



# E20-920<sup>Q&As</sup>

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### QUESTION 1

What is characteristic of the IT-as-a-Service phase of IT transformation?

- A. Automation
- B. Chargeback
- C. Service level management
- D. Shared resource pools

Correct Answer: A

Reference <https://www.emc.com/collateral/software/white-papers/h10801-stepstoitaas-wp.pdf>

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### QUESTION 2

An IT department wants to reduce waste by shutting down and archiving auto-scaling groups (ASGs) and VMs that have been inactive for more than two weeks. Archived ASGs and VMs will consume tenant quota for the responsible parties. The IT department wants email notifications to be sent to the tenant and the line of business controller automatically when this happens.

How might you define the configuration for such a solution?

- A. Monitoring triggers for low activity Orchestration activities for inactivity backup Backup target as tenant's object store  
Monitoring alerts for inactivity backup
- B. Metering triggers for low activity Orchestration activities for inactivity backup Backup target as tenant's object store  
Metering alerts for inactivity backup
- C. Metering triggers for low activity Catalog activities for inactivity backup Backup target as tenant's object store  
Metering alerts for inactivity backup
- D. Monitoring triggers for low activity Catalog activities for inactivity backup Backup target as tenant's object store  
Monitoring alerts for inactivity backup

Correct Answer: C

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### QUESTION 3

A software development company has asked for your help to improve their application development processes. After a complete assessment of their development process, you suggest that they implement DevOps.

What primary benefit should the company see after following your advice?

- A. Fewer tools required to develop software
- B. Quicker response to the marketplace with new products
- C. Improved cost transparency of IT spending in developing software



D. Increased visibility of their products across the organization

Correct Answer: B

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#### QUESTION 4

A mobile company has processes in place for service support. One process facilitates collaboration and is a placeholder for functional requests; another process contains metadata on systems, network, and software. What types of processes are these?

- A. Configuration Management and Incident Management
- B. Change Management and Release Management
- C. Change Management and Incident Management
- D. Configuration Management and Release Management

Correct Answer: D

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#### QUESTION 5

Chargeback models are being evaluated by a healthcare provider. Their requirements are: -Simple to measure -Operational costs to be amortized over a defined period -Operational costs to be divided between all service consumers

Which chargeback model satisfies these requirements?

- A. Subscription-by time
- B. Pre-Pay
- C. Fixed-cost
- D. Pay-as-you-grow

Correct Answer: A

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