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QUESTION 1

Which IT Governance principle should cloud services adhere to?

- A. Asset valuation
- B. Data classification
- C. Strategic alignment
- D. Risk profiling

Correct Answer: C

QUESTION 2

An IT organization wishes to adopt ITaaS to offer services to customers. What should the organization consider when designing services?

- A. Manage the entire service lifecycle with the goal of zero-touch orchestration and service installation
- B. Use different service template for different business units to design all the services to be offered
- C. Ensure services are tightly coupled so that each service operates effectively
- D. Ensure that each service has dedicated resources available all the time in the resource pool

Correct Answer: A

QUESTION 3

A line of business (LOB) has been using a public cloud and is seeking services from the internal IT department. The LOB has requested an SLA for each service. Why would the LOB make this request?

- A. Need for a clear description of services, capabilities, key performance indicators, support responsibilities and warranties
- B. Need to understand what template is included with the service, the catalog entry for the service, and the associated dependencies and policies
- C. Need to understand the availability, throughput, frequency, and response time capabilities for the underlying infrastructure components
- D. Need for a clear description of terms and conditions for using the services of the IT cloud before actually using the services

Correct Answer: A

QUESTION 4

**DRAG DROP**

A company has an incident process in place for the cloud services that they support. What is the correct order of steps for an incident process?

Select and Place:

Answer Area

Automated remediation created and added to known error database

Incident is assigned to first line support

Adjust billing if a violation occurs with the service contract

Incident resolution developed

User attempts to resolve incident via the support knowledge base

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

Correct Answer:

**Answer Area**

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User attempts to resolve incident via the support knowledge base**Incident is assigned to first line support****Incident resolution developed****Automated remediation created and added to known error database****Adjust billing if a violation occurs with the service contract****QUESTION 5**

You are architecting a new cloud application for your company. You have been tasked to determine the impact of the company's required governance directives across the full lifecycle. What governance element should you apply during the build of the service?

- A. Using approved development methods and policies
- B. Following all requirements for putting together a service proposal
- C. Determining how customer satisfaction will be measured
- D. Utilizing existing IT capabilities if policies allow

Correct Answer: D

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