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**Vendor:** ISEB

**Exam Code:** BH0-011

**Exam Name:** BCS Intermediate certificate in EU Code of  
Conduct for Data

**Version:** Demo

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## QUESTION NO: 1

### Scenario 3

You are a collocation provider with some data centres that were built many years ago. These data centres all host customers and service disruption is not acceptable outside of planned maintenance times.

A customer has decided to roll out a service which will allow mobile access to their company software. They have come to you for advice on what should they take into account when designing this service which is to be hosted in your facility?

- a. It should be deployed using virtualisation.
- b. It should be deployed only on EnergyStar certified hardware.
- c. It should be deployed in the most efficient part of your facility.
- d. It should be deployed on unused equipment.
- e. It should be deployed using grid technology.

- A. a and b
- B. c and d
- C. a, b and c
- D. a and e

**Answer: D**

**Explanation:**

## QUESTION NO: 2

### Scenario 3

You are a collocation provider with some data centres that were built many years ago. These data centres all host customers and service disruption is not acceptable outside of planned maintenance times.

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In one of your less well-managed facilities there has been no control or guidance over customer equipment installation in rack air flow management. Customers have therefore installed some equipment which vents heated air into your designated cold aisles. What does the Code of Conduct indicate you should do?

- a. Increase the CRAC set point temperatures so that customers will begin to see the advantage of air flow management.
- b. Advise customers of the benefits to both to the equipment and environment of managing airflow through installing equipment with airflow facing in the correct direction and the use blanking plates.
- c. Clearly label hot and cold aisles. Notify customers of the requirement for both hot/cold aisle orientation for all new equipment installation.
- d. Customer racks are outside of your control so you cannot influence hot/cold aisle layout or in rack air flow management.

- A. a and c
- B. donly
- C. bandc
- D. a and b

**Answer: C**

**Explanation:**

### QUESTION NO: 3

**Scenario 3**

You are a collocation provider with some data centres that were built many years ago. These data centres all host customers and service disruption is not acceptable outside of planned maintenance times.

A large customer is moving out and leaving an entire data hall completely empty. A new customer will be taking over the entire space in 3 months giving you the opportunity to implement better practices in the meantime. Which of the following is an Expected Practice in the Code of Conduct?

- a. The consideration of return air plenums to return heated air to the air conditioning units.
  - b. The installation of draught excluders or cover plates to cover all air leakage opportunities in the new customer racks.
  - c. The deployment of equipment with substantially different environmental requirements in separate areas of the data hall.
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d. The replacement of solid doors on racks with partially perforated doors.

- A. a and d
- B. b and d
- C. a, b, c and d
- D. b and c

**Answer: B**

**Explanation:**

#### QUESTION NO: 4

**Scenario 3**

You are a collocation provider with some data centres that were built many years ago. These data centres all host customers and service disruption is not acceptable outside of planned maintenance times.

A High Performance Computing environment is about to be installed in your facility. According to the Code of Conduct, which of the following statements is the MOST correct?

- A. Install variable speed fans in your CRAC units to cope with the extra load.
- B. Raise the temperature and humidity set points of your cooling system.
- C. Review the placement of floor venting tiles in the area where the HPC will be installed.
- D. Increase the maintenance visits for the CRAC units to keep them at full efficiency.

**Answer: C**

**Explanation:**

#### QUESTION NO: 5

**Scenario 3**

You are a collocation provider with some data centres that were built many years ago. These data centres all host customers and service disruption is not acceptable outside of planned maintenance times.

You have installed a new customer's equipment in your data centre. Without any other changes, your monitoring as described in the Code of Conduct informs you that your total IT load has now declined by 20%. Which of the following statements is correct?

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- A. The DCIE of the facility will improve by the proportion of the IT load over Total facility energy consumption
- B. The DCIE of the facility will improve by 20%.
- C. The DCIE of the facility will not change
- D. The DCIE of the facility will decline

**Answer: D**

**Explanation:**

#### QUESTION NO: 6

**Scenario 4**

You are Managed Services Provider (MSP) and you have a secure area (a cage) within the data hall of a collocation provider. Within your secure area you support your business IT and applications for customers. Your customers demand very high levels of uptime.

The office staff in your company are about to be given a networked drive on which they can store files. This data will be kept on servers in your facility. According to the Code of Conduct, which of the following should you carry out first?

- A. Virtualise the servers hosting the data.
- B. Inform users exactly how much and what they can store on their network drive.
- C. Select energy efficient storage devices for hosting the data.
- D. Delete unused files after 3 months.

**Answer: B**

**Explanation:**

#### QUESTION NO: 7

**Scenario 4**

You are Managed Services Provider (MSP) and you have a secure area (a cage) within the data hall of a collocation provider. Within your secure area you support your business IT and applications for customers. Your customers demand very high levels of uptime.

You provide support from the rack up to and including the customers operating system and some applications. Which of the following practices are Expected for new customer implementations?

- a. To adapt your supported hardware to maximise its efficiency.
  - b. To eliminate traditional 2N hardware clusters from your product range.
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- c. To adapt your supported software to maximise its efficiency.
- d. To actively encourage customers to virtualise new implementations.

- A. a and d
- B. a, b and d
- C. b and c
- D. a, c and d

**Answer: D**

**Explanation:**

### QUESTION NO: 8

#### Scenario 4

You are Managed Services Provider (MSP) and you have a secure area (a cage) within the data hall of a collocation provider. Within your secure area you support your business IT and applications for customers. Your customers demand very high levels of uptime.

You will be installing two new services in your facility; the first is an internal time-tracking application for billing customers and the second is a database of invoices required for an annual audit. When designing the installation and support of these services, which of the following statements are correct according to the Code of Conduct?

- a. Install the database in a hardware cluster.
- b. Install the time-tracking application in a hardware cluster.
- c. Install the database on a stand-alone server.
- d. Install the tracking application on a stand-alone server.
- e. Install both applications with their own dedicated backup machines.

- A. a and b
- B. b and d
- C. b and c
- D. b, c and d

**Answer: C**

**Explanation:**

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**QUESTION NO: 9****Scenario 4**

You are Managed Services Provider (MSP) and you have a secure area (a cage) within the data hall of a collocation provider. Within your secure area you support your business IT and applications for customers. Your customers demand very high levels of uptime.

Six months ago the facility suffered a major outage and your company was forced to suspend operations while its hosted applications were offline. The Company Board has now given you budget to create a Disaster Recovery (DR) facility. When designing this DR facility, which of the following statements describes the correct approach?

- A. Build the DR facility to incorporate the latest energy efficient infrastructure.
- B. Mirror all of the company's applications in the new facility.
- C. Put all of the equipment in the DR facility on cold standby.
- D. Audit your hosted applications to determine business impact and mirror only those applications which are essential.

**Answer: D**

**Explanation:**

**QUESTION NO: 10****Scenario 4**

You are Managed Services Provider (MSP) and you have a secure area (a cage) within the data hall of a collocation provider. Within your secure area you support your business IT and applications for customers. Your customers demand very high levels of uptime.

What level of energy use reporting is the MINIMUM required by the Code of Conduct?

- a. Incoming energy consumption meter.
- b. PDU level metering of IT energy consumption.
- c. IT Energy consumption meter.
- d. Room level metering of supply air and temperature.

- A. a and b
  - B. a and c
  - C. b and c
  - D. b and d
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**Answer: B**

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