350-060Q&As

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QUESTION 1

According to ITIL?v3 framework, which improvement should be implemented if there is an increase in the number of false positive auto-generated incidents?

A. Update the known error database.

B. Modify the thresholds in the network management system.

C. Modify the incident management system classifications.

D. Update the service desk procedures.

Correct Answer: B

QUESTION 2

You are reviewing the capacity of an email service for your customer. The current SLA indicates that each mailbox has a capacity of 200 MB, and there are 50 users. The current system is at 40 percent capacity, and a threshold alert is set for

80 percent. Your company has removed the limit of the mailbox size from the SLA because there is more than enough room on the server.

What is the most effective action you can take?

A. Remove size limits for all users and install additional storage capacity.

B. Remove size limits for all users and set the storage capacity threshold to 60 percent.

C. Remove size limits and perform no other actions because there is enough storage capacity.

D. Do not remove size limits and perform no other actions because there is enough storage capacity.

Correct Answer: B

QUESTION 3

According to ITIL?v3 framework, which service management process is characterized by the following statement with regard to spares planning? "During service transition planning, this process is used to help identify definitive spares in support of meeting planned repair timelines."

A. service configuration

B. availability

C. capacity

D. service continuity

Correct Answer: B

QUESTION 4

You are working for a large service provider. The engineering team has requested that operations roll out new four-port 10-Gigabit Ethernet line cards in every 7600 Series Router chassis in the network in advance of announcing new services that will use these high-speed interfaces. During the meeting, engineering and the certification lab state that they have fully tested the new line cards with no problems identified. Realizing that it has been over a year since the Cisco IOS Software was last upgraded in the network and a Cisco IOS upgrade is required, what questions should you ask of the engineering team before proceeding with scheduling maintenance windows to upgrade the network? (Choose two.)

A. What configuration changes are required to support the new services?

B. Does the Cisco IOS Software have to be upgraded before inserting the new line cards?

C. How long will the outage be while the software is upgraded?

D. Is the memory on the supervisor engines sufficient to support the new Cisco IOS release and line cards?

Correct Answer: AD

QUESTION 5

According to ITIL?v3 framework, which type of incident escalation is characterized by the seriousness of an incident that results in the notification of the appropriate managers who can take the appropriate action to commit additional resources or decide how the incident is to be resolved?

A. functional

B. internal

C. hierarchic

D. external

Correct Answer: C

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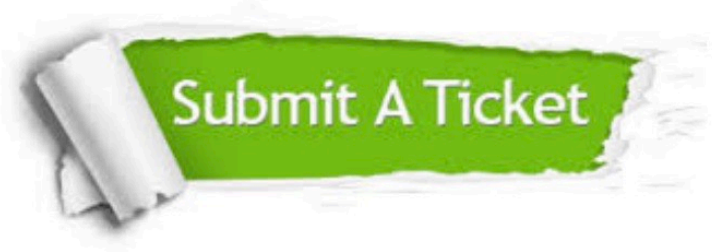

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