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QUESTION 1

According to ITIL?v3 framework, which type of event is implied when an unauthorized user has attempted to log onto a managed application?

- A. exception
- B. irregular operation
- C. unscheduled
- D. threshold

Correct Answer: A

QUESTION 2

An ISP has an IP/MPLS core network. Recently, after replacing low-capacity routers with two Cisco Carrier Routing System routers, customer has complained about reduced application performance (slow website access). What is the most likely cause for this issue?

- A. After the two CRS-1s are inserted, other low-capacity routers are not up to the forwarding performance of CRS.
- B. The addition of two CRS-1 routers has caused increased queuing latency.
- C. Packet forwarding on the CRS-1s are processed by the RP CPU.
- D. The policer used by LPTS on CRS-1s is dropping some traffic.
- E. The default interface MTU setting of 1500 bytes on the CRS-1s is causing MPLS packet fragmentation.

Correct Answer: E

QUESTION 3

Arrange the listed SONET alarm type to the proper severity.

Select and Place:

Arrange the listed SONET alarm type to the proper severity.

Alarm Indicate Signal - Line (LAIS)	Critical	
Remote Defect Indication - Line (LRDI)		
Section Loss of Frame (SLOF)	Major	
Alarm Indicate Signal - Path (PAIS)		
Remote Defect Indication - Path (PRDI)	Minor	
Section Loss of Signal (SLOS)		
Far End Receive Failure (FERF)		

Correct Answer:

Arrange the listed SONET alarm type to the proper severity.

	Critical	Section Loss of Frame (SLOF)
		Section Loss of Signal (SLOS)
	Major	Alarm Indicate Signal - Line (LAIS)
		Remote Defect Indication - Line (LRDI)
	Minor	Alarm Indicate Signal - Path (PAIS)
		Remote Defect Indication - Path (PRDI)
Far End Receive Failure (FERF)		

QUESTION 4

You are working for a large service provider. The engineering team requested that new SIP-600 cards be rolled out in all 7600 Series Routers in the network. The current certified Cisco IOS release for these routers is 12.2(18)SXF8. You realize that the Cisco IOS Software must be upgraded to support the new SIP-600 cards, but engineering has not specified an upgrade. The engineering team confirms this need and informs you that the certification lab has begun testing Cisco IOS Release 12.2(33)SRD for this purpose and has not encountered any problems yet.

How should you proceed?

- A. Upgrade all the 7600 Series Routers to Cisco IOS Release 12.2(33)SRD before installing the SIP-600 cards during the next available maintenance window.
- B. Install the SIP-600 cards in all the chassis prior to the Cisco IOS Release 12.2(33)SRD upgrade because this can be done at any time without any downtime expected.
- C. Deploy Cisco IOS Release 12.2(33)SRD and the SIP-600 cards to a limited number of nodes in the network before a complete network upgrade.
- D. Defer acting on the plan until the certification lab has fully tested the new Cisco IOS release and SIP- 600 cards.

Correct Answer: D

QUESTION 5

An ISP has an MPLS LDP core with redundant paths. The core is BGP-free and core routers do not participate in BGP protocol. Several Internet customers reported that they are not able to reach some Internet sites any more. The set of sites reported as having reachability issues depends on the location of the customer. What is the most likely root-cause for this problem?

- A. Either a core link or an OSPF adjacency on a core link is down.
- B. An MPLS LDP session between a pair of routers in the core is down.
- C. An IBGP session between a pair of PE routers is down.
- D. Some EBGP sessions to some peers are down.
- E. Some core links are heavily congested.
- F. A denial of service attack is in progress.

Correct Answer: B

QUESTION 6

According to ITIL v3 framework, which type of event signifies that the memory utilization of a server reaches (or exceeds) within 10 percent of its highest acceptable performance level?

- A. threshold
- B. regular operation
- C. exception
- D. unscheduled

Correct Answer: A

QUESTION 7

As a lead operations engineer for a service provide, you must maintain the integrity of network infrastructure security. The service provider has organized its security practices into a six-phase framework. Match each activity on the left against an appropriate phase in the security framework.

Select and Place:

As a lead operations engineer for a service provider, you must maintain the integrity of network infrastructure security. The service provider has organized its security practices into a six-phase framework. Match each activity on the left against an appropriate phase in the security framework.

