



# 350-060<sup>Q&As</sup>

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

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### QUESTION 2

What is the main reason for establishing a baseline?

- A. to standardize operations
- B. to determine the cost of services provided
- C. to establish roles and responsibilities
- D. for later comparison

Correct Answer: D

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### QUESTION 3

A service provider upgraded its core routers to CRS-1. The service provider connects the CRS-1 to an internal network via CRS-1 management ports. This internal network is configured with private IP addresses. All SSH access from a service provider workstation that is incoming to the management ports of the CRS-1 routers was tested and was found to be working properly. The routers were configured for AAA by using the Cisco Secure Access Control Server, and AAA was working as desired. Furthermore, SNMP traffic used the inband 10-Gigabit Ethernet ports, and all SNMP functionality was properly configured and tested prior to the rollout. After CRS-1 routers were placed in production, a need arose to engage Cisco TAC to perform troubleshooting and diagnosis on the routers. It was noted that while all service provider operations staff could access the routers from the private IP-based management network, Cisco TAC could not access the router because its connection was coming in on the inband 10-Gigabit Ethernet ports. The VTY line ACLs were configured to allow the Cisco TAC source IP address, but that did not fix the problem.

What is a possible cause for the lack of connectivity? (Choose one.)

- A. Local packet transport service is misconfigured.
- B. The Cisco IOS XR administration plane is misconfigured.
- C. The Cisco IOS XR IPv4 virtual address is not configured to be used as a source address.
- D. Management plane protection is misconfigured.



E. WDSysMon is monitoring the incoming connection and disallowing it.

Correct Answer: D

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#### QUESTION 4

You are working for a large service provider. The engineering team has requested that operations roll out new four-port 10-Gigabit Ethernet line cards in every 7600 Series Router chassis in the network in advance of announcing new services that will use these high-speed interfaces. During the meeting, engineering and the certification lab state that they have fully tested the new line cards with no problems identified. Realizing that it has been over a year since the Cisco IOS Software was last upgraded in the network and a Cisco IOS upgrade is required, what questions should you ask of the engineering team before proceeding with scheduling maintenance windows to upgrade the network? (Choose two.)

- A. What configuration changes are required to support the new services?
- B. Does the Cisco IOS Software have to be upgraded before inserting the new line cards?
- C. How long will the outage be while the software is upgraded?
- D. Is the memory on the supervisor engines sufficient to support the new Cisco IOS release and line cards?

Correct Answer: AD

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#### QUESTION 5

According to ITIL v3 framework, which two items should be investigated when responding to a reported fault in order to expedite the resolution of an incident?

- A. recent changes
- B. hierarchical escalation processes
- C. incident/problem records
- D. service level reports

Correct Answer: AC

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