



350-060^{Q&As}

CCIE SP Operations Written

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QUESTION 1

The service provider that you work for decided to offer its business customers a new, hosted unified communications service. This service will allow the service provider to maintain in its data centers all the call managers and related hardware and software so that businesses can outsource this function to your company. Engineering has crafted a rollout plan for this new service. From the NOC support perspective, what are the three main considerations to take into account to support the new service? (Choose three.)

- A. The SP data center has adequate power, heating, and cooling capacity.
- B. The documentation is complete.
- C. The network bandwidth to each customer site is sufficient.
- D. The service desk has received proper training.
- E. The troubleshooting procedures are established.

Correct Answer: BDE

QUESTION 2

According to ITIL v3 framework, which type of availability management technique contributing to the continual service improvement process is used to identify single points of failure within a network?

- A. fault tree analysis (FTA)
- B. component failure impact analysis (CFIA)
- C. service failure analysis (SFA)
- D. technical observation (TO)

Correct Answer: B

QUESTION 3

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure,

including LAN, WAN, Firewalls, and QoS. Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to

find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to

place and receive calls. It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak



activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which four initial questions should you ask to help isolate the problem? (Choose four).

- A. How did the customers call the service desk without dial tone?
- B. Are some or all VoIP customers affected?
- C. Do affected customers have anything in common (e.g., country/area code, geographical area)?
- D. What changes were made last night?
- E. Does the call manager use a Solaris or Linux operating system?
- F. Is the latest anti-virus software installed on the call manager?
- G. What time did customers first report the problem?

Correct Answer: BCDG

QUESTION 4

Refer to the syslog message generated by a Cisco IOS device: *Mar 6 22:48:34.452 UTC. %LINEPROTO- 5-UPDOWN: Line protocol on Interface Loopback0, changed state to up. What does the special character (*) indicate?

- A. Time stamp is synchronized by using NTP.
- B. Time zone information is included with the message.
- C. Syslog server is not configured to receive this message.
- D. The message is a high-severity syslog message.
- E. The message has been saved on the device syslog.
- F. Identifies an incorrectly formatted syslog message.

Correct Answer: B

QUESTION 5

According to ITIL v3 framework, which component of incident management is characterized by taking into account both the urgency and the level of impact when entering the incident into a trouble-ticketing system?

- A. category
- B. priority
- C. elapsed time



D. resolution

Correct Answer: B

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