Vendor: Cisco

Exam Code:350-060

Exam Name:CCIE SP Operations Written

Version: Demo

QUESTION 1

What is the main reason for establishing a baseline?

A. to standardize operations

B. to determine the cost of services provided

C. to establish roles and responsibilities

D. for later comparison

Correct Answer: D

QUESTION 2

According to ITIL?v3 framework, which type of problem management is initiated within service operations and is used to gather event records, which are correlated over time to build trends that are used during continual service improvement processes?

A. reactive

B. customer

C. proactive

D. incident

Correct Answer: C

QUESTION 3

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

QUESTION 4

According to ITIL?v3 framework, which type of escalation process mechanism is applied to adjust the escalation process with regard to meeting overall customer incident resolution SLA?

A. role-based

B. priority-based

C. severity-based

D. time-based

Correct Answer: D

QUESTION 5

While evaluating a new hardware rollout plan before deployment, which standards should you review to ensure that the hardware met certain environmental design guidelines?

A. NAS

B. COBIT

C. ITIL?

D. NEBS

E. eTOM

Correct Answer: D

QUESTION 6

According to ITIL?framework, which type of redundancy is characterized by redundant assets entering service only after failure occurs?

A. active

B. diverse

C. passive

D. homogeneous

Correct Answer: C

QUESTION 7

According to ITIL?v3 framework, which operational management process is characterized by an unplanned service interruption, reduction in the service quality, or failure of a configuration item that may eventually impact a service?

A. incident

B. change

C. problem

D. event

Correct Answer: A

QUESTION 8

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 9

A service provider allowed private IPv6 BGP peering with a university research network. On receiving IPv6 traffic, one Cisco 12000 Series Router that is located in the path of IPv6 traffic experienced high CPU use on its single-port OC192 line card that caused OSPF adjacency to drop on its port. Prior to receiving IPv6 traffic, this OC192 port was passing approximately 1 Gb of IPv4 traffic without any noticeable CPU use. What are two possible reasons for this performance problem? (Choose two.)

A. IPv6 neighbor discovery is enabled. It should be disabled on point-to-point links because this helps with CPU use.

B. IPv6 DAD is enabled. It should be disabled in the service provider core.

C. The line card is not capable of hardware forwarding of IPv6 traffic.

D. The line card has an old fabric loader and FPGA code.

E. Cisco Express Forwarding has been disabled on the line card.

F. Some of the IPv6 traffic contains extension headers causing increased CPU use.

Correct Answer: CF

QUESTION 10

According to ITIL?v3 framework, when working on a service-affecting incident, what function or process is responsible for keeping the customer updated on the status of the incident?

A. problem management

B. field operations

C. service desk

D. incident management

Correct Answer: C

QUESTION 11

Certain tools conduct ongoing polling of a network device or managed system to determine its status and availability, and they generate an alert (event) for any exceptions that require a response or action. According to ITIL?v3 framework, which type of monitoring do these tools perform?

A. passive

B. active

C. reactive

D. proactive

Correct Answer: B

QUESTION 12

You are responsible for the network of a content provider. The content provider uses ISP-A and ISP-B for Internet transit service for the purpose of redundancy and load balancing. The content provider has one address range assigned to it. Which two of the following techniques are more effective to achieve load balancing and redundancy for inbound traffic? (Choose two.)

A. Use the MED feature.

B. Use the local-preference feature.

C. Split the address range of the content provider into more specific prefixes.

D. Use the AS-prepend feature.

E. Use ISP-A for outbound traffic and ISP-B for inbound traffic.

F. Aggregate the prefixes that are received from ISP-A and ISP-B into a less-specific prefix.

Correct Answer: CD

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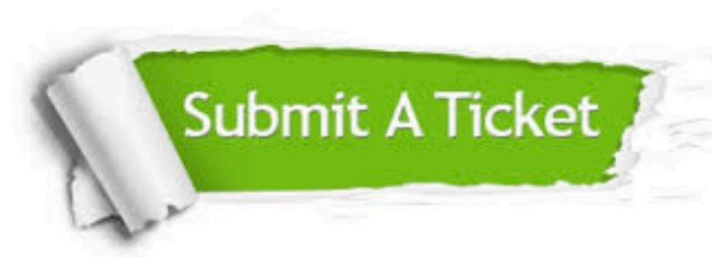
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