

**EX0-102**

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**Microsoft Operations Framework 4.0  
Foundation**

**Version 14.20**

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### QUESTION NO: 1

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

**Answer: A**

### QUESTION NO: 2

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

- A. Yes
- B. No

**Answer: B**

### QUESTION NO: 3

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

- A. Yes
- B. No

**Answer: A**

### QUESTION NO: 4

Which SMF has 'Filter the problem' as a process step?

- A. Customer Service
- B. Service Monitoring and Control
- C. Operations
- D. Problem Management

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**Answer: D**

### QUESTION NO: 5

What does the Reliability SMF process flow include?

- A. Assess, monitor and control risk
- B. Define service requirements
- C. Ensure good service
- D. Maintain work instructions

**Answer: B**

### QUESTION NO: 6

The Change and Configuration Management SMF has a set of processes assigned to it. Which process is the first in order?

- A. Approve the change
- B. Baseline the configuration
- C. Classify the Change
- D. Initiate the Change

**Answer: B**

### QUESTION NO: 7

Which Management Review evaluates IT staff performance and operational efficiency?

- A. Operational Health review
- B. Policy & Control review
- C. Release Readiness review
- D. Service Alignment review

**Answer: A**

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### QUESTION NO: 8

What is compliance?

- A. An application of risk management that ensures IT's conformance with company-specific policies, governmental regulations and laws
- B. A design that involves understanding the business requirements and defining the features that users need to do their job
- C. A plan that aligns an organization objectives into a cohesive approach to deliver services that support business strategy
- D. A state that occurs when the technical and business goals of the IT organization match the goals of the overall business

**Answer: A**

### QUESTION NO: 9

Which role type investigates and resolves an underlying problem?

- A. Customer Service Representative
- B. Incident Resolver
- C. Problem Analyst
- D. Problem Manager

**Answer: C**

### QUESTION NO: 10

Performing IT accounting is part of which SMF?

- A. Business/IT Alignment SMF
- B. Financial Management SMF
- C. Policy Management SMF
- D. Reliability Management SMF

**Answer: B**

### QUESTION NO: 11