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QUESTION 1

A line of business has been using a public cloud provider and is now seeking services from the internal IT department. The line of business (LOB) has concerns about service performance and availability. They also want to have a clear and logical description of services, capabilities, and key performance indicators. The organization would like to better understand support responsibilities and warranties.

What should the LOB obtain from the IT department to satisfy concerns?

- A. SLO
- B. Service offering
- C. Service template
- D. SLA

Correct Answer: A

QUESTION 2

An organization falls under the compliance regulations for PCI. The organization will deploy applications in the public cloud and wants to use a public cloud provider that is PCI compliant.

How does the organization confirm compliance?

- A. Provide third party audit documentation to the provider for review
- B. Review the provider's compliance controls and third party audit documentation
- C. Review the provider's infrastructure logs and access logs
- D. Provide application logs to the provider for review

Correct Answer: C

QUESTION 3

A company plans to offer CRM, CDN, and ERP services. According to NIST, which services categories correspond to these offerings?

- A. CRM: PaaS; CDN: PaaS; ERP: IaaS
- B. CRM: IaaS; CDN: IaaS; ERP: SaaS
- C. CRM: IaaS; CDN: SaaS; ERP: PaaS
- D. CRM: SaaS; CDN: IaaS; ERP: SaaS

Correct Answer: D



Reference http://wibe-tco.com/wp-content/uploads/2013/07/Reference_Architecture_Doc_2011_NIST-CloudComputing-ptx.pdf (page 10)

QUESTION 4

In the evolution of converged infrastructure, what are Turn-Key Clouds?

- A. Engineered systems designed to deliver discreet components in a predictable manner with a single personality
- B. Single-personality infrastructure for customers that lack the expertise in house to deploy and manage Converged Systems
- C. Factory fabricated systems that offer a complete cloud with multiple personas on top of common hardware
- D. Multi-persona factory fabricated systems with integrated cloud deployment models that are able to scale storage and compute independently

Correct Answer: C

QUESTION 5

An organization is currently virtualized, and the CIO is planning for the transition to ItaaS. They are striving to make significant changes to internal IT processes and policies in order to streamline operations, and to improve service levels by deploying automation and orchestration tools.

What is the most important consideration when choosing the orchestration tool?

- A. Verify that the compute, storage and network element management tools can gather the required data for centralized management
- B. Allow the chargeback tool to integrate with external service provider infrastructure for unified cost charging
- C. Integrate with existing heterogeneous IT management tools including service desk, service catalog, performance monitoring and reporting
- D. Allow addition of more IT services to the service catalog to meet the business demands

Correct Answer: D

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