



**Exam : 646-227**

**Title : Lifecycle Services Advanced IP  
Communications**

**Ver : 10.10.07**

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**QUESTION 1:**

What does the Cisco Lifecycle Services Approach define?

- A. Business requirements and investments as they pertain to asset life cycle management
- B. Minimum set of services that are needed to successfully deploy and manage a technology solution
- C. Technology strategies and related product life cycles that are required to ensure minimal risks and maximum ROI
- D. System design to help ensure selection of the most appropriate products

Answer: B

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**QUESTION 2:**

Assisting the customer in developing a process to manage the system in ongoing operations mode, including system administration and backup, asset management, and scheduled maintenance, is critical. Which four tasks apply to the operate phase? (Choose four.)

- A. Administration and Backup System Components
- B. Network Installation
- C. Asset Management
- D. Performing Routine Maintenance
- E. Managing System Problems
- F. Business and Technology Assessments

Answer: A,C,D,E

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**QUESTION 3:**

Within the implement phase, which activity is associated with the define project visibility progress reports and procedures task?

- A. Develop Communications Plan
- B. Informal Basic Training
- C. Internal Kickoff Meeting
- D. Informal Advanced Training for Admin and Operations Staff
- E. Develop Escalation Plan

Answer: A

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**QUESTION 4:**

Within the prepare phase, which two tasks are required to begin the prepare for business

requirements workshop activity? (Choose two.)

- A. Document User-Level Functionality Requirements
- B. Document Vertical Business Initiatives Requirements
- C. Identify key stakeholders for the Business Requirements Development Workshop
- D. Conduct a Solution Value Assessment
- E. Send Invitations
- F. Document Corporate Business Initiatives Requirements

Answer: C,E

Explanation: Sending invitations" is a part of the "Prepare the Business Requirements Workshop" and "Conduct the Solution Value Assessment" is a part of the "Conducting the Business Requirements Workshop" task, not of his preparation.

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#### **QUESTION 5:**

In the optimize phase, which task is associated with the Operations Assessment service component?

- A. Obtain Security Procedures and Policies
- B. Identify Gaps Between Existing and Best Practices
- C. Analyze and Document Hard Dollar, Productivity and Business Initiative Gains
- D. Document Memory and CPU Utilization
- E. Establish Call Volume Baseline

Answer: B

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#### **QUESTION 6:**

During the design phase, which template or tool is used to capture the define failure recovery procedure and risk mitigation strategy task?

- A. Design Kickoff Agenda
- B. Solutions Expert
- C. Migration Plan
- D. Letter of Understanding Template
- E. Validation Survey

Answer: C

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#### **QUESTION 7:**

Within the prepare phase, which task is associated with the conduct business requirements workshop?

- A. Identify Decision Making Criteria
- B. Determine Critical Timelines
- C. Complete Competitive Analysis
- D. Conduct User Community Adoption Absorption Analysis
- E. Identify Budget and Stage of Buying Cycle
- F. Determine Vertical Approach and Strategy

Answer: D

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**QUESTION 8:**

Within the operate phase, which two tasks are contained in both the track events and report on system and the notify and escalate incidents activities? (Choose two.)

- A. Define Work Breakdown Structure
- B. Log Network Events
- C. Perform Device Discovery
- D. Record Events as Incidents within a Ticketing System
- E. Have Customer Sign Operational Support Letter of Understanding
- F. Send Electronic Notification of Events Automatically

Answer: B,D

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**QUESTION 9:**

In the design phase, which task is conducted during the host physical design workshop activity?

- A. Finalize Legacy Integration including Legacy Voice, Data and Active Directory
- B. Develop Quality of Service Specifications
- C. Design Dial Plan Architecture and Emergency Call Routing
- D. Define Message Store Options and Sizing
- E. Identify Network Management Design Objectives

Answer: B

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**QUESTION 10:**

Within the plan phase is the operations readiness report, which is Certkiller .com deliverable that contains the results of two tasks. One of these tasks is identify gaps between existing and leading practices. What is the other task that is used to develop the operations readiness report?

- A. Document Initial Placement of Access Points
- B. Establish Escalation Notification Plan

- C. Document Trunking Requirements for Each Site
- D. Remotely Backup IPC Solution Configurations and Databases
- E. Document Plan to Remediate Operational Issues

Answer: E

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**QUESTION 11:**

**DRAG DROP**

You work at Certkiller .com. Your boss, Certkiller, is curious about Cisco Change Management. Put the activities in the correct order.

Activities, Select from these	Activities, place here
Conduct Post Change Evaluations	Place 1st here
Accept and Schedule Change	Place 2nd here
Originate Change	Place 3rd here
Evaluate Change	Place 4th here
Execute Change	Place 5th here

Answer:

Activities, Select from these	Activities, place here
	Originate Change
	Evaluate Change
	Accept and Schedule Change
	Execute Change
	Conduct Post Change Evaluations

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**QUESTION 12:**

In the implement phase, which three tasks are associated with the activity to develop a project management plan? (Choose three.)

