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# 640-760

## Cisco

*Implementing Cisco TelSupporting Cisco Service Provider IP NGN Operations (SSPO)ePresence Solutions (ITS)*

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| Exam Name: | Supporting Cisco Service Provider IP NGN Operations (SSPO) | | |
|---|---|---|---|
| Exam Type: | Cisco | Exam Code: | 640-760 |
| Certification: | CCNA Service Provider Operations | Total Questions: | 70 |

**Question: 1**
According to the ITIL® v3 framework, what triggers an incident?

A. Whenever a severity 3 incident is closed
B. When the problem is identified as urgent
C. When a problem is discovered during a change window
D. When an outage is called into a service center

**Answer: D**

**Question: 2**
According to the ITIL® v3 framework, what is the primary reason for implementing SLAs?

A. Ensure accurate measurement of response times.
B. Establish an open line of communication between the customer and the service provider
C. Reduce network latency.
D. Provide a legal contract between the customer and the service provider.

**Answer: D**

**Question: 3**
Each syslog message has a numerical severity level assigned to generate error messages about software or hardware malfunctions. Which of these messages has the highest numeric severity level?

A. Error
B. Emergency
C. Debug
D. Critical
E. Alert

**Answer: C**

**Question: 4**
Which three of these methods can you use to back up a configuration running Cisco IOS Software Release 12.2 Mainline? (Choose three)

A. SNMP
B. SFTP
C. TFTP
D. KRON
E. SSH

**Answer: A, C, E**

**Question: 5**
A router is causing problems in the network and you want to capture as much information as you can before you manually reload or power-cycle the router. What command would you type at the CLI of the router to capture information that would be lost when the router is rebooted?

A. Showcrashinfo
B. Show syslog
C. Show tech-support
D. Show stacks

E. Show memory

**Answer: C**

**Question: 6**
Which three steps are best practices in accurately documenting a network? (Choose three).

A. Document separate Layer 2 and Layer 3 topologies.
B. Document Layer 3 topology to include all switches and routers.
C. Clearly document the port identifiers on all of the links.
D. Clearly depict different routing domains with appropriate information such as the routing protocol and process number.
E. Avoid defining router-id commands and loopbacks in the router label.
F. Use connectivity details of all layers of the OSI model in diagrams.

**Answer: A, C, D**

**Question: 7**
Which three steps would you use to troubleshoot a performance-related problem in the network core? (Choose three.)

A. Define problem
B. Analyze problem
C. Determine affected users
D. Create action plan
E. Verify service-level requirements

**Answer: B, C, E**

**Question: 8**
Which two steps are best practices to be followed while documenting a network. (Choose two.)

A. Use proper icons for different devices in the network.
B. Use different colors and widths for denoting different links of different bandwidth.
C. Use same icons for all types of routers and switches in the network.
D. Avoid defining the router-id in the router label.
E. Use connectivity details of all layers of the OSI model in diagrams.

**Answer: A, B**

**Question: 9**
What is the advantage of using a passive monitoring technique?

A. Does not require continuous measurement of traffic types
B. Measures application-specific parameters per traffic classes
C. Identifies issues and bottlenecks before they occur
D. No interference with live traffic

**Answer: D**

**Question: 10**
The command below was executed on a Cisco 12000 Series Router running Cisco IOS XR. Which statement is true about the output of the command?

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