



# E20-920<sup>Q&As</sup>

Cloud Services Expert Exam for Cloud Architects

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### QUESTION 1

As a cloud architect you are helping your company plan for cloud services and you are working with a diverse cloud team. You have targeted four key initial services and you have highlighted the following key considerations for each service:

Determine who can access it and what can they do with it  
Use overall management to map dependencies across the service  
Define the workflow to instantiate the service

Your cloud team asks you which service area each of these considerations will most likely map to. What should be your response?

- A. SLA, Operational Management, and Orchestration
- B. Service Visibility, SLA, and Service Termination
- C. Service Offering, Service Visibility, and SLA
- D. Service Offering, Operational Management, and Orchestration

Correct Answer: C

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### QUESTION 2

You are responsible for building Service Level Agreements (SLAs) for your company. When building them for the service lifecycle of a cloud application, what should you consider?

- A. SLA updates may be needed due to the availability of new markets
- B. New SLAs should be created with the release of scheduled enhancements
- C. SLAs should incorporate all necessary requirements when they are created
- D. SLAs are contractual and cannot be changed without customer consent

Correct Answer: B

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### QUESTION 3

An IT department wants to reduce waste by shutting down and archiving auto-scaling groups (ASGs) and VMs that have been inactive for more than two weeks. Archived ASGs and VMs will consume tenant quota for the responsible parties. The IT department wants email notifications to be sent to the tenant and the line of business controller automatically when this happens.

How might you define the configuration for such a solution?

- A. Monitoring triggers for low activity  
Orchestration activities for inactivity backup  
Backup target as tenant's object store  
Monitoring alerts for inactivity backup



B. Metering triggers for low activity Orchestration activities for inactivity backup Backup target as tenant\\'s object store  
Metering alerts for inactivity backup

C. Metering triggers for low activity Catalog activities for inactivity backup Backup target as tenant\\'s object store  
Metering alerts for inactivity backup

D. Monitoring triggers for low activity Catalog activities for inactivity backup Backup target as tenant\\'s object store  
Monitoring alerts for inactivity backup

Correct Answer: C

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#### QUESTION 4

What is the key consideration during design phase for a service provider to ensure that they can effectively process the termination of a service instance?

- A. Archive the associated service data regardless of the user requirements
- B. Automate the de-provisioning process to release resources back into the pools
- C. Incorporate a service grace to prevent the actual deletion of the instance
- D. Create a retention period for private user data and user PCI data.

Correct Answer: B

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#### QUESTION 5

An organization is categorizing their existing services against service characteristics to determine how ready each one might be for the catalog. Part of this effort involves looking at the following three attributes for each service characteristic: considerations, benefits, and tradeoffs.

What attributes correspond to the following characteristics: Reusable and Composable?

- A. Consideration: service usually has to be agnostic to context Tradeoff: complexity grows as number of services increases
- B. Consideration: late or dynamic binding of services Benefit: requires collaborative service design
- C. Benefit: can be human readable metadata Tradeoff: improved recovery from failure
- D. Benefit: improves reliability and scale TradeOff: high degree of cooperation and agreement of design standards and conventions

Correct Answer: A

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