- A. Define Customer and Partner Stakeholders
- B. Establish Project Budget
- C. Present Staging Plan to Customer
- D. Identify Risks and Risk Mitigation Plans
- E. Define Work Breakdown Structure
- F. Define Technical Escalation Procedures

Answer: B,D,E

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**QUESTION 13:**

One of the tasks within the Business Case Alignment service component is Analyze and Document Hard Dollar, Productivity and Business Initiative Gains. Which section of the Optimization Report should contain this information?

- A. Logical-Level Functionality Section
- B. Departmental Initiatives Section
- C. ROI Analysis Initiatives Section
- D. Gap Analysis Section
- E. User Absorption Section

Answer: C

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**QUESTION 14:**

Certkiller .com requires Cisco CallManager and Cisco MeetingPlace to accomplish business and technology goals. Which two activities must be conducted during the System Design Workshop? (Choose two.)

- A. Design Network Management and Operations Infrastructure
- B. Design Agent and Supervisor Desktop Configurations
- C. Design Rich Media System
- D. Design Call Control System
- E. Design Messaging System

Answer: C,D

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**QUESTION 15:**

Within the operate phase, which service component is associated with conducting a quarterly account review meeting activity?

- A. Problem Management
- B. Change Management
- C. Operations Setup
- D. Service Assurance
- E. Incident Management

Answer: D

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**QUESTION 16:**

Which device level design detailed development activity is associated with the create template for each user group task that includes type of phone, required applications and soft key configuration?

- A. Design Call Control System
- B. Design Database Integration
- C. Design Network Management and Operations Infrastructure
- D. Host Feature/Function Design Workshop
- E. Conduct Station Reviews
- F. Design ISN Configuration

Answer: E

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**QUESTION 17:**

Which task is performed during the site readiness assessment gap analysis activity in the plan phase?

- A. Assess and Document Infrastructure Requirements for the Proposed Solution.
- B. Document Location of Legacy Equipment.
- C. Gather Existing Documentation into the Preliminary Discovery Document.
- D. Document Bandwidth Requirements for each Site.
- E. Compare Systems Requirements Specifications to Site Survey.
- F. Determine if Circuit can Support Required Concurrent Calls.

Answer: E

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**QUESTION 18:**

DRAG DROP

You work at Certkiller .com. Your boss, Certkiller, is curious about isolation of incident tasks. Select the correct tasks.

**Tasks, Select from these**

Close Trouble Ticket

Gather Symptom Information

Correlate and Analyze Systems to  
Determine Probable Cause

Notify Customer of Incident-Management  
Status on an Ongoing Basis

Correlate to Similar Incidents

Restore Applications to Existing Versions

Devise and Recommend Workaround  
Solution if Means of Resolving is Unknown

**Isolate the incident tasks**

*Place here*

*Place here*

*Place here*

*Place here*

Answer:

**Tasks, Select from these**

Close Trouble Ticket

Notify Customer of Incident-Management  
Status on an Ongoing Basis

Devise and Recommend Workaround  
Solution if Means of Resolving is Unknown

**Isolate the incident tasks**

Gather Symptom Information

Correlate and Analyze Systems to  
Determine Probable Cause

Correlate to Similar Incidents

Restore Applications to Existing Versions

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**QUESTION 19:**

In the design phase, which task is conducted during the creation of a site specific network implementation plan activity?

- A. Review Customer Remediation Responsibilities
- B. Create Installation, Commission, and Network Connectivity Test Tasks and Checklist
- C. Finalize Call Flows and Route Plans
- D. Determine Shipping Dates and Logistics

Answer: B

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**QUESTION 20:**

In the implement phase, the define project visibility progress reports and procedures task is accomplished by using two templates and/or tools. The progress report is one. What is the other template or tool that is used in the task?

- A. Operations Incentive Program Tool
- B. Communications Plan
- C. Ongoing Support Handoff Kit
- D. Bill of Materials
- E. Design Kickoff Agenda

Answer: B

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**QUESTION 21:**

The staff training template is one of the templates and/or tools identified as essential for the informal advanced training for administration and operations activity during the implement phase. What is the other resource that is used to accomplish this activity?

- A. Lessons Learned template
- B. IPC Project Plan
- C. Phone Deployment Kit
- D. System Requirements Validation Report
- E. As Built Documentation

Answer: E

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**QUESTION 22:**

DRAG DROP

You work at Certkiller .com. Your boss, Certkiller, is curious about Network Readiness Assesments. You need to move the five correct activities.

**Activities, Select from these**

Perform Application Assessment Gap Analysis

Data and Voice Infrastructure Site Surveys

Perform Voice and Data Gap Analysis

Onsite Operational Assessment

Call Processing Assessment

Security Analysis

Traffic Analysis

Circuit Analysis

**Network Readiness Assessment**

*Place here*

*Place here*

*Place here*

*Place here*

Answer:

**Activities, Select from these**

Perform Application Assessment Gap Analysis

Onsite Operational Assessment

Call Processing Assessment

**Network Readiness Assessment**

Data and Voice Infrastructure Site Surveys

Perform Voice and Data Gap Analysis

Security Analysis

Traffic Analysis

Circuit Analysis

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**QUESTION 23:**

Which task uses the continuous improvement plan for the Service Assurance component within the operate phase?

