phases, which are directed by Management Reviews that mirror the IT service lifecycle.

Correct Answer: A

QUESTION 5

What do the goals of the Reliability SMF include?

A. Service maintainability is aligned to the business in a cost-effective manner.

B. Service Continuity is aligned to the business in a cost-effective manner.

Correct Answer: B

QUESTION 6

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 7

The MOF Team Model is based on which concept?

A. That an operations team must achieve a number of key quality goals to be successful

B. That clear expectations must be set with the customers

C. That operations must be monitored and reviewed

D. That processes must be combined with operational management

Correct Answer: A

QUESTION 8

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 9

What is a goal of Financial management?

A. Aligning IT strategy to organizational goals and objectives

B. Contributing to business cases for changes to IT services based on a sound understanding of the revenue gained

C. Ensure that the work required to successfully operate IT services has been identified and described

D. Prepare a risk assessment

Correct Answer: B

QUESTION 10

Does the Team SMF ensure that someone is ultimately accountable for the work required in the Plan Phase?

A. Yes

B. No

Correct Answer: A

QUESTION 11

The service desk is a component of which SMF?

A. Business/IT alignment SMF

B. Customer Service SMF

C. Policy SMF

D. Service Monitoring and Control SMF

Correct Answer: B

QUESTION 12

Which of the following is a type of risks list used by the MOF Risk Management Discipline?

A. High impact Risks List

B. Retired Risks List

C. Security Risks List

D. Solved Risks List

Correct Answer: B