350-060Q&As

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QUESTION 1

A new polling application was installed last week. This application monitors some of the routing characteristics on your edge and aggregation devices. Since that time, you have been receiving CPU threshold utlization alerts between 1 and 4

a.m.

every day from multiple edge and aggregation devices. What is the most likely cause of CPU spikes, in light of the specified changes and assuming that no other changes happened in the network?

A.

The large number of VPN routes that are exchanged among these routes is causing CPU spikes.

B.

SNMP get queries are causing the CPU spikes in these devices.

C.

A DoS attack on the network is causing CPU spikes.

D.

Configuration changes from provisioning processes are causing CPU spikes.

E.

Too many syslog messages generated from these devices are causing CPU spikes.

Correct Answer: B

QUESTION 2

What is the main goal of incident management?

A. Restore a normal service operation as quickly as possible.

B. Ensure that the same incident will not recur.

C. Enable the customer to report issues.

D. Create possible workarounds for issues that might recur.

Correct Answer: A

QUESTION 3

According to ITIL?v3 framework, which type of incident escalation is characterized by escalating an incident to a second-level or third-level support group if it is clearly known the expertise to resolve the incident is not at the current level?

A. functional

B. hierarchic

C. internal

D. external

Correct Answer: A

QUESTION 4

In addition to a DoS attack, what are three reasons that cause an increase in the CPU use of a route processor or the line card of a router? (Choose three.)

A. processing packets that do not cause an exception

B. receiving a packet greater than the MTU of the interface

C. processing IPv6 packets lacking extension headers

D. packets requiring fragmentation

E. traffic that matches an ACL line that uses log keyword

F. processing packets with IP options

Correct Answer: DEF

QUESTION 5

You are employed within a NOC at a regional service provider as a Tier 3 NOC engineer. The network that you support comprises leased facilities from a much larger international service provider. Your customer reports a reachability problem between two offices. The service desk performs its standard troubleshooting procedures without success and has escalated the incident to you. After 45 minutes of continued troubleshooting, you are unable to resolve the connectivity problem.

To which two areas should you next escalate the incident? (Choose two.)

A. service assurance team

B. router vendor

C. business relationship manager

D. carrier

E. service desk

Correct Answer: BD

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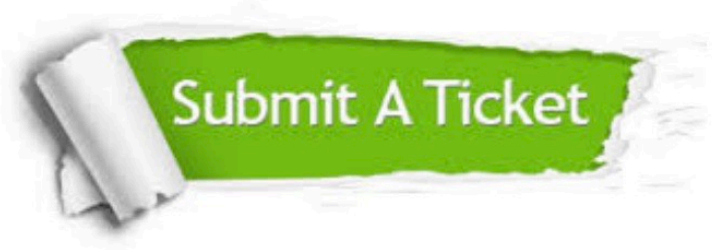

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