- A. Document Serial Numbers
- B. Produce Service Level Reporting
- C. Conduct Engagement Profitability Assessment
- D. Analyze Process Exceptions
- E. Document New System Requirements

Answer: D

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**QUESTION 24:**

Within the conduct business requirements workshop activity, which three templates and/or tools assist with the document vertical business initiatives requirements task? (Choose three.)

- A. Value Assessment Worksheet
- B. Vertical Industry Snapshots

- C. Account Planning Tool
- D. Initiatives Interview Templates
- E. Business Requirements Document
- F. Site Survey

Answer: B,D,E

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**QUESTION 25:**

Which two tasks are performed during the technical strategy meeting within the prepare phase? (Choose two.)

- A. Document Logical-Level Functionality Requirements
- B. Document Security Requirements for Overall System and Contact Center
- C. Document System-Level Functionality Requirements
- D. Provide Audience with a Vision of IPC Current and Future Capabilities
- E. Build Preliminary Logical Network Topology Map
- F. Map Defined Business Requirements to the Customer's Current and Future Technology Projects

Answer: B,F

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**QUESTION 26:**

Which three tasks in the implement phase are contained in the IPC Project Plan template? (Choose three.)

- A. Develop Backup/Recovery Plan
- B. Log Network Events
- C. Define and Document Project Scope
- D. Determine Project Schedule
- E. Determine Vertical Approach and Strategy
- F. Identify Risks and Risk Mitigation Plans

Answer: C,D,F

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**QUESTION 27:**

In the plan phase, which two tasks are associated with the conduct operational assessment activity? (Choose two.)

- A. Document Systems, Processes, Flow-through, Tools, People, Skills and Best Practices
- B. Obtain and Review Operational Procedures and Policies
- C. Document Plan to Remediate Operational Issues
- D. Conduct Operations Personnel and Stakeholders Interviews
- E. Identify Operations Personnel and Stakeholders for Interviews

F. Identify Gaps Between Existing and Best Practices

Answer: A,D

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**QUESTION 28:**

Within which phase would you find information about managing system trouble?

- A. Prepare
- B. Plan
- C. Implement
- D. Operate
- E. Optimize

Answer: D

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**QUESTION 29:**

A good change management process incorporates consistent processes for any planned network change. What should be included in the change management process?

- A. Create the low-level design and solution design specifics.
- B. Monitor announcements of upgrades and new releases.
- C. Conduct detailed design business requirements gap analysis.
- D. Finalize end user training strategy.

Answer: B

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**QUESTION 30:**

Which phase includes managing the system in ongoing operations mode, system administration and backup, asset management, and scheduled maintenance?

- A. Plan
- B. Design
- C. Implement
- D. Operate
- E. Optimize

Answer: D

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**QUESTION 31:**

During the plan phase, which template is used during the assess and document infrastructure requirements for the proposed solution task?

- A. Site Requirements Specification Document
- B. IPC Project Plan
- C. Staging Plan
- D. Vertical Industry Snapshots
- E. Operational Assessment Checklist

Answer: A

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**QUESTION 32:**

The planning workshop and internal kickoff meeting is an interactive session to clarify high-level requirements, set expectations, and define the project environment through activities. Which three activities are performed during the planning workshop? (Choose three.)

- A. Designate project management office (PMO) and governance framework and structure.
- B. Consolidate proposal content.
- C. Determine resource requirements and the organization's readiness for change.
- D. Review account history.
- E. Development of strategies for training and for network monitoring and support.
- F. Final acceptance from Cisco Technical Assistance Center (TAC).

Answer: A,C,E

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**QUESTION 33:**

It is important to help the customer establish an optimization process to identify areas for improvement under the optimization guidelines. What are two guideline best practices? (Choose two.)

- A. backup
- B. rollback
- C. process output
- D. site preparation

Answer: A,B

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**QUESTION 34:**

Which two are performed to assist the customer with transition from the implement phase to operate phase? (Choose two.)

- A. Provide Original Statement of Work
- B. Deliver Lessons Learned and As-Built Documentation
- C. Introduce High Level Training Strategy

- D. Introduce Customer's Internal Help Desk Team to the Cisco Technical Assistance Center (TAC)
- E. Present the Tradeoff Analysis Between Primary and Alternate Solutions

Answer: B,D

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**QUESTION 35:**

During which phase should you be assisting your customer in identifying post-implementation systems improvements, as well as introducing opportunities for selling additional services to your customer?

- A. Prepare
- B. Plan
- C. Design
- D. Implement
- E. Operate
- F. Optimize

Answer: F

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**QUESTION 36:**

In the optimize phase, the call processing