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QUESTION 1

Drag and drop term to its correct definition.

Select and Place:

Drag and drop the term to its correct definition.

response time	time until an incident, problem, or change has a significant impact on the business
workaround	effect of an incident, problem, or change on the business
priority	relative importance of an incident, problem, or change, and used to identify the required times for actions to be taken
urgency	method to reduce or eliminate the impact of an incident or a problem for which there is not a full resolution
impact	

Correct Answer:



Drag and drop the term to its correct definition.

response time	urgency
	impact
	priority
	workaround

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QUESTION 2

The service provider that you work for decided to offer its business customers a new, hosted unified communications service. This service will allow the service provider to maintain in its data centers all the call managers and related hardware and software so that businesses can outsource this function to your company. Engineering has crafted a rollout plan for this new service. From the NOC support perspective, what are the three main considerations to take into account to support the new service? (Choose three.)

- A. The SP data center has adequate power, heating, and cooling capacity.
- B. The documentation is complete.
- C. The network bandwidth to each customer site is sufficient.
- D. The service desk has received proper training.
- E. The troubleshooting procedures are established.

Correct Answer: BDE

QUESTION 3

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for



all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure,

including LAN, WAN, Firewalls, and QoS. Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to

find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to

place and receive calls. It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center

to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which troubleshooting strategy should you suggest to the Voice Operations Center to help them isolate the problem to the call manager server or network?

- A. Stress test call manager servers with a traffic generator to increase network load until packets are dropped.
- B. Log into each call manager and attempt to ping some of the end points.
- C. Verify that no calls were dropped during the switchover from primary to secondary call manager server.
- D. Focus efforts on primary call manager as there are no network incidents.

Correct Answer: D

QUESTION 4

You are working for a large service provider. The engineering team requested that new SIP-600 cards be rolled out in all 7600 Series Routers in the network. The current certified Cisco IOS release for these routers is 12.2(18)SXF8. You realize that the Cisco IOS Software must be upgraded to support the new SIP-600 cards, but engineering has not specified an upgrade. The engineering team confirms this need and informs you that the certification lab has begun testing Cisco IOS Release 12.2(33)SRD for this purpose and has not encountered any problems yet.

How should you proceed?

- A. Upgrade all the 7600 Series Routers to Cisco IOS Release 12.2(33)SRD before installing the SIP-600 cards during the next available maintenance window.
- B. Install the SIP-600 cards in all the chassis prior to the Cisco IOS Release 12.2(33)SRD upgrade because this can be done at any time without any downtime expected.
- C. Deploy Cisco IOS Release 12.2(33)SRD and the SIP-600 cards to a limited number of nodes in the network before a complete network upgrade.
- D. Defer acting on the plan until the certification lab has fully tested the new Cisco IOS release and SIP- 600 cards.

Correct Answer: D

QUESTION 5



Which three of the following metrics are used to troubleshoot an incident of poor voice quality in a service provider next-generation network? It can be assumed that adequate bandwidth is available. (Choose three.)

- A. UDP jitter
- B. latency
- C. TCP Connect
- D. packet loss
- E. round-trip time

Correct Answer: ABD

QUESTION 6

An ISP has an IP/MPLS core network. Recently, after replacing low-capacity routers with two Cisco Carrier Routing System routers, customer has complained about reduced application performance (slow website access). What is the most likely cause for this issue?

- A. After the two CRS-1s are inserted, other low-capacity routers are not up to the forwarding performance of CRS.
- B. The addition of two CRS-1 routers has caused increased queuing latency.
- C. Packet forwarding on the CRS-1s are processed by the RP CPU.
- D. The policer used by LPTS on CRS-1s is dropping some traffic.
- E. The default interface MTU setting of 1500 bytes on the CRS-1s is causing MPLS packet fragmentation.

Correct Answer: E

QUESTION 7

A server is exhibiting intermittent performance problems. If you were to search various system logs, which three patterns would likely apply when using the grep command? (Choose three.)

- A. CONFIG
- B. TIME
- C. WARNING
- D. ERROR
- E. CHKDSK
- F. PROBLEM

Correct Answer: ACD



QUESTION 8

According to ITIL?v3 framework, which incident closure mechanism is used to centralize all the available details surrounding the incident during the resolution life cycle?

- A. closure categorization value
- B. incident documentation
- C. user satisfaction survey results
- D. ongoing or recurring problem records

Correct Answer: B

QUESTION 9

According to ITIL?v3 framework, which type of test offers services to support the business through major failures or disruptive events?

