



650-251

(Cisco Lifecycle Services for Advanced Unified Communications)

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Question: 1

Quality of service is analyzed at which service component within the Cisco Unified Communications plan phase?

- A. Network Readiness Assessment
- B. Application Readiness Assessment
- C. Site Readiness Assessment
- D. Operation Readiness Assessment

Answer: A

Question: 2

Which optimize phase service component assesses the current state of the network management infrastructure of a customer to identify issues and opportunities that lead to recommendations for improving the ability to manage their Cisco Unified Communications system?

- A. Deployment Assessment
- B. Technology Assessment
- C. Security Assessment
- D. Operations Assessment

Answer: D

Question: 3

Which statement most accurately describes the account planning service component in the prepare phase for Cisco Unified Communications?

- A. It performs a detailed financial analysis, including current phone network costs, training, and return of investment.
- B. It researches unique challenges and conducts competitive analysis to determine a vertical approach and strategy.
- C. It identifies the key players, high-level solution requirements, timelines, and scope of the opportunity.
- D. It provides the partner with information regarding customer acceptance of the new solution.

Answer: B

Question: 4

Which phase includes conducting Cisco Unified Communications network traffic analysis and capacity planning in order to ensure high availability?

- A. Design
- B. Prepare
- C. Maintain
- D. Optimize

Answer: D

Question: 5

Which two of the following activities are included in the Cisco Unified Communications staff development? Select two.

- A. Collect Cisco Unified Communications Training Materials
- B. Develop Job Role Training Requirement
- C. Request for Training Budget
- D. Develop Curriculum Map
- E. Develop Informal Basic Training

Answer: B, D

Question: 6

Which Service component in Cisco Unified Communications operate phase identifies and solves reoccurring incidents by analyzing incident trends to identify patterns and systemic conditions?

- A. Problem Management
- B. Incident Management
- C. Change Management
- D. Systems Monitoring

Answer: A

Question: 7

Which service component in the design phase describes developing a detailed, site-specific plan for implementing the new technology system or solution?

- A. Implementation Plan Development
- B. Detailed Design Development

- C. Systems Acceptance Test Plan Development
- D. Staging Plan Development

Answer: A

Question: 8

The final documentation that records detailed implementation information for customers, including specific design requirements, are delivered at which server component within the Cisco Unified Communications implement phase?

- A. Project Closeout
- B. As-Built Documentation
- C. Operations Setup
- D. Post-Implementation Support Handoff Meeting

Answer: B

Question: 9

Which service component in the plan phase evaluates the readiness of your current facilities infrastructure to support Cisco Unified Communications system development?

- A. Network Readiness Assessment
- B. Operation Readiness Assessment
- C. Site Readiness Assessment
- D. Application Readiness Assessment

Answer: C

Question: 10

Which of the following three service requirements are included in the Cisco Unified Communications optimize phase? Select three.

- A. Business Case Alignment
- B. Security Assessment
- C. Incident management
- D. Operations Readiness Assessment
- E. Technology Assessment

Answer: A, B, E

Question: 11

Which phase includes the activity of assisting the customer to monitor their Cisco Unified Communications system performance and to respond to trouble reports?

- A. Maintain
- B. Deploy
- C. Operate
- D. Optimize

Answer: C

Question: 12

Which service component includes preparing for the Cisco Unified Communications customer demonstrations and presenting an overview of the applicable solutions?

- A. Present an Overview of the Design
- B. Conduct Administrator and End-User Training
- C. Customer Educations
- D. Proof of concept

Answer: C

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