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# 350-060

**Cisco**

*CCIE SP Operations Written Exam*

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**QUESTION: 1**

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**

**QUESTION: 2**

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**

**QUESTION: 3**

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**

**QUESTION: 4**

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 step 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

**QUESTION: 5**

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

**QUESTION: 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

**QUESTION:** 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

**QUESTION:** 8

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

**QUESTION:** 9

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

**QUESTION: 10**

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

**QUESTION: 11**

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

**QUESTION: 12**

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



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