- A. security
- B. availability
- C. continuity
- D. capacity

Correct Answer: C

QUESTION 10

Drag and drop term to its correct definition.

Select and Place:



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impact	

Correct Answer:

Drag and drop the term to its correct definition.

response time	urgency
	impact
	priority
	workaround



QUESTION 11

What is the main reason for establishing a baseline?

- A. to standardize operations
- B. to determine the cost of services provided
- C. to establish roles and responsibilities
- D. for later comparison

Correct Answer: D

QUESTION 12

According to ITIL framework, which type of redundancy is characterized by redundant assets entering service only after failure occurs?

- A. active
- B. diverse
- C. passive
- D. homogeneous

Correct Answer: C

QUESTION 13

Arrange the listed SONET alarm type to the proper severity.

Select and Place:



Arrange the listed SONET alarm type to the proper severity.

Alarm Indicate Signal - Line (LAIS)	Critical
Remote Defect Indication - Line (LRDI)	
Section Loss of Frame (SLOF)	Major
Alarm Indicate Signal - Path (PAIS)	
Remote Defect Indication - Path (PRDI)	Minor
Section Loss of Signal (SLOS)	
Far End Receive Failure (FERF)	

Correct Answer:

Arrange the listed SONET alarm type to the proper severity.

	Critical
	Section Loss of Frame (SLOF)
	Section Loss of Signal (SLOS)
	Major
	Alarm Indicate Signal - Line (LAIS)
	Remote Defect Indication - Line (LRDI)
	Minor
Far End Receive Failure (FERF)	Alarm Indicate Signal - Path (PAIS)
	Remote Defect Indication - Path (PRDI)

QUESTION 14

A large IPTV service provider primarily uses multicast for delivering IPTV services to its customers. The service provider delivers digital television channels to home viewers by using a set-top box as a home appliance and controls this device through its video middleware. Each video channel uses a unique multicast group address. Recently, some channels have higher channel change times; to alleviate this problem, a number of solutions were discussed between the operations and engineering groups. Adding to the complexity of the issue is the fact that the business has been growing,



and the service provider made acquisitions both in its home operating market and new geographic locations. These changes have made the management of source and group addresses a major concern. The engineering team thinks that using static joins for popular channels at the edge routers and moving away from Sparse Mode to SSM-based forwarding will improve performance issues.

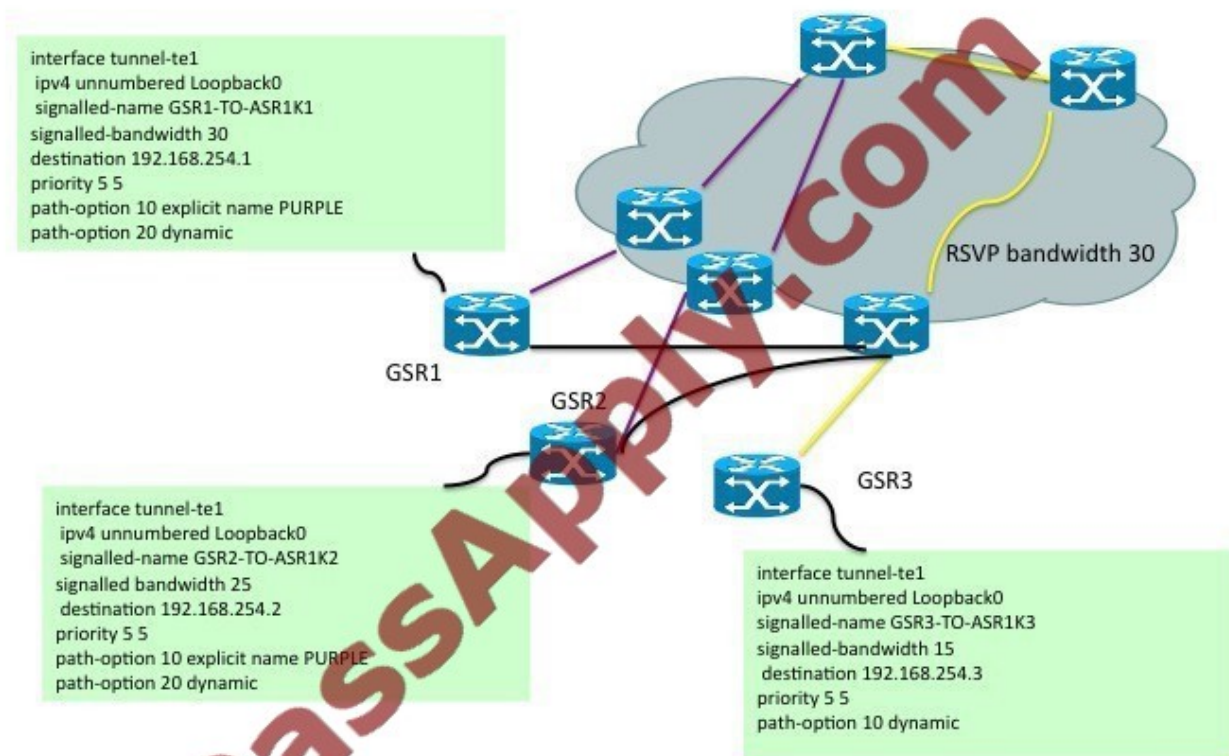
What are two valid concerns for the operations group? (Choose two.)