<div style="border: 1px solid black; background-color: #d9ead3; padding: 5px; margin-bottom: 5px;">Use BGP RTBH on attacking flow.</div> <div style="border: 1px solid black; background-color: #d9ead3; padding: 5px; margin-bottom: 5px;">Use ACLs, Sniffer, NetFlow to determine type of attack.</div> <div style="border: 1px solid black; background-color: #d9ead3; padding: 5px; margin-bottom: 5px;">Select, develop, test, and install security tools.</div> <div style="border: 1px solid black; background-color: #d9ead3; padding: 5px; margin-bottom: 5px;">Analyze CPU and interface utilization information.</div> <div style="border: 1px solid black; background-color: #d9ead3; padding: 5px; margin-bottom: 5px;">Analyze a recent attack-managing experience.</div> <div style="border: 1px solid black; background-color: #d9ead3; padding: 5px;">Find out the ingress points of the security threat.</div>	<div style="border: 1px solid black; background-color: #fff2cc; padding: 5px; margin-bottom: 5px;">security preparation phase</div> <div style="border: 1px solid black; background-color: #fff2cc; padding: 5px; margin-bottom: 5px;">threat identification phase</div> <div style="border: 1px solid black; background-color: #fff2cc; padding: 5px; margin-bottom: 5px;">threat classification phase</div> <div style="border: 1px solid black; background-color: #fff2cc; padding: 5px; margin-bottom: 5px;">traceback phase</div> <div style="border: 1px solid black; background-color: #fff2cc; padding: 5px; margin-bottom: 5px;">mitigation phase</div> <div style="border: 1px solid black; background-color: #fff2cc; padding: 5px;">postmortem phase</div>
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Correct Answer:

As a lead operations engineer for a service provider, you must maintain the integrity of network infrastructure security. The service provider has organized its security practices into a six-phase framework. Match each activity on the left against an appropriate phase in the security framework.

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QUESTION 8

Several customers are complaining about slow network throughput when trying to access a company document

management system. This slow throughput is impacting business for these customers due to lost productivity. The service desk followed normal procedures, was unable to resolve the problem, and escalated the trouble ticket to you, the Tier 2 NOC engineer. You have done your own analysis and believe that you have found the root cause but are not entirely certain.

Which three steps should you take to verify your resolution? (Choose three.)

- A. Implement your fix at one location to verify that it fixes the problem.
- B. Determine what the expected throughput is compared to what is being observed.
- C. Identify when the problem started and correlate to recent change activity.
- D. Determine what specific locations have the problem.
- E. Create a contingency plan in case your analysis is wrong.

Correct Answer: BCD

QUESTION 9

According to ITIL?v3 framework, which incident ending step involves the validation of the initial incident record parameters to ensure that they are accurate prior to the final incident record entry?

- A. user satisfaction survey
- B. incident historical documentation
- C. ongoing or recurring problem determination
- D. closure categorization

Correct Answer: D

QUESTION 10

According to ITIL?v3 framework, which type of service operational management process is used to restore service as soon as possible to minimize operational impact through the managed network environment?

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

Correct Answer: A

QUESTION 11

According to ITIL?v3 framework, which service operations considerations, specifically the impact of known errors reported by either Event Management or Incident/Problem Management, are undertaken in managing change to an existing Service Operations Plan?

- A. assessing and managing risk in service operation
- B. service operation and project management
- C. performing root-cause analysis of reported troubles
- D. planning and implementing service management technologies

Correct Answer: A

QUESTION 12

According to ITIL?v3 framework, which type of priority is characterized as severely affecting some key users or impacting a large number of users?

- A. high
- B. immediate (emergency)
- C. medium
- D. low

Correct Answer: A

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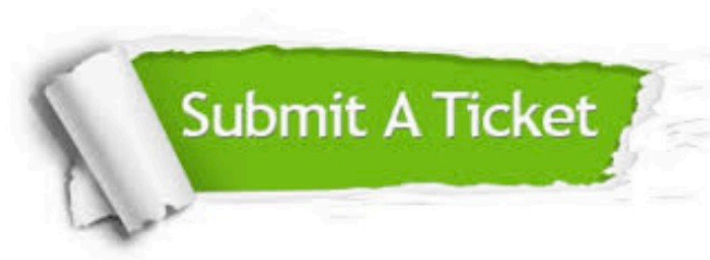
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