Microsoft Solutions Framework (MSF) Practitioner

74-100

Question 1.
In which activities is the release management role engaged during the fourth phase of the MSF Process Model? (Choose two)

A. Pilot setup and support.
B. Bug reporting and analysis.
C. Site deployment and support.
D. Operations and support training.
E. Defining operations acceptance criteria.

Answer: A, D

Explanation:
Release Management
Pilot setup and support; deployment
planning; operations and support training
Microsoft White Pages MSF Process Model V 3.1

Question 2.
What does the MSF Process Model do? (Choose two)

A. Emphasizes planning over design.
B. Maintains regular customer visibility to the project.
C. Defines a step-by-step methodology for development.
D. Keeps the solution aligned with the business objectives.
E. Identified a single point of contact for project requirements.

Answer: B, D

Explanation:
For these reasons, the MSF process model provides review points. Documented deliverables keep the progress of the project visible and well communicated among the team, stakeholders, and the customer. Successful solutions, whether targeted at organizations or individuals, must satisfy some basic need and deliver value or benefit to the customer. For individuals, the benefit may be in satisfying some emotional need, such as most computer games. For organizations, however, the key driver is business value. Microsoft White Pages MSF Process Model V 3.1

Question 3.
You have been asked with identifying and selecting the staff for developing and deploying a new contact management system for the Sales department. Which MSF discipline would you apply?

A. MSF Risk Management Discipline
B. MSF Team Management Discipline
C. MSF Quality Management Discipline
D. MSF Readiness Management Discipline

Answer: D

Explanation:
The MSF Readiness Management Discipline focuses on providing guidance and processes for these solutions in the areas of assessing and acquiring KSAs necessary for enterprise architecture (EA) planning and project solution teams
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Question 4.
Itcertkeys is migrating its financial systems from a host-based legacy system, to a web-based system. Itcertkeys will perform all order processing on the new system.

The system implementation is scheduled to coincide with the start of their new fiscal year. If the implementation does not go live on the target data, the effect on the business will be catastrophic. During the pilot, several defects in the user interface were identified. Although not critical to the system's performance, several high profile users as well as one of the key stakeholders, have repeatedly complained about the defect. The team fears that there are more cosmetic defects, because they did not have resources to perform a full suite of usage tests.

the project team has identified the following risks:

Condition: more non-critical cosmetic defects exist in the user interface, but have not been discovered
Consequence: desired user satisfaction levels will not be achieved
The team rates impact on a scale of one through three.

What assesses the states risk, and is consistent with the MSF Risk Management recommendations for risk assessment?

A. Probability: 10%
   Impact: 1
   Exposure: 0.1
B. Probability: 10%
   Impact: 1
   Exposure: 11
C. Probability: 10%
   Impact: Red
   Exposure: Low
D. Probability: 65%
   Impact: 3
   Exposure: 68
E. Probability: 65%
   Impact: Yellow
   Exposure: Medium
F. Probability: 85%
   Impact: 1
   Exposure: 0.85

Answer: F

Explanation:
The probability of this risk is almost certain haunch 85%, the impact of the risk will just be a lose of customer satisfaction but the product will still function so a 1 for impact, multiply the two together and you get exposure of .85. Microsoft White Pages

Question 5.
Which deliverables should be baselined during the second phase of the MSF Process Model? (Choose two)

A. Vision/scope
B. Project charter
C. Master project plan
D. Technical specification

E. Initial risk assessment
F. Master project schedule

Answer: C, F

Explanation:
The deliverables for the second Phase of the MSF are:
1. Functional Specifications
2. Risk Management Plan
3. Master Project Plan and Master Project Schedule Microsoft White Pages MSF Process Model V 3.1

Question 6.
The goal of the MSF Planning Phase is to create the _____.

A. Vision/scope, project plans, and project schedules
B. Design goals. project structure, and project schedule
C. Testing approach, project budget, and project pilot plan
D. Business case, technical specification, and project charter
E. Localization plan, vision/scope, and project master schedule
F. Design goals, project structure, and project testing approach
G. Solution architecture and design, project plans, and project schedules

Answer: G

Explanation:
The planning phase is when the bulk of the planning for the project is completed. During this phase the team prepares the functional specification, works through the design process, and prepares work plans, cost estimates, and schedules for the various deliverables. Microsoft White Pages MSF Process Model V 3.1

Question 7.
When managing scope, it is always best to _____.

A. Defer new features to later releases.
B. Make sure the customer is satisfied.
C. Make sure user effectiveness is enhanced.
D. Consider the risks of changes to the scope.
E. Allow those building to solution to manage it.