- A. If SSM is used in the network, the operations team will need to use the rendezvous point for multicast monitoring.
- B. Replacing a shared multicast tree with SSM offers no security or convergence advantage.
- C. Using DNS-based SSM maps might not be possible.
- D. A mix of static and dynamic joins will make troubleshooting difficult.
- E. Provisioning and managing static joins can increase operational overhead.

Correct Answer: CE

QUESTION 15

Refer to the exhibit.





The figure shows a service provider network that has MPLS TE tunnels that originate from GSR1, GSR2, and GSR3. While GSR1 and GSR2 have multiple paths to the core network, the GSR3 has a single path into the core. For GSR1 and GSR2, the purple links are the preferred paths, but because they are multihomed to the core, they can also take the black, less-desirable path. The less-desirable black paths need to be retained for certain operational reasons. GSR3 has a single path into the core network, and a TE tunnel originating from GSR3 must be able to use this path. It has been noted that if the network encounters multiple link failures or link transitions, the TE tunnels originating from GSR1 or GSR2 can preempt the TE tunnel originating from GSR3, thus causing a lack of MPLS connectivity. The operations team does not want the TE tunnel originating from GSR3 to be preempted unless this tunnel is administratively shut down.

How should this situation be mitigated?

- A. Change TE config on GSR3 to include "priority 4 4."
- B. Change TE config on GSR3 to include "priority 6 4."
- C. Change TE config on GSR3 to include "priority 6 6."
- D. Use affinity and link coloring.
- E. Use the "exclude" options on the explicit paths of GSR1 and GSR2.
- F. Lower the signaled-bandwidth of the GSR3 TE tunnel.

Correct Answer: A

QUESTION 16

Why do event management systems use device-generated events (that is, TRAP, syslog) instead of poll-based?

- A. because alarms are considered events in most NMS systems
- B. because devices maintain their own current alarm state
- C. because there would be a delay between polling cycles that prevents alarm management in near-real time
- D. because alarm management is generally poll-based and is not event-based
- E. because poll-based systems require acknowledgments and retransmission capability

Correct Answer: C

QUESTION 17

You are working in a large service provider NOC as a Tier 2 NOC engineer. A ticket has been escalated to you regarding an intermittent and apparently random problem with packet loss. The network has multiple redundant paths on which IP traffic can flow. The service desk has performed standard troubleshooting procedures but cannot isolate the problem.

Which two types of information should you gather before escalating to Tier 3? (Choose two.)

- A. Contact the carrier that is providing the underlying circuits. Request the service desk of the carrier to troubleshoot, because the problem must lie in the network of the carrier.



- B. Perform an extended ping with varying packet sizes to see if the problem is related to a path MTU issue.
- C. Use traceroute and specify multiple source interfaces to see if one specific route is causing the issue.
- D. Perform a switchover of the route processors of one of the core routers that traffic passes through.

Correct Answer: BC

QUESTION 18

According to ITIL v3 framework, which type of incident escalation is characterized by escalating an incident to a second-level or third-level support group if it is clearly known the expertise to resolve the incident is not at the current level?

- A. functional
- B. hierarchic
- C. internal
- D. external

Correct Answer: A

QUESTION 19

Your company provides a VoIP service. Customers are informing your call center that they are not getting a dial tone. You are able to establish a Telnet session into the primary call manager across the network. From the primary call manager, you are unable to ping the CPE. You are able to ping the CPE from the secondary call manager.

After failing over to the secondary call manager, which three items should you focus on to resolve this performance problem? (Choose three.)

