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QUESTION 1

You are working at a large service provider supporting the core MPLS network. You have determined that a line card in one of the core routers has failed. Which two steps should you take before requesting that a technician be dispatched to the location to replace the card? (Choose two.)

A. Reboot the router.

B. Reboot the line card.

C. Send syslog messages and SNMP traps of the failed line card to the vendor for analysis.

D. Administratively shut down all interfaces on the failed line card.

E. Remove all configuration for links on the failed line card.

Correct Answer: BC

QUESTION 2

According to ITIL?v3 framework, which key items are used to establish and maintain a correct level of filtering during event management?

A. continued evaluation, design of new services, identification of service management events

B. continued evaluation, historical records, identification of service management events

C. design of new services, historical records, identification of service management events

D. continued evaluation, historical records, design of new services

Correct Answer: A

QUESTION 3

You are working at a service provider NOC and have received a call from a customer who is complaining about slow network throughput between several branch offices. After following normal processes, you are unable to resolve the problem and must decide whether or not to escalate to the next level of support. Which two pieces of information should you gather to describe the slow throughput problem before escalating to the next level of support? (Choose two.)

A. list of procedures that you have already performed

B. number of offices that are impacted

C. reason(s) why the network is running slowly

D. times of the day that the network appears to be slow

Correct Answer: BD

QUESTION 4

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 5

A rollout plan from engineering has been sent to the NOC for review. The plan approves deployment of a new router model at the customer premises for all new service activations. The certification lab has fully tested the new router and found no issues. As a NOC engineer, you review the plan for completeness. An item is missing from the plan to deploy the new routers.

Which missing item should be your biggest concern?

A. product data sheet

B. plan to replace existing customer premises routers with the new model

C. listing of new syslog messages and SNMP traps

D. environmental compliance statement

Correct Answer: C

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