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Exin EX0-102

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EX0-102 Microsoft Operations Framework 4.0

Foundation

Practice Test
Version 4.0
Exin EX0-102: Practice Exam

Exam A

QUESTION 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 4

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

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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



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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Which Management Review evaluates IT staff performance and operational efficiency?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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
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- C. A plan that aligns an organization objectives into a cohesive approach to deliverservices that support business strategyA 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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 11

What is a key outcome of the Financial Management SMF?

- A. Delivered business value
- B. IT has a strategic plan
- C. Proactive and cost justified availability plan
- D. Regulatory compliance

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 12

Is the primary goal of the Manage layer to establish an integrated approach to IT service management activities?

- A. Yes
- B. No

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

What does the focus of the Governance, Risk and Compliance SMF in the Plan Phase not include?

- A. General regulatory environment
ActualTests.com
- B. High-level risks
- C. Investment determination
- D. Internal controls defined

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

How many SMFs are there in the Operate phase?

- A. Two
- B. Three
- C. Four
- D. Five

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

When is the milestone review report signed off in the Project Planning SMF?

- A. After approving the request for change
- B. After approving the functional specification, master project plan and master schedule
- C. After it has been transferred to IT Operations
- D. Before approving the functional specification, master project plan and master schedule

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

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Preparing the functional specification and solution design and preparing work plans belongs to which SMF?

- A. Build
- B. Deploy
- C. Project Planning
- D. Stabilize

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

What is a goal of the Plan phase?

- A. Delivered Services are adaptable to the changing needs of the business
- B. Packaged product deployments are deployed in line with business requirements
- C. To ensure that deployed services operated in line with the agreed-toSLA targets
- D. To establish an integrated approach to IT Service Management activities

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which is not an accountability as defined in the Team SMF?

- A. Support
 - B. Service
 - C. Solutions
 - D. Stabilize
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

What is the main difference between the Manage Layer and the other Phases?

- A. It is the first activity of the lifecycle approach.
- B. Its processes take place in all phases of the lifecycle.
- C. It is the closing activity of the lifecycle.
- D. It is not part of the lifecycle at all.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 23

Does each role type have a set of accountabilities associated with it in the Team SMF?

- A. Yes
- B. No

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

Complying with applicable policies, laws and regulations is the goal of which SMF?

- A. Envisioning SMF
- B. Governance, Risk and Compliance SMF
- C. Policy SMF
- D. Service Monitoring and Control SMF

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

What is the primary goal of the Operate phase?

- A. ensure that deployed services are operated, monitored and supported all the time
- B. ensure high availability of services
- C. ensure that deployed services are operated, monitored and supported within agreedSLA ActualTests.com targets

D. ensure that IT services are restored as quickly as possible

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

What is an outcome of the Envision SMF?

- A. IT Services are seamlessly matched to business strategy and objectives.
- B. Improved business functionality, competitiveness, and efficiency.
- C. The design and features of the solution are clearly documented in the functional specification.
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- D. The vision and scope of the project are clearly documented and understood by the team and the customer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

To create an environment where changes can be made with the least amount of risk and impact to the organization this is the goal of which SMF?

- A. Business/IT Alignment SMF
- B. Change and Configuration SMF
- C. Policy SMF
- D. Stabilize SMF

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

What is an outcome of the Envision SMF?

- A. Conceptual design of the proposed solution is recorded as part of the vision document.
- B. The plan for the project is clearly understood by the team and the customer.
- C. The project runs to a strict timetable.
- D. The project risks are clearly documented and understood by the team and the customer. The project? risks are clearly documented and understood by the team and the customer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

ActualTests.com

QUESTION 29

Which phase transfers a successfully deployed new service to the Operate phase?

- A. Build
- B. Deliver
- C. Deploy
- D. Plan

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 30

What Team SMF accountabilities are primarily represented in the Operate Phase?

- A. Architecture and Solutions
- B. Operations and Support
- C. Service and Compliance
- D. Support and Manage

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

What is a description of Governance?

- A. How IT resources will be used to meet goals and deliver business value
- B. a process that ensures individuals are aware of regulations, policies, and procedures that must be followed as a result of senior management decisions
- C. Who holds the authority to make decisions, determines accountability for actions and responsibility for outcomes, and addresses how expected performance will be evaluated
- D. Possible adverse impacts on reaching goals and can arise from actions taken or not taken

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which is a goal of MOF?

