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QUESTION 1

An organization wants to provide IaaS capabilities in a private cloud. They have the following requirements: Each line of business must have access to its own services and templates Service templates should be as generic as possible Data encryption should be provided for only services that require it Each instance should use Microsoft Active Directory for authentication Each instance should have the latest OS patches applied

How can these requirements be addressed in a cloud design?

- A. Add one template to the service catalog Provide orchestration workflows to create a tenant and then instantiate and customize instances Provide orchestration workflows to enable data encryption and authentication Enable a configuration manager policy for OS updates
- B. Add one template to the service catalog Provide orchestration workflows to instantiate and customize instances Provide orchestration workflows to enable data encryption and authentication Enable a configuration manager policy for OS updates and tenant configuration
- C. Configure multiple tenants in the service catalog Add a template to the service catalog for each tenant Provide orchestration workflows to instantiate and customize instances Provide orchestration workflows to enable data encryption and authentication Enable a configuration manager policy for OS updates
- D. Configure multiple tenants in the service catalog Add a single template to the service catalog Provide orchestration workflows to instantiate and customize instances and then assign it to a tenant Provide orchestration workflows to enable data encryption and authentication Enable a configuration manager policy for OS updates

Correct Answer: D

QUESTION 2

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 3

What is the key consideration during design phase for a service provider to ensure that they can effectively process the termination of a service instance?

- A. Archive the associated service data regardless of the user requirements



- B. Automate the de-provisioning process to release resources back into the pools
- C. Incorporate a service grace to prevent the actual deletion of the instance
- D. Create a retention period for private user data and user PCI data.

Correct Answer: B

QUESTION 4

An IT organization for a leading apparel retailer has a relatively small budget to deliver IT services. They are functioning in a legacy operating model and face typical challenges of up-front costs, underutilized resources, and low productivity.

What is the most important financial goal for them in offering cloud services?

- A. Adopt a Cost to Serve model
- B. Reduce their capital expenses
- C. Be more transparent about their costs
- D. Hire executives with strong financial backgrounds

Correct Answer: A

QUESTION 5

Your customer's cloud applications are hosted by a CSP. You have been assigned to perform a compliance audit for the CSP's cloud architecture using the CSA framework.

How can the company use the framework?

- A. Adopt the CSP's policies for security and their certifications
- B. Use the roles and responsibilities defined by the provider
- C. Determine what the service provider supplies for compliance requirements
- D. Measure the company's requirements for transparency in security policies

Correct Answer: D

QUESTION 6

A company wants to deploy services in a new cloud infrastructure. A developer is helping the company design these services and realizes that the company is having trouble because of manual, legacy processes.

How can the organization address the legacy processes?

- A. Hire a service manager to implement orchestration workflows



- B. Establish a DevOps team and adopt agile development methods
- C. Establish a Service Governance Board and change the legacy processes
- D. Hire a cloud automation engineer to implement orchestration workflows

Correct Answer: C

QUESTION 7

The CTO of a company has engaged your services to transform the IT department to run on pre-assembled infrastructure. As the internal team lacks experience in this field, they are searching for a simple infrastructure solution which IT can place in a single cloud layer on.

Which infrastructure solution would you direct them towards?

- A. Converged infrastructure blocks
- B. Turn-key racks
- C. Application system racks
- D. Web-scale appliances

Correct Answer: B

QUESTION 8

A company wants to deploy services in a new cloud infrastructure. The cloud architect is helping the company design services and realizes that the company is having trouble because of a legacy, organizational structure. The company is seeing delays in service delivery.

What would be an organizational cause for these delays?

- A. Introduction of multiple touch points
- B. Introduction of orchestration workflows
- C. Decrease in service catalog tenants
- D. Increase in service catalog consumers

Correct Answer: A

QUESTION 9

A company has an IT organization that is separated into teams that support different underlying technologies. Each team has its own budget and manages its own tools. They have a clear understanding of current performance, capacity, and

events. Team response to assigned help desk tickets is satisfactory.



The company intends to deploy a private cloud and provide services to internal customers. What service operation management challenge may this company face?

- A. Inability to provide accurate pricing models
- B. Inability to calculate fixed costs
- C. Time consuming root cause analysis
- D. Lack of control over service placement

Correct Answer: D

QUESTION 10

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 11

What is the key consideration during design phase for a service provider to ensure that they can effectively process the termination of a service instance?

- A. Create a retention period for private user data and user PCI data
- B. Provide a chargeback bill or showback report to ensure account closure
- C. Incorporate a service grace period to prevent the actual deletion of the instance
- D. Archive the associated service data regardless of the user requirements

Correct Answer: D

QUESTION 12

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 13

A cloud architect is helping a company with a new service design process. The architect is concerned that the company may see delays in problem resolution that can impact customer satisfaction. What did the architect observe that may have led to this concern?

- A. Virtual, service-centric IT organizational structure
- B. Single private cloud deployment for services
- C. Siloed, domain-centric IT organization structure
- D. Decreased number of touch points

Correct Answer: C

QUESTION 14

An IT organization has built cloud services and needs to decide on a chargeback model. Considering the existing budget policy in their company, the financial controllers in the lines of business (LOBs) prefer consistent usage and billing patterns. Additionally, they require that service consumption does not exceed planned usage.

Which chargeback model best fits this scenario?

- A. Fixed cost and guaranteed resources with threshold limits for usage
- B. Both guaranteed and variable resources allowing for overuse
- C. Variable resources that allows flexibility for LOBs, with threshold limits for usage
- D. Pay-as-you-use capability that allows IT to maximize utilization of resources.

Correct Answer: D

QUESTION 15

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

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