350-060$^{Q\&As}$

CCIE SP Operations Written

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QUESTION 1

According to ITIL?v3 framework, which type of service operational management process involves root- cause analysis to identify and resolve the cause of events and incidents that impact the managed network environment?

A. incident

B. configuration

C. event

D. problem

Correct Answer: D

QUESTION 2

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure,

including LAN, WAN, Firewalls, and QoS. Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to

find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to

place and receive calls. It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center

to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which four initial questions should you ask to help isolate the problem? (Choose four).

A. How did the customers call the sen/ice desk without dial tone?

B. Are some or all VoIP customers affected?

C. Do affected customers have anything in common (e.g., country/area code, geographical area)?

D. What changes were made last night?

E. Does the call manager use a Solaris or Linux operating system?

F. Is the latest anti-virus software installed on the call manager?

G. What time did customers first report the problem?

Correct Answer: BCDG

QUESTION 3

You are working at a service provider NOC as a Tier 2 NOC engineer. The service desk has escalated a trouble ticket to you. The customer complaint on that ticket states that there is no network reachability between two branch offices. After reviewing the ticket, you begin troubleshooting but soon realize that you are unable to resolve the incident yourself. Which two factors should you consider before escalating this to the next level of support? (Choose two.)

A. service level agreement

B. number of affected customer end users

C. workload of the escalation person

D. priority level of the trouble ticket

Correct Answer: AD

QUESTION 4

Refer to the exhibit.

```
class-map match-any biz
 match dscp af21 af22 af23
!
class-map match-any vod
 match dscp af41 af42 af43
!
class-map match-any iptv
 match dscp af31 af32 af33
!
class-map match-any control
 match dscp cs6 cs7
!
class-map match-any voip
 match dscp ef
!
!
policy-map core-egress
 class voip
  priority
  police rate percent 10
  !
 !
 class iptv
  bandwidth percent 20
 !
 class vod
  bandwidth percent 2
 !
 class biz
  bandwidth remaining percent 60
   random-detect default
 !
 class control
  bandwidth percent 1
 !
 class class-default
  random-detect default
 !
 !
!
interface TenGigE0/0/0/0
 service-policy output core-egress
 ipv4 address 10.10.10.1 255.255.255.252
!
```

You are operating a converged network that is used to provide multiple types of services including VoIP. You have received multiple complaints that the call quality for some of the calls is poor. You determine that all calls with a reported problem transit via one common link in the core. This link interconnects two CRS-1 core routers. The exhibit shows the QoS configuration of the port on both CRS-1 routers.

What are the two most likely reasons for the problem? (Choose two.)

A. The bandwidth that is allocated in the QoS configuration is more than 100 percent and is probably causing the poor VoIP service.

B. The VoIP traffic on the core link exceeds 1 Gb/s and is dropped by the policer.

C. The core link is congested due to VoD and IPTV traffic and is causing starvation to VoIP traffic.

D. The VoIP traffic on this core link is MPLS-labeled and is not subject to QoS.

E. A DoS attack on the CRS has caused high CPU utilization on the line card that hosts the 10 Gigabit Ethernet-port.

Correct Answer: BD

QUESTION 5

Refer to the exhibit.

```
RP/0/RP0/CPU0:CRS-CCIE#show tech-support netflow file harddisk:/tech-
support-netflow.txt
% This command is not authorized
RP/0/RP0/CPU0:CRS-CCIE#
RP/0/RP0/CPU0:CRS-CCIE#show tech-support ?
   bcdl          Output show commands of interest for bcdl debugging
   cef           Output show commands of interest for CEF debugging
   file          Specify a valid file name (e.g. disk0:tmp.log)
   gsp           Output show commands of interest for gsp debugging
   install       Show install information for tech-support
   multi-chassis Show multi-chassis system information for tech-support
   multicast     Show multicast related information
   password      Include password in output
   platform      show tech-support platform output
   routing       Routing show tech-support output
   sanitized     Sanitized configuration in output
   terminal      Send output to terminal
RP/0/RP0/CPU0:CRS-CCIE#show tech-support
```

A network operator uses TACACS for authentication and authorization. While troubleshooting a NetFlow problem, the operator was requested by Cisco TAC to get the output of show tech- support netflow. The exhibit shows that the command failed with a message "% This command is not authorized." The operator is logged into the router with privilege 15 user account defined in TACACS. What is the most likely reason for this?

A. The router is missing a software package information envelope (PIE) necessary for NetFlow.

B. NetFlow is not configured on the router.

C. The operator has to log into the router by using a local username.

D. The usergroup priv15 command is not configured properly.

E. show tech-support netflow is not a supported command.

Correct Answer: D

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