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QUESTION: 1
A large enterprise has several applications deployed in a hybrid cloud. Ever since the hybrid cloud was deployed, the enterprise network operations center has never been able to fully reconcile network and audit logs. What should be investigated first as the possible source of the issue?

A. Confirm time is synchronized between locations
B. Filtering false positives
C. Exposing management APIs
D. Tenant in-control versus provider in-control differences

Answer: A

QUESTION: 2
A company is deploying a major new business application. The company has difficulty managing the software development lifecycle. As a result, the time from generating requirements to operational delivery is significant. Which best addresses the company's need for shorter release cycles and better code quality?

A. Implement common collaboration tools
B. Utilize configuration management methodologies
C. Use of common automation and orchestration processes
D. Transition to a DevOps culture

Answer: D

QUESTION: 3
The first phase of new ITaaS service introduces the offering to 10% of the engineering organization. The IT organization leverages the management tools used in their traditional data center processes to provide visibility into silos and control of the infrastructure. They also have adapted some ITSM concepts as a framework for their management practices. During the initial phase of the service deployment, a problem was encountered in one of the VMs. The IT organization is concerned about the extensive amount of time and resources spent determining the cause of the issue. What is the most likely reason it takes more time than expected to resolve the problem?

A. The legacy management tools do not have the capability to provide a holistic view of the service instance
B. The expertise of the service desk personnel is inadequate to properly handle service related issues

C. The complex nature of orchestration and automation makes problem identification and root cause analysis unlikely.
D. The cultural hurdles that span organizational silos have not been addressed and resolved.

Answer: A

QUESTION: 4
A manufacturing company hired you to help them in their journey to a hybrid cloud. You conduct an assessment and recommend migrating several existing Tier 2 applications to a public cloud provider. You must work within the following constraints:
- Migration can be performed only during weekends
- Only limited downtime is acceptable
- The configuration of the host and applications cannot be changed
- The company needs to keep the costs as low as possible
- Although there are no specific performance requirements, they are concerned about the quality of the user experience
Which solution best addresses these needs?

A. Layer 2 extension with VPN connection over Internet with WAN optimization
B. Layer 3 connection over Internet with QoS
C. Layer 3 connection over Internet with WAN optimization
D. Layer 2 extension with dedicated link and WAN optimization

Answer: A

QUESTION: 5
The marketing line of business of an enterprise has deployed web services within a private cloud. They wish to provide additional web services elastically and distribute them around the globe using a public cloud provider. The web services have a loosely coupled design and have no content dependencies on any resources in the private cloud. They are created from a standard PaaS template, which includes an intrusion prevention system that periodically polls a central management server for security updates. The IPS management server is located within the private cloud. No layer 2 connectivity exists between the private and public clouds. The consumers of these web services are distributed across the globe. Which solution would you recommend to best support the web service elasticity and to minimize service network latency for the consumer?

A. Implement an encrypted VPN tunnel between the private and public clouds.
B. Implement a global load balancing service as a front-end for the web services.
C. Increase bandwidth between the private cloud and the Internet.

D. Deploy a central database server to consolidate web service content.

Answer: B

An enterprise decided to place some sensitive data in the public cloud and implemented security mechanisms to protect this data. Recently the public cloud provider's systems had a security breach. The enterprise was not concerned because they felt their data had been completely protected. All of the services housing the data are protected by an IPS application and no alerts were generated by the system. How did the enterprise protect its data?

A. All data in the public cloud environment was encrypted at-rest and in-transit. The encryption keys were under complete control of the enterprise and were not available to the public provider. The cloud provider's logs showed that the enterprise's services were copied.
B. All data in the public cloud environment was encrypted at-rest and in-transit. Copies of the encryption keys were secured by the public cloud provider in case they were lost. The cloud provider's logs showed that the enterprise's services were neither accessed nor copied.
C. All data in the public cloud environment was encrypted in-transit only. The encryption keys were under complete control of the enterprise and were not available to the public provider.
The cloud provider's logs showed that the enterprise's services were copied.
D. All data in the public cloud environment was encrypted at-rest only. The encryption keys were under complete control of the enterprise and were not available to the public provider. The cloud provider's logs showed that the enterprise's services were copied.

Answer: A

The IT group within a manufacturing organization is transforming their manual service offerings into automated service offerings to be available from a service catalog. After reviewing the required KPIs for the service, the service transition project manager asks you if the monitoring tools they currently employ need to be replaced. What criteria are needed to effectively monitor the required KPIs?

A. Can they measure, gather, analyze, and present the required metrics?
B. Can they control, automate, monitor and manage all elements of the service?
C. Can they provide end-to-end support of the services?
D. Can they integrate with the orchestration engine to provide automation?

Answer: A

QUESTION: 8

An enterprise company has a large, virtualized data center. They are currently in the process of auditing their virtual servers to ensure they are in compliance with regulatory requirements. They want to be able to check new and existing virtual servers for compliance and automatically remediate any virtual machines that are found to be out of compliance. As a Cloud Architect, which product would you recommend for this purpose?

A. Cisco Intelligent Automation for Cloud (CIAC)
B. VMware vCenter Orchestrator
C. VMware vCenter Configuration Manager
D. RSA Archer eGRC Platform

Answer: C

QUESTION: 9

An organization wishes to move toward full ITaaS implementation. Their IT team is skilled, disciplined, and exhibits strong teamwork. They have demonstrated the ability to deliver services with supporting processes and regulations. As their ITaaS consultant, you need to take them to the next level in the service orientation maturity model. What is the next level?

A. Service Aligned
B. Service Aware
C. Service Capable
D. Service Neutral

Answer: A

QUESTION: 10

Which metric measures the time taken to realize benefits from an ITaaS solution?

A. Time-to-value
B. Time-to-live
C. Time-to-deliver
D. Time-to-deploy

Answer: A

QUESTION: 11
A financial company has made several acquisitions within the past few years. They currently have two primary data centers that are 50 km apart. Recently, an internal assessment was conducted to explore ways to improve ingress/egress utilization and to extend their firewall to the cloud. Which type of firewall would best suit their needs?

A. Reverse proxy servers
B. Federated
C. Load balanced reverse proxy servers
D. Linked VPN

Answer: B

QUESTION: 12
A hosting company has experienced a sudden increase in customer interest and wishes to implement ITaaS. They are now hosting online shopping applications for several retail computer and electronics companies. Developers in the customer companies use their own internal credentials and have the ability to publish applications and changes to their stores. Shoppers access these stores using a variety of mobile applications and web browsers. What should be addressed when migrating to ITaaS and implementing a service catalog for the retail and electronic companies?

A. Integration with different authentication systems
B. Support for several different CMDB systems
C. Integration of multiple hypervisors
D. On-demand resource pool creation

Answer: A

QUESTION: 13
An IT organization is currently 80% virtualized and the CIO is planning for the transition to ITaaS. Senior executives are concerned that IT supports too many services and that many of the services are neither efficient nor necessary. What argument can the CIO make to address the executives' concerns and convince them that ITaaS is the correct strategic decision?

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