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QUESTION 1

The IT department has migrated company email to a web-based cloud provider. Which of the following dependencies placed on the cloud computing vendor will have the MOST affect on all company staff?

- A. Cost of service
- B. Availability of service
- C. Maintainability of service
- D. Location of service

Correct Answer: B

QUESTION 2

Which of the following is the MOST important impact of cloud computing on managing service levels?

- A. Capacity can be more elastic.
- B. External providers can deny a capacity increase when required.
- C. Providers measure their own performance.
- D. Scarcity of resources can occur if not monitored

Correct Answer: A

QUESTION 3

Why do management tools introduce a risk?

- A. The management tools present a vendor lock-in
- B. The management tools are indispensable above a specific scale of operation
- C. The migration may not be successful
- D. Too many software licenses are needed

Correct Answer: A

QUESTION 4

After migrating the company's entire datacenter infrastructure to a private IaaS solution, while at the same time maintaining the current network and server logical configuration, the IT director eliminated 50% of the IT engineering staff. The remaining staff has now shifted focus from a daily server maintenance and upkeep role, to more of a service provisioning, performance, and reporting role. Which of the following was MOST impacted by this migration?



- A. Service design
- B. Service strategy
- C. Service operation
- D. Service transition

Correct Answer: D

QUESTION 5

Which change in the security processes is introduced by cloud computing?

- A. Increased security of accessing credit card information
- B. Regulations need to be updated more frequently
- C. Storing passwords in the Configuration Management Database (CMDB)
- D. Working with multiple providers of user identities

Correct Answer: D

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