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LCSAUC Cisco Lifecycle Services Advanced IP Communications

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QUESTION 1

Which service component if detailed design development includes completing the Cisco Unified Communications station review template and ensuring that user groups have the right set of features, functions, dialing capabilities, and applications?

A. Device-Level Design

B. System Design Workshop

C. Feature and Functionality Design Workshop

D. Physical Design Workshop

Correct Answer: A

QUESTION 2

Which task is required to identify a problem when performing the Problem Management Service component?

A. Record Events as incidents within a Ticketing System

B. Take a Support Call

C. Escalate Incident to priority 1

D. Identify Reoccurring incidents

E. Determine if incident will become a Problem

Correct Answer: D

QUESTION 3

In the Implement phase, project close-out involves which of the following tasks?

A. Customize ongoing support hand-off kit

B. Deliver Education based on Staff planning Development Reports

C. Conduct Engagement Profitability assessment

D. Execute Network Migration Plan

Correct Answer: C

QUESTION 4

Which two of the following activities are parts of the Cisco Unified Communications systems requirements

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validation?(choose two)

A. Perform Voice and Data Gap Analysis

B. Validation Preparation

C. Collect and Verify Requirements

D. Conduct Circuit Analysis

Correct Answer: BC

QUESTION 5

During the System acceptance testing, which template is used to capture the network elements to be tested and the tests that will be completed after solution implementation?

A. Technical Requirements Document

B. IPCC Enterprise Configuration Checklist

C. Network Ready For Use

D. High Level Design

E. Bridge Traffic Analyzer

Correct Answer: C

QUESTION 6

During the design phase, which template or tool is used to capture the define failure recovery procedure and risk mitigation strategy task?

A. Solutions Expert

B. Letter of Understanding Template

C. Validation Survey

D. Design Kickoff Agenda

E. Migration Plan

Correct Answer: E

QUESTION 7

Which of the following phases is a high-level design proposed Cisco Unified Communications solution developed?

A. Operate

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B. Design

C. Plan

D. Prepare

Correct Answer: D

QUESTION 8

Which optimize phase service component assesses the current state of the network management infrastructure of a customer to identity issues and opportunities that lead to recommendations for improving the ability to manage their Cisco Unified Communications system?

A. Deployment Assessment

B. Technology Assessment

C. Security Assessment

D. Operations Assessment

Correct Answer: D

QUESTION 9

In the Implement Phase, What is the possible customer benefit of implementation support (Day 1)?

A. Increases revenue or lowers operating costs or does both by helping to ensure that the implemented system is working to the measures defined in the system acceptance test plan

B. Provides instructions on how to get technical support when needed

C. Provides documentation needed to understand the details of network that will be useful when planning for future changes to the system

D. Assures customer of a fully operational system and that there is support if needed

Correct Answer: D

QUESTION 10

Which of the following is a benefit of the operations plan service component within the design phase ?

A. Ensures that the final design meets the business and technical requirements of the customer

B. Helps toe accelerate the implementation of an advanced technology

C. Finalizes the location and number of pieces of equipment to be staged

D. Helps reduce disruptions caused by unexpected events during network operations

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E. Helps the customer understand the overall costs to build and operate the network

Correct Answer: C

QUESTION 11

In plan phase, which tow tasks are associated with the conduct operational assessment activity? (Choose two.)

A. Document systems, Processes, flow-through, tools, people, skill and best practices

B. Conduct Operations personnel and stakeholders interviews

C. Identify operations personnel and stakeholders for interviews

D. Obtain and review operational procedures and policies

E. Document plan to remediate operational issues

Correct Answer: AB

QUESTION 12

Which two operations technology strategy development activities within the prepare phase are performed recommending people, processes and tools supporting the operations and management of a system to the customer?

A. Define the requirements for monitoring service-level measurements

B. Identify and assess the operational requirements that address and meet the business objectives and goals of the customer

C. Examine and evaluate existing operations and network management process flows and existing operations and network management designs

D. Define and document the appropriate service-level requirements associated with availability, capacity and security that correlate within the technology service delivery goals

E. Analyze documented business and technology requirements of the customer

Correct Answer: BE

QUESTION 13

During the ongoing support handoff Meeting in the implement phase, which tow tasks are common to the activities that are related to hardware support? (Choose two.)

A. Explain how to complete the customer satisfaction Survey

B. Explain how to troubleshoot Message waiting indicator

C. Explain Cisco Remote Operation Support Reporting

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D. Customize Handoff Materials

E. Explain how to open a Technical Assistance Center Case

Correct Answer: CE

QUESTION 14

Which statement describes the business requirements development service component in the Cisco Unified Communications prepare phase?

A. It analyzes the customer business requirements and recommends an appropriate Cisco Unified Communications solution to meet business requirements.

B. It identifies and documents the appropriate end-user training needed for the customer.

C. It assess and documents the business requirements for end-user service delivery.

D. It identifies the customer business requirements to match a model Cisco Unified Communications solution.

Correct Answer: C

QUESTION 15

Which Service component in Cisco Unified Communications operate phase identifies and solves reoccurring incidents by analyzing incident trends to identify patterns and systemic conditions?

A. Problem Management

B. Incident Management

C. Change Management

D. Systems Monitoring

Correct Answer: A

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