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- A. ensure that business oversight governs IT service lifecycle activity to promote business/IT alignment
- B. ensure that the investment in IT delivers expected business value at an acceptable level of risk

- C. provide guidance to Finance and Accounting groups to successfully audit services delivered by IT
- D. provide a common reference standard for any enterprise offering IT services to internal and external customers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

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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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which is not a goal of the Project Planning SMF?

- A. Approve all changes to the project
- B. Deliver a clearly scoped project plan
- C. Deliver a functional specification
- D. Produce a master project schedule

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which is not part of the Envision SMF process flow?

- A. approve the vision/scope document
 - B. organize the core project team
 - C. write the vision/scope document
 - D. write the project plan
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

What is the focus of the GRC SMF in the Operate phase?

- A. Documentation and Recording
- B. IT environment and configuration
- C. Management Reviews
- D. Policy retirement

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 37

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

The purpose of the Policy and Control MR is to provide IT management with an understanding of what?

- A. How risks to achieving goals are being addressed.
- B. A prediction of the burden of control so that it can adjust appropriately for desired benefits during the operational stage.
- C. An evaluation of external policy mandates as given by the Service Level Manager.
- D. Whether control environment is legal.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

What is the IT service lifecycle composed of?

- A. Build phase, Deliver phase, Operate phase, Manage layer ActualTests.com
- B. Manage Layer, Plan phase, Deploy phase, Operate phase

- C. Manage Layer, Plan phase, Deliver phase, Operate phase
- D. Plan phase, Develop phase, Operate phase, Manage phase

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 40

Which process does not form part of the process flow for building?

- A. deploy sites
- B. develop the solution
- C. prepare for development
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- D. prepare for release

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which SMF is not part of the Manage Layer?

- A. Change and Configuration SMF
- B. GRC SMF
- C. Incident and Problem SMF
- D. Team SMF

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

ActualTests.com

Which of the following reflect goals of the Envision SMF?

- A. Build a solution that meets the customer expectations and Specifications. Build a solution that meets the customer? expectations and Specifications.
- B. Clearly communicate the project vision, scope, and risk. Clearly communicate the project? vision, scope, and risk.
- C. Deploy a stable solution that satisfies the customer.
- D. Resolve all issues found by testing and through pilot feedback.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

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What is the correct order for the five SMFs found in the Deliver Phase?

- A. Project Planning, Envision, Build, Deploy, Stabilize
- B. Envision, Project Planning, Build, Stabilize, Deploy
- C. Envision, Build, Project Planning, Deploy, Stabilize
- D. Envision, Project Planning, Stabilize, Build, Deploy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

One of the SMFs in the Manage Layer is called the RC SMF? One of the SMFs in the Manage Layer is called the ?RC SMF? What does the C stand for?

- A. Change
- B. Compliance
- C. Configuration
- D. Control

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

How is the Team Focus in the Manage layer integrated with the Operate phase?

- A. It manages resources.
- B. It incorporates operations and support accountabilities.
- C. It addresses procedures and work instructions.
- D. It sets principles for organizing support and operations work.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Ensuring constant coverage in operations is a key principle in what Manage Layer SMF?

- A. Governance, Risk, and Compliance SMF
- B. Team SMF
- C. Operations SMF
- D. Change and Configuration SMF

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 48

Which SMF has a goal to take remedial actions that minimize the impact of service incidents and system events?

- A. Customer Service
- B. Incident Management
- C. Service Desk
- D. Service Monitoring and Control

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which SMF is found in the Operate phase of the IT service lifecycle?

- A. Envision
- B. Service Monitoring and Control

- C. Service Desk
- D. Team

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Is the Portfolio Management Review focused on understanding the state of supply and demand for IT services and directing investments to make sure that the business value of IT is realized? ActualTests.com

- A. Yes
- B. No

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

What is bottom-up scheduling?

- A. Team members representing each role generate time estimates and schedules for deliverables. Each team schedule is integrated into a master project schedule. Team members representing each role generate time estimates and schedules for deliverables. Each team? schedule is integrated into a "Pass Any Exam. Any Time." - www.actualtests.com 15 Exin EX0-102: Practice Exam
- B. The program manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.
- C. The program manager builds a master project schedule based on industry standards for each task.
- D. The solution manager estimates the time required for each team member to complete his or her tasks, and then validates those estimates with the team members.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

Which SMF provides root cause analysis?

