



E20-920^{Q&As}

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QUESTION 1

DRAG DROP

A company has an incident process in place for the cloud services that they support. What is the correct order of steps for an incident process?

Select and Place:

Answer Area

Automated remediation created and added to known error database

Incident is assigned to first line support

Adjust billing if a violation occurs with the service contract

Incident resolution developed

User attempts to resolve incident via the support knowledge base

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

Correct Answer:



Answer Area

- User attempts to resolve incident via the support knowledge base**
- Incident is assigned to first line support**
- Incident resolution developed**
- Automated remediation created and added to known error database**
- Adjust billing if a violation occurs with the service contract**

QUESTION 2

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

QUESTION 3

A company is assessing the cloud maturity of their existing capabilities. Which components should be analyzed to establish the baseline maturity?

- A. Self-service, broad network access, resource pooling, rapid elasticity, measured service
- B. Service catalog, plenty of bandwidth, virtualization, software defined networks, software defined storage
- C. SLA, SaaS, PaaS, IaaS



D. Self-service, broad network access, measured service, SLA

Correct Answer: A

QUESTION 4

An IT organization has hired you as a cloud architect to assist them in planning for cloud services. Your first goal is to help the IT organization categorize existing services against service characteristics. You have provided a table that shows common service characteristics and their attributes for considerations, benefits, and trade-offs.

The following attributes from the table have been identified: -Consideration standardized service contracts and metadata definitions -Benefit: development and implementation cost reduction -Tradeoff: very finite capability

What characteristics correspond to the identified attributes?

- A. Loosely Coupled, Composable, and Autonomy
- B. Discoverable, Reusable, and Autonomy
- C. Idempotent, Composable, and Discoverable
- D. Idempotent, Loosely Coupled, and Reusable

Correct Answer: A

QUESTION 5

A line of business has been using a public cloud provider and is now seeking services from the internal IT department. The line of business (LOB) has concerns about service performance and availability. They also want to have a clear and logical description of services, capabilities, and key performance indicators. The organization would like to better understand support responsibilities and warranties.

What should the LOB obtain from the IT department to satisfy concerns?

- A. SLO
- B. Service offering
- C. Service template
- D. SLA

Correct Answer: A
