



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

Cloud Services Expert Exam for Cloud Architects

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### QUESTION 1

What is an example of an overall governance principle for deploying cloud services?

- A. Increase IT staff skillsets
- B. Accommodate all workloads
- C. Reduce IT operating costs
- D. Reduce custom services

Correct Answer: C

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### QUESTION 2

The operations department of a major hosting provider is under pressure to deliver services more quickly. They have a large number of tools for managing IT technologies across the data center. Although investments in virtualization and automation have been made, it still takes months to provision basic IT services to meet new customer demands. Hence, the provider is considering offering cloud services.

What is a key focus area for driving higher operational efficiency and associated profits?

- A. Re-design and strengthen the architecture to ensure that the components within the data center are modular and can be reused
- B. Deliver customer services derived from an approved set of standardized service templates, establish change control to manage the life cycle of the templates
- C. Provide a custom capability for each customer based on analysis of the application architecture; use shared services where possible
- D. Deliver custom services using automation tools, apply change control to the tools to minimize change; develop reusable components to build environments

Correct Answer: D

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### QUESTION 3

An enterprise is beginning its journey to ITaaS. An assessment of their current environment has already been completed. It has been determined that a change made -- even to a small part of the infrastructure -- requires the entire monolith to be rebuilt and deployed. As a cloud architect, what would you use to redesign the monolith to resolve this issue?

- A. Highly modular, component based suite of services
- B. Tightly coupled, services architectural style
- C. Tightly integrated, open architectural style
- D. Highly modular, monolithic architectural style



Correct Answer: A

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#### QUESTION 4

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

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#### QUESTION 5

An IT organization is in the process of transitioning to an ITaaS model and adopting cloud services. The Chief Information Officer (CIO) is very concerned about the cultural shift in mindset that will be required in order to achieve success.

What might this concern be?

- A. It has to change from reacting to problems towards proactively creating services that meet business needs.
- B. IT staff have to learn to focus only IT efficiently and costs
- C. Lines of business have to culturally change and only adopt IT's service offering to prevent Shadow IT
- D. External service providers have to be retained to educate IT staff on operating like one of them

Correct Answer: A

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