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Exam : 350-060

Title : CCIE SP Operations Written Exam

Vendors : Cisco

Version : DEMO

NO.1 According to ITIL v3 framework, which type of tools is best suited to ensure management of a predefined workflow stream containing a set of tasks which can be managed around resource availability, timelines, status, and if needed escalation paths?

- A. process control engine
- B. configuration management system
- C. discovery audit
- D. business service management

Answer: A

NO.2 A rollout plan from engineering has been sent to the NOC for deployment. Part of the plan involves a complex software upgrade to a network element. The method of procedure provided by engineering is nearly 100 individual steps long. Where do you expect to find backout procedures to be specified?

- A. after each stop that causes a change to the network
- B. after every 20 (+/-5) steps
- C. after the midway point
- D. after the method of procedure is completed
- E. both after the midway point and after the method of procedure is completed

Answer: D

NO.3 Which three of 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

Answer: A,D,E

NO.4 According to ITIL v3 framework, which type of service operational management process monitors the

network infrastructure to identify and escalate abnormal operational conditions?

- A. problem management
- B. incident management
- C. event management
- D. request fulfillment

Answer: C

NO.5 According to ITIL v3 framework, which type of warranty assurance provide a customer with a

measured confidence that services are supporting defined level of demand and quality?

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

Answer: C

NO.6 Which protocol should be configured on networking devices to assist operational staff in event

correlation to resolve service issues?

- A. NTP
- B. TACACS
- C. HSRP
- D. TFTP
- E. RCMD

Answer: A

NO.7 What the main difference between an SNMP trap and a syslog message?

- A. SNMP traps are secure, whereas syslog messages are not.
- B. SNMP traps are triggered during network outages, whereas syslog messages are informational only.
- C. SNMP traps are forwarded to EMS systems, whereas syslog messages are forwarded to any NMS system.
- D. SNMP traps are user-definable and very based on vendor, whereas syslog messages are standards-based.

Answer: D

NO.8 A service provider upgraded its core routers to CRS-1. The service provider connects the CRS-1 to an internal network via CRS-1 management ports. This internal network is configured with private IP addresses. All SSH access from a service provider workstation that is incoming to the management ports of the CRS-1 routers was tested and was found to be working properly. The routers were configured for AAA by using the Cisco Secure Access Control Server, and AAA was working as desired. Furthermore, SNMP traffic used the inband 10-Gigabit Ethernet ports, and all SNMP functionality was properly configured and tested prior to the rollout. After CRS-1 routers were placed in production, a need arose to engage Cisco TAC to perform troubleshooting and diagnosis on the routers. It was noted that while all service provider operations staff could access the routers from the private IP-based management network, Cisco TAC could not access the router because its connection was coming in on the inband 10-Gigabit Ethernet ports. The VTY line ACLs were configured to allow the Cisco TAC source IP address, but that did not fix the problem. What is a possible cause for the lack of connectivity? (Choose one.)

- A. Local packet transport service is misconfigured.
- B. The Cisco IOS XR administration plane is misconfigured.
- C. The Cisco IOS XR IPv4 virtual address is not configured to be used as a source address.
- D. Management plane protection is misconfigured.

Answer: D

NO.9 You are working in a service provider voice NOC supporting a national VoIP network. The network underwent a capacity expansion that added voice bearer trunks to a newly deployed media gateway. After the new trunks were configured and placed into live service, the service desk began to receive complaints from end customers that their VoIP service is not working for certain calls, the service desk is unable to resolve the problem and due to increasing troubles coming in, they escalate to you.

- A. Verify IP connectivity between the media gateway controller and the media gateway.
- B. Fail over the media gateway to its backup.
- C. Identify which trunks are not functioning.
- D. Verify that SIP versions are compatible between the media gateway controller and the media gateway.

Answer: D

NO.10 There is a defective egress queuing ASIC in the data path of a router. Under certain conditions, the ASIC may flip a bit from a large data packet from 0 to 1. The bit flip can occur only on a bit position greater than 128 bytes. What is the accurate statement about FTP flow transiting through this ASIC over a PPP SONET port?

- A. The downstream router will detect the bit error with PPP CRC check and correct the problem.
- B. The downstream router will detect the bit error with PPP CRC check and drop the packet.
- C. The downstream router will detect the bit error with IP checksum and drop the packet.
- D. The downstream router will detect the bit error with TCP checksum and drop the packet.
- E. The downstream router will not detect the bit error, but TCP on the sending host will retransmit the corrupted segment.

Answer: E

NO.11 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

Answer: D

NO.12 According to ITIL v3 framework, which improvements 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 error database.
- C. Modify the thresholds in the network management system
- D. Update the service desk procedures.

Answer: B

NO.13 You are working as a Tier 2 NOC employee at a service provide. The service provisioning team has opened a trouble ticket indicating that their provisioning application is timing out while provisioning new MPLS VPNs for a large customer. They believe it is a network problem because not every site is experiencing the provisioning failure. No actual customers have reported any network problems. Upon receiving the ticket in you work queue, you perform basic troubleshooting steps and find that ping, traceroute, and Telnet work to all the sites. You begin to doubt that the network is at fault. Which two steps should you take before escalating to Tier 3? (Choose two.)

- A. Suggest that the provisioning team reboot their servers.
- B. Check for packet loss on the network path to the affected sites.
- C. Review all network change requests that were submitted prior to the problem having started.
- D. Verify that the ACLs are not preventing provisioning traffic.

Answer: C,D

NO.14 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 the 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.

Answer: B,D,E

NO.15 Why are threshold defined based on baseline documents?

- A. to ensure that QoS parameters are defined appropriately
- B. to help identify current network problems and predict future bottlenecks
- C. to suppress duplicate alarms and allow for event correlation
- D. to reduce polling traffic on the network
- E. to verify that interfaces are in the correct state

Answer: B