- A. Incident Management
- B. Problem Management
- C. Stabilizing
- D. Testing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which Team role type is the accountable role type for the Deliver Phase?

- A. Program manager
- B. Product manager
ActualTests.com
- C. Test manager
- D. Solution manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which Management Review (MR) concludes deployment?

- A. The Deployment Complete Milestone
- B. The Project Plan Approved MR
- C. The Portfolio MR
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- D. The Release Readiness Review

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

What is the primary goal of the Build SMF?

- A. Develop the solution deliverables to the customer Specifications, develop the solution documentation, create the development and testlab,Develop the solution deliverables to the customer? Specifications, develop the solution documentation, create the development and test lab, and prepare the solution for pilot deployment.
- B. Deliver a clearly scoped plan for building and delivering an IT service solution, which is ActualTests.com represented by a master project plan, a master project schedule, and a functional Specification at the Project Plans Approved MR.
- C. Form the core projectteam, prepare and deliver a vision/scope document that clearly communicates the project vision and the scope of thatForm the core project team, prepare and deliver a vision/scope document that clearly communicates the project? vision and the scope of that vision, and prepare a risk assessment.
- D. Release the highest-quality solution possible at the Release Readiness Milestone.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 57

What does the Reliability SMF process flow include?

- A. Define service requirements
- B. Monitoring and improving plans
- C. Planning
- D. all of the above

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

What does the focus of the Change and Configuration SMF in the Plan phase include?

- A. Architectural change
- B. Corporate strategy transfer to IT strategy
- C. Legal and compliance representation
- D. Process and procedure

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Which Management Review (MR) would analyze results and take action to improve performance?

- A. Change Initiation MR
- B. Operational Health MR

- C. Projects Plan MR
ActualTests.com
- D. Release Readiness MR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

What do the steps to setting policy not include?

- A. reviewing legal compliance
- B. review and maintain policies
- C. publish policies
- D. validate policies

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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

Which Management Review (MR) provides a bridge between the Plan Phase and the Deliver Phase?

- A. The Operational Health MR
- B. The Portfolio MR
- C. The Policy and Control MR
- D. The Service Alignment MR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Is the Manage layer part of the MOF lifecycle approach?

- A. No, only the phases are part of the lifecycle approach.
- B. Yes, the Lifecycle is composed of three phases and the manage layer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

What do the goals of the Reliability SMF include?

- A. Service maintainability is aligned to the business in a cost-effective manner.
ActualTests.com
- B. Service Continuity is aligned to the business in a cost-effective manner.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which statement of the IT service lifecycle is not correct?

- A. It isolates risk to the Operate phase.
 - B. It addresses the design and delivery of the IT service.
 - C. It describes the life of an IT service.
 - D. It represents planning and optimizing the IT service to align with the business strategy.
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

How many Management Reviews are defined in the Manage layer?

- A. None
- B. One
- C. Two
- D. Three

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

What is the goal of the Change and Configuration SMF?

- A. Ensure that business changes are aligned with organizational direction
- B. Decrease time to resolve problems from failed changes
- C. Reduction in incidents
- D. Create an environment where changes can be made with the least amount of risk and impact to the organization

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 67**

The service desk is a component of which SMF?

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- A. Business/IT alignment SMF
- B. Customer Service SMF
- C. Policy SMF
- D. Service Monitoring and Control SMF

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 68**

Which is a correct statement about the Deliver Phase?

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- A. It creates an IT strategy to provide value to the business strategy.
- B. It is the foundational layer for MOF.
- C. It incorporates the best practices of the Microsoft Solutions Framework.
- D. It has four SMFs.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 69**

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

Section: (none)

Explanation**Explanation/Reference:****QUESTION 70**

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
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

What does the focus of the Team SMF in the Plan Phase include?

- A. Change evaluated across dimensions
 - B. General regulatory environment
 - C. Principles for effective strategic thinking
 - D. Principles for organizing operations work
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

Which statement is false about the Operate phase?

- A. There are four SMFs in the Operate phase
- B. The problem management SMF belongs to the Operate phase
- C. Customer Service SMF is in the Operate phase
- D. There are two reviews in the Operate phase

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

What is not a focus of the Change and Configuration SMF in the Operate phase?

- A. Base-lining IT environment and configuration
- B. Carrying out processes and procedures
- C. Dealing with Standard Changes
- D. Ensuring Policy compliance

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
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