350-060 Q&As

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QUESTION 1

According to ITIL?v3 framework, which type of redundancy is characterized by integrating different types of assets with a common service capability thereby being more resilient to a single cause of failure in the network?

A. passive

B. diverse

C. active

D. homogeneous

Correct Answer: B

QUESTION 2

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure,

including LAN, WAN, Firewalls, and QoS. Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to

find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to

place and receive calls. It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center

to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which four initial questions should you ask to help isolate the problem? (Choose four).

A. How did the customers call the sen/ice desk without dial tone?

B. Are some or all VoIP customers affected?

C. Do affected customers have anything in common (e.g., country/area code, geographical area)?

D. What changes were made last night?

E. Does the call manager use a Solaris or Linux operating system?

F. Is the latest anti-virus software installed on the call manager?

G. What time did customers first report the problem?

Correct Answer: BCDG

QUESTION 3

According to ITIL?v3 framework, which type of availability management technique contributing to the continual service improvement process is used to identify single points of failure within a network?

A. fault tree analysis (FTA)

B. component failure impact analysis (CFIA)

C. service failure analysis (SFA)

D. technical observation (TO)

Correct Answer: B

QUESTION 4

You have just launched video over IP service in the San Francisco market. A big football game will be telecast live over the new IP network. To proactively monitor the service and improve customer satisfaction, your task is to identify and baseline relevant network characteristics before the actual event. Which three characteristics should you choose? (Choose three.)

A. IP packets transmitted for video CoS

B. router configuration baseline

C. multicast tree baseline

D. IP packet drops for video CoS

E. interface bandwidth utilization

Correct Answer: CDE

QUESTION 5

According to ITIL?v3 framework, which set of tools is best suited to control relevant customer attributes in a centralized location allowing for relationships between assets, components, and services to be stored and maintained?

A. discovery or automated audit tools

B. business service management tools

C. configuration management system tools

D. workflow or process engine tools

Correct Answer: C

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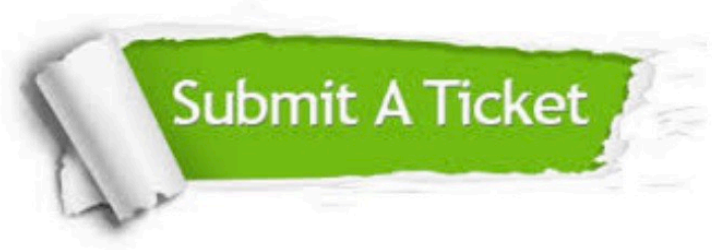

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