Answer: D

Explanation:
Managing scope includes clarifying the scope early and good project tracking and change control. Microsoft White Pages MSF Process Model V 3.1

Question 8.
The team can assess the needs of those who will be directly impacted by the deployed solution by drafting which recommended element of the vision/scope document?

A. Test cases
B. User profiles
C. Project scope
D. Solution concept
E. Vision statement
F. Stakeholder map

G. Problem statement

Answer: B

Explanation:
The design process gives the team a systematic way to work from abstract concepts down to specific technical detail. This begins with a systematic analysis of user profiles (also called "personas") which describe various types of users and their job functions Microsoft White Pages MSF Process Model V 3.1

Question 9.
Which deliverable of the first phase of the MSF Process Model defines the approach the team will take in organizing and managing the project?

A. Project plan
B. Team role/cluster map
C. Project charter document
D. Project structure document
E. Software development plan

Answer: D

Explanation:
The project structure document includes information on how the team is organized and who plays which roles and has specific responsibilities. Microsoft White Pages MSF Process Model V 3.1

Question 10.
What is the goal of the first phase of the MSF Process Model?

A. To determine the project costs and delivery date.
B. To gain customer approval and budget allocation.
C. To create a high-level view of the project's goals, constraints, and solution.
D. To determine the technology and development environment for the solution.
E. To create the solution architecture and design, project plans, and schedules.

Answer: C

Explanation:
Envisioning, by creating a high-level view of the project's goals and constraints, can serve as an early form of planning; it sets the stage for the more formal planning process that will take place during the project's planning phase. Microsoft White Pages MSF Process Model V 3.1

Question 11.
Which MSF role cluster is accountable for risk management activities?

A. Test
B. Development
C. User experience
D. Project management
E. Release management
F. Product management
G. Program management

Answer: G

Explanation:

They are asking for the cluster role not the functional area. Within the MSF team model, the project management functional area of the program management role cluster holds final accountability for organizing the team in risk management activities, and ensuring that risk management activities are incorporated into the standard project management processes for the project. Microsoft White Pages

Question 12.
A team of 18 people is tasked with completing a large, complex project with three key feature sets of Print, Messaging and User Interface. Which is the MSF recommended choice for how to organize the teams? (Note: the numbers in parenthesis ( ) indicate the number of people assigned to the role)

A. Team A: Program Manager, Product Manager
   Team B: Program Manager, Development (5)
   Team C: Test (5), Release Management (2)
   Team D: Program Manager, User Experience (2)
B. Team A: Program Manager (2), Product Manager
   Team B: Program Manager (2), Development (4)
   Team C: Test (3), Release Management (3)
   Team D: Program Manager, User Experience (3)
C. Team A: Program Manager, Product Manager, Development, Test, Release Management, User Experience
   Team B: Program Manager, Development, Test, User Experience Team C: Program Manager, Development,
   Test, User Experience Team D: Program Manager, Development, Test, User Experience
D. Team A: Program Manager, Product Manager, Development, Test, Release Management, User Experience
   Team B: Product Manager, Development, Test, User Experience Team C: Program Manager, Development,
   Test, Release Management Team D: Program Manager, Development, Test, User Experience

Answer: C

Explanation:
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Question 13.
Which statements are true? (Choose two)

A. The MSF development role cluster coordinates with users.
B. The MSF program management role cluster coordinates with customers.
C. The MSF user experience role cluster coordinate with users and help desk.
D. The MSF release management role cluster coordinate with operations and support.

Answer: C, D

Explanation:
User Experience coordinates with User, and Help Desk Release Management coordinates with Operations and Support Groups Microsoft White Pages

Question 14.
Which are functional areas of the MSF product management role cluster? (Choose two)

A. Logistics
B. Marketing
C. Graphic design

D. Business value
E. Test engineering
F. Process assurance
G. Services coordination

Answer: B, D

Explanation:
The focus of the program management role is to meet the goal of delivering the solution within project constraints. This can be viewed as ensuring that the project sponsor is satisfied with the outcome of the project. To meet this goal, program management owns and drives the schedule, the feature set, and the budget for the project. Program management ensures that the right solution is delivered at the right time and that the project sponsor's expectations are understood and managed throughout the project. Descriptions of selected functional areas are shown below.
Project Management :
Track and manage budget.
Manage master project schedule.
Drive risk management process.
Facilitate communication and negotiation within the team.
Track progress and managing project status reporting.
Manage resource allocation
Solution Architecture :
Drive overall solution design.
Manage the functional specification.
Manage the solution scope and critical trade-off decisions.
Process Assurance
Drive process quality assurance.
Define and recommend improvements.
Administrative Services implement the project management processes and support the team leads in using them.
Provide a range of administrative services to support efficient team working.
Microsoft White Pages

