350-060^{Q&As}

CCIE SP Operations Written

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QUESTION 1

What is a key operational metric to measure the health of the incident management process?

A. Number of successful changes

B. Mean time to resolve incidents

C. Number of incidents per severity level

D. Mean time to restore service

Correct Answer: D

QUESTION 2

According to ITIL?v3 framework, which incident closure step is taken to determine if an incident might recur or if any preventive measures need to be taken?

A. user satisfaction survey

B. incident documentation

C. ongoing or recurring problem

D. closure categorization

Correct Answer: C

QUESTION 3

A trouble ticket has been escalated from the service desk to you as a Tier 2 NOC engineer. The customer is complaining about slow application response time. The problem is between end-user workstations and a CRM application hosted on a redundant pair of servers in a data center. What are the two initial actions to further troubleshoot the network? (Choose two.)

A. Ping the CRM server from multiple locations and compare round-trip times.

B. Ask the IT department to fail over the CRM application to its backup server.

C. Reboot the end-user workstations.

D. Review recent network changes that were made prior to receiving complaints.

Correct Answer: AD

QUESTION 4

According to ITIL?v3 framework, which type of problem management is initiated within service operations and is used to

gather event records, which are correlated over time to build trends that are used during continual service improvement processes?

A. reactive

B. customer

C. proactive

D. incident

Correct Answer: C

QUESTION 5

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

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