



Vendor: EXIN

Exam Code: EX0-102

Exam Name: Microsoft Operations Framework 4.0
Foundation

Version: DEMO

QUESTION 1

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 management
- 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

Answer: C

QUESTION 2

Which is a goal of MOF?

- 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

Answer: B

QUESTION 3

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.

Answer: C

QUESTION 4

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

Answer: A

QUESTION 5

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

Answer: D

QUESTION 6

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

Answer: A

QUESTION 7

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

Answer: A

QUESTION 8

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.

Answer: A

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