Question 15.
Which key concepts are a part of the MTS Team Model? (Choose two)

A. Team of peers
B. Willingness to learn
C. Team of communication
D. Minimum defect mindset
E. Sponsor-focus mindset

Answer: A, B

Question 16.
What are recommended deliverables in the firs t phase of the MSF Process Model?
(Choose three)

A. Project charter
B. Business case
C. Conceptual design
D. Vision/scope document
E. Project structure document
F. System architecture document
G. Initial risk assessment document

Answer: D, E, G

Explanation:
The deliverables for the envisioning phase are:
Vision/scope document.
Risk assessment document.
Project structure document.
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Question 17.
Itcertkeys has selected a CRM package, and is in the process of implementing the solution. The company has a single T1 connection which provides Internet connectivity; Internet access is required by the CRM server to run nightly reports.

The following risk has been identified:

Condition: There is only a single point of access from the CRM server to the Internet.
Consequence: A failure in the T-1 will result in a loss of Internet connectivity and prevent the nightly report from running.

Which contingency plan minimizes the impact of the risk presented in the exhibit?

A. Create a plan to determine how frequently the T-1 line is interrupted.
B. Install a secondary T-1 from a different telecom vendor with automated fail-over.
C. Install a secondary CRM server with its own dial-up line to the Internet for nightly reporting.
D. Manually connect the CRM server to the Internet through a dial-up connection for nightly
   reporting if a T-1 interruption occurs.

Answer: B

Explanation:
That is the only one that makes any sense.
Not D: the most logical conclusion for a business is not to have someone sit around all night to manual do things

Question 18.
The vision or vision statement is _____.

A. The conceptual solution in words.
B. An unbounded view of the solution.
C. The responsibility of the project manager.
D. A definition of the boundaries of the project.
E. A definition of the project requirements in a single sentence.

Answer: B

Explanation:
Vision is an unbounded view of what a solution may be. Scope identifies the part(s) of the vision can be accomplished within the project constraints. Microsoft White Pages

Question 19.
Which are true statements about the MSF phases? (Choose three)

A. During the Stabilizing Phase, additional features are built and stabilized.
B. During the Developing Phase, the team builds and tests the solution.

C. During the Envisioning Phase, the team and customer define the solution technology.
D. During the Deploying Phase, the solution is fully deployed into "live" production.
E. During the Planning Phase, the team and the customer define what will be built and deployed as well as how and when it will be built.

Answer: B, C, D

Explanation:
A is incorrect because during the stabilizing phase all features have been built and developed and are being tested. E is incorrect because during the envisioning phase these tasks are taken care of.

Question 20.
Which MSF role cluster is responsible for the following functional areas?

. • Support
. • Logistics
. • Operations
. • Infrastructure

A. Quality assurance
B. Solution management
C. Release management
D. Program management
E. Operations management

Answer: C

Explanation:
Release Management Role Cluster
The goal of the release management role cluster is smooth deployment and on-going operations. Release management is the role that directly involves operations on the MSF team. It includes the following functional areas of responsibility:

Acts as primary advocate between project development and operations groups.
Manages tool selection for release activities and drives optimizing automation.
Sets operational criteria for release to production.
Participates in design, focusing on manageability, supportability, and deploy ability.
Drives training for operations.
Drives and sets up support for pilot deployment(s).
Plans and manages solution deployment into production.
Ensures that stabilization measurements meet acceptance criteria.
Infrastructure
Enterprise infrastructure planning.
Coordinate physical environment use and planning across geographies (data centers, labs, field offices).
Provide the team with policies and procedures for consistent infrastructure management and standards.
Provide infrastructure services to the MSF team (building servers, standard images, installing software).
Manage hardware/software procurement for the team.
Build test and staging environments that accurately mirror production environments.
Support
Provide primary liaison and customer service to the IT users.
Support the business by managing the SLA with the customer and ensuring commitments are met.

Provide incident and problem resolution; rapid response to user requests and logged incidents.
Give feedback to development and design team.
Develop failover and recovery procedures.
Operations
Account and system setup controls; manage user accounts and permissions.
Messaging, database, telecom operations; network operations.
Systems administration, batch processing.
Firewall management; security administration.
Application services.
Host integration services.
Directory service operations.
Commercial Release Management
Product registration codes; registration verification process.
Licensing management.
Packaging.
Manage distribution channel.
Print and electronic publication.
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