



**650-059**

**(Lifecycle Services Advanced Routing and Switching)**

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## Question: 1

**Which two of these activities comprise the problem management service component in the operat phase? (choose two.)**

- A. send a replacement module
- B. schedule a maintenance window
- C. manage the problem
- D. identify the problem
- E. confirm roles and responsibilities

Answer: C, D

## Question: 2

**Identify a customer support model for the solution is an activity that is part of which service component in the plan phase?**

- A. operations readiness assessment
- B. planning project kickoff (deployment project management)
- C. operations plan development
- D. system requirements validation

Answer: A

## Question: 3

**Which three of these service components are included in the optimize phase? (choose three.)**

- A. change management
- B. security administration
- C. technology assessment
- D. operations assessment
- E. operations readiness assessment
- F. security assessment

Answer: C, D, F

## Question: 4

**Utilizing a trouble ticketing system to track problems is a part of which service component**

**in the operate phase?**

- A. operations setup
- B. change management
- C. problem management
- D. systems monitoring

Answer: C

Question: 5

**Execute the systems acceptance test plan is an activity that is part of which service component in the implement phase?**

- A. phased implementation
- B. acceptance testing
- C. staff training
- D. full system migration

Answer: B

Question: 6

**Which of these best describes the actions you would take during the technology strategy development service component?**

- A. analyze the customer's business requirements and recommend the appropriate technologies to meet those business requirements.
- B. identify the customer's business requirements for the proposed solution.
- C. address the customer's physical site requirements.
- D. determine the appropriate end user training needed for the technology solution.

Answer: A

Question: 7

**During which implement phase service component would you perform a re-cap of the solution implementation in order to elicit customer feedback?**

- A. select fault management tools and products
- B. operations setup
- C. project closeout
- D. change management

Answer: C

Question: 8

**Review both the business and technical requirements is an activity that is part of which service component in the prepare phase?**

- A. business case development
- B. customer education
- C. high level design development
- D. account planning

Answer: A

Question: 9

**Which service component would you typically perform prior to the handover to the customer's operations organization and involves running tests to ensure that the solution is ready for production?**

- A. skill assessment
- B. systems integration
- C. project close out
- D. acceptance testing
- E. security check

Answer: D

Question: 10

**In which service component of the optimize phase would you assess the routing and switching system and recommend activities such as optimizing device configurations, capacity planning, or traffic analysis?**

- A. change management
- B. technology assessment
- C. security assessment
- D. security administration
- E. operations assessment
- F. operations readiness assessment

Answer: B

## Question: 11

**During which service component in the optimize phase would you assess the network for vulnerabilities, in order to reduce the risk of attacks?**

- A. change management
- B. security assessment
- C. operations readiness assessment
- D. operations assessment
- E. technology assessment

Answer: B

## Question: 12

**Which of these best describes the actions you would take during the business requirements development service component in the prepare phase?**

- A. analyze the customer's business requirements for a new solution.
- B. analyze the customer's ongoing business case requirements
- C. determine the customer's technology requirements.
- D. determine the appropriate cooling temperature for the customer's server room.

Answer: A

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