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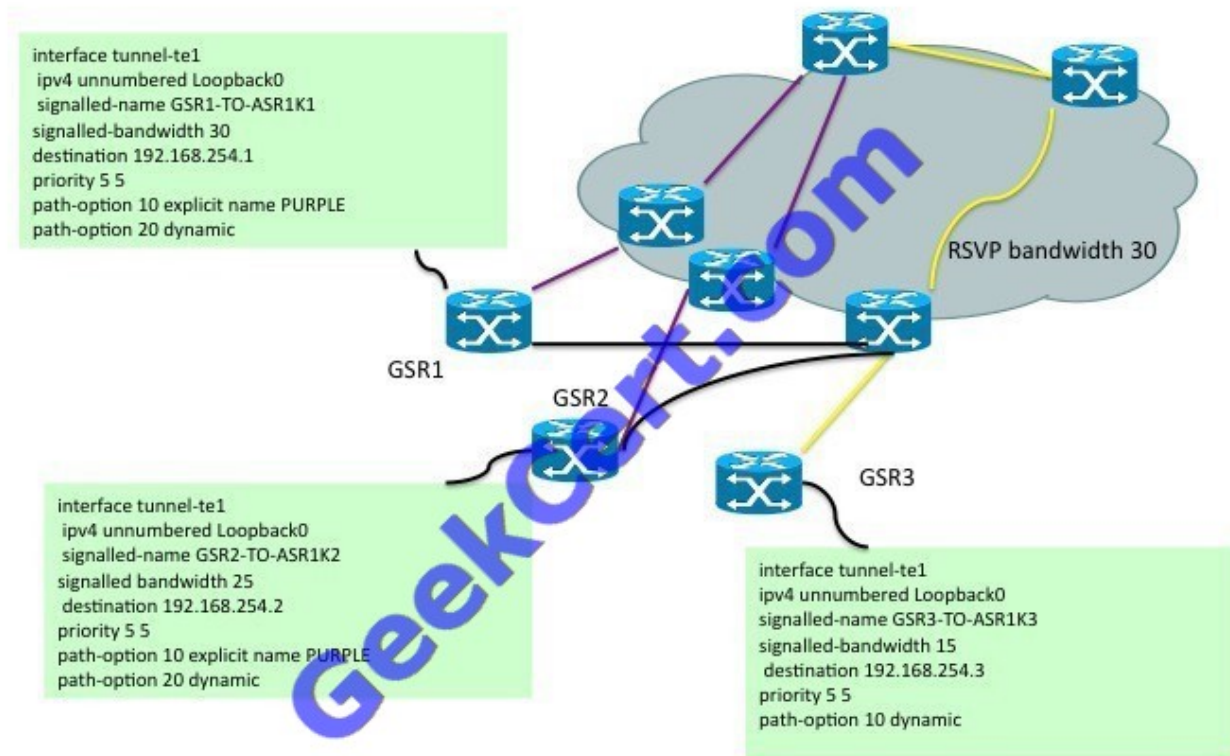
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QUESTION 1

Refer to the exhibit.



The figure shows a service provider network that has MPLS TE tunnels that originate from GSR1, GSR2, and GSR3. While GSR1 and GSR2 have multiple paths to the core network, the GSR3 has a single path into the core. For GSR1 and GSR2, the purple links are the preferred paths, but because they are multihomed to the core, they can also take the black, less-desirable path. The less-desirable black paths need to be retained for certain operational reasons. GSR3 has a single path into the core network, and a TE tunnel originating from GSR3 must be able to use this path. It has been noted that if the network encounters multiple link failures or link transitions, the TE tunnels originating from GSR1 or GSR2 can preempt the TE tunnel originating from GSR3, thus causing a lack of MPLS connectivity. The operations team does not want the TE tunnel originating from GSR3 to be preempted unless this tunnel is administratively shut down.

How should this situation be mitigated?

- A. Change TE config on GSR3 to include "priority 4 4."
- B. Change TE config on GSR3 to include "priority 6 4."
- C. Change TE config on GSR3 to include "priority 6 6."



- D. Use affinity and link coloring.
- E. Use the "exclude" options on the explicit paths of GSR1 and GSR2.
- F. Lower the signaled-bandwidth of the GSR3 TE tunnel.

Correct Answer: A

QUESTION 2

According to ITIL?v3 framework, which type of incident escalation is characterized by the seriousness of an incident that results in the notification of the appropriate managers who can take the appropriate action to commit additional resources or decide how the incident is to be resolved?

- A. functional
- B. internal
- C. hierarchic
- D. external

Correct Answer: C

QUESTION 3

What information should you include when a fault management system autogenerates an incident ticket to ensure that the correct support team is assigned to the ticket?

- A. severity
- B. priority
- C. classification
- D. customer contact

Correct Answer: C

QUESTION 4

According to ITIL?v3 framework, which capacity management sub-process ensures the optimum use of a Service Provider?Ms current hardware and software resources in order to achieve and maintain the agreed Service Level Agreements (SLAs) or Service Level Requirements (SLRs)?

- A. Performance
- B. Business
- C. Service



D. Component

Correct Answer: D

QUESTION 5

Several customers are complaining about slow network throughput when trying to access a company document management system. This slow throughput is impacting business for these customers due to lost productivity. The service desk followed normal procedures, was unable to resolve the problem, and escalated the trouble ticket to you, the Tier 2 NOC engineer. You have done your own analysis and believe that you have found the root cause but are not entirely certain.

Which three steps should you take to verify your resolution? (Choose three.)

- A. Implement your fix at one location to verify that it fixes the problem.
- B. Determine what the expected throughput is compared to what is being observed.
- C. Identify when the problem started and correlate to recent change activity.
- D. Determine what specific locations have the problem.
- E. Create a contingency plan in case your analysis is wrong.

Correct Answer: BCD

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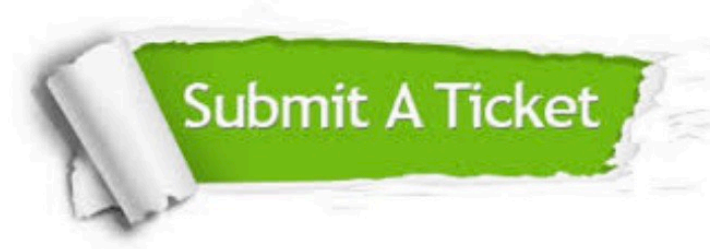
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