



# 350-060<sup>Q&As</sup>

CCIE SP Operations Written

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**QUESTION 1**

You are working in a service provider voice NOC supporting a national VoIP network. The network underwent a capacity expansion that added voice bearer trunks to a newly deployed media gateway. After the new trunks were configured and placed into live service, the service desk began to receive complaints from end customers that their VoIP service is not working for certain calls. The service desk is unable to resolve the problem and due to increasing troubles coming in, they escalate to you.

Assuming that all physical layer option settings are verified to match carrier-provided specifications, which action should you take to isolate the problem before escalating to the PSTN PTT carrier?

- A. Verify IP connectivity between the media gateway controller and the media gateway.
- B. Fail over the media gateway to its backup.
- C. Identify which trunks are not functioning.
- D. Verify that SIP versions are compatible between the media gateway controller and the media gateway.

Correct Answer: C

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**QUESTION 2**

According to ITIL v3 framework, service providers need to deliver the agreed upon capabilities to their customers. This is the definition of which configuration management principle?

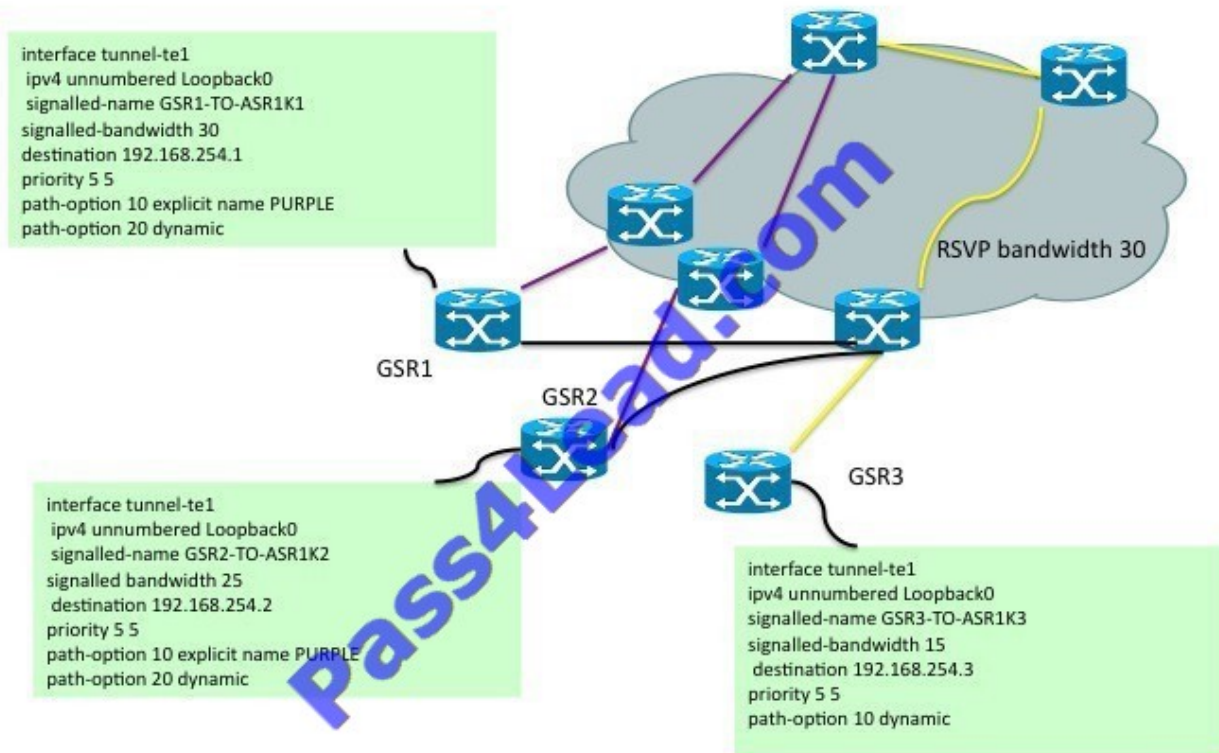
- A. service level requirements (SLR)
- B. operational level agreement (OLA)
- C. service level agreement (SLA)
- D. service improvement plan (SIP)

Correct Answer: C

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**QUESTION 3**

Refer to the exhibit.



The figure shows a service provider network that has MPLS TE tunnels that originate from GSR1, GSR2, and GSR3. While GSR1 and GSR2 have multiple paths to the core network, the GSR3 has a single path into the core. For GSR1 and GSR2, the purple links are the preferred paths, but because they are multihomed to the core, they can also take the black, less-desirable path. The less-desirable black paths need to be retained for certain operational reasons. GSR3 has a single path into the core network, and a TE tunnel originating from GSR3 must be able to use this path. It has been noted that if the network encounters multiple link failures or link transitions, the TE tunnels originating from GSR1 or GSR2 can preempt the TE tunnel originating from GSR3, thus causing a lack of MPLS connectivity. The operations team does not want the TE tunnel originating from GSR3 to be preempted unless this tunnel is administratively shut down.

How should this situation be mitigated?

- A. Change TE config on GSR3 to include "priority 4 4."
- B. Change TE config on GSR3 to include "priority 6 4."
- C. Change TE config on GSR3 to include "priority 6 6."
- D. Use affinity and link coloring.
- E. Use the "exclude" options on the explicit paths of GSR1 and GSR2.
- F. Lower the signaled-bandwidth of the GSR3 TE tunnel.



Correct Answer: A

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#### QUESTION 4

According to ITIL v3 framework, in a stable (no new services or traffic demands) environment, a reduction in the total number of recurring syslog messages per month is an indication that which ITIL management process is working well?

- A. release
- B. incident
- C. problem
- D. event

Correct Answer: C

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#### QUESTION 5

On the Cisco IOS XR router, you have noticed lately that OSPF adjacency on one interface is flapping occasionally; three flaps in the last 5 hours. The log in each of the three flap cases has an error message showing that the OSPF state

changed from EXCHANGE to DOWN with the description "Neighbor Down:

dead timer expired." What is the most likely cause for this problem?

- A. The CPU on the adjacent router is pegged at 100%.
- B. The RP CPU on the Cisco IOS XR router is pegged at 100%.
- C. The adjacent router is sending corrupted OSPF packets.
- D. There is a routing loop between the Cisco IOS XR router and the adjacent router.
- E. The link between the Cisco IOS XR and the adjacent router is severely degraded.

Correct Answer: A

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