- A. routing problems in the network between the primary call manager and CPE
- B. bad network port in the primary call manager
- C. DoS attack on the primary call manager
- D. syslog in the secondary call manager
- E. syslog in the primary call manager
- F. maintenance changes to either call manager, the network, or CPE configurations

Correct Answer: AEF

QUESTION 20

Which key implementation mechanisms are responsible for ensuring that managed changes within the Operational Support Plan do not adversely impact the managed services?



- A. change assessment, change notifications, and measurement of successful change
- B. change notifications, change triggers, and measurement of successful change
- C. change assessment, change triggers, and measurement of successful change
- D. change assessment, change notifications, and change triggers

Correct Answer: C

QUESTION 21

Several customers are complaining about slow network throughput when trying to access a company document management system. This slow throughput is impacting business for these customers due to lost productivity. The service desk followed normal procedures, was unable to resolve the problem, and escalated the trouble ticket to you, the Tier 2 NOC engineer. You have done your own analysis and believe that you have found the root cause but are not entirely certain.

Which three steps should you take to verify your resolution? (Choose three.)

- A. Implement your fix at one location to verify that it fixes the problem.
- B. Determine what the expected throughput is compared to what is being observed.
- C. Identify when the problem started and correlate to recent change activity.
- D. Determine what specific locations have the problem.
- E. Create a contingency plan in case your analysis is wrong.

Correct Answer: BCD

QUESTION 22

While evaluating a new hardware rollout plan before deployment, which standards should you review to ensure that the hardware met certain environmental design guidelines?

- A. NAS
- B. COBIT
- C. ITIL?
- D. NEBS
- E. eTOM

Correct Answer: D

QUESTION 23



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 24

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

QUESTION 25

According to ITIL?v3 framework, which type of service operational management process involves root- cause analysis to identify and resolve the cause of events and incidents that impact the managed network environment?

- A. incident
- B. configuration
- C. event
- D. problem

Correct Answer: D

QUESTION 26

A network operations engineer of company ABC is responsible for the operations and maintenance aspects of the MPLS backbone. The MPLS backbone is built by using MPLS- capable routers that are connected with Gigabit Ethernet and POS interfaces. A complaint was received about the lack of connectivity between two sites of the end customer of the ABC company. This customer relies on the availability of the MPLS label-switched path that is provided by the backbone network of company ABC. The operations engineer quickly determined that the MPLS label entries for certain



prefixes provided by LDP were missing on one of the provider edge routers that connected to the customer router. The operations engineer also determined that the LDP session of the PE router was down with some of its neighbors in the backbone.

Which three of the following statements represent valid considerations for further troubleshooting? (Choose three.)

- A. A Layer 1 or 2 connectivity problem might be causing LDP to be unable to discover link-local peers.
- B. The MPLS label-switched path ping to the LDP router ID of the peer will be helpful to determine the issue with LDP.
- C. A ping that is using the PE's own transport address as source might help to determine if the LDP transport addresses of the peers are unreachable.
- D. Interface label space might be incorrectly configured, or the router might be unable to allocate the interface label.
- E. There could be a password mismatch between the LDP neighbors. Logging messages might uncover a message that is related to password mismatch.
- F. A fault or a misconfiguration on the backbone in the downstream direction might be causing label retention problems.

Correct Answer: ACE

QUESTION 27

According to ITIL v3 framework, which type of problem management is initiated within service operations and is used to gather event records, which are correlated over time to build trends that are used during continual service improvement processes?

- A. reactive
- B. customer
- C. proactive
- D. incident

Correct Answer: C

QUESTION 28

According to ITIL v3 framework, for incident and problem management, which process mechanism allows for storage of previous knowledge of incidents and problems, their solutions, and the means to facilitate quicker diagnosis and resolution if they recur?

- A. root cause analysis engine
- B. incident escalation process
- C. incident resolution process
- D. known-error database

Correct Answer: D



QUESTION 29

What is the main goal of incident management?

- A. Restore a normal service operation as quickly as possible.
- B. Ensure that the same incident will not recur.
- C. Enable the customer to report issues.
- D. Create possible workarounds for issues that might recur.

Correct Answer: A

QUESTION 30

You are employed within a NOC at a regional service provider as a Tier 3 NOC engineer. The network that you support comprises leased facilities from a much larger international service provider. Your customer reports a reachability problem between two offices. The service desk performs its standard troubleshooting procedures without success and has escalated the incident to you. After 45 minutes of continued troubleshooting, you are unable to resolve the connectivity problem.

To which two areas should you next escalate the incident? (Choose two.)

- A. service assurance team
- B. router vendor
- C. business relationship manager
- D. carrier
- E. service desk

Correct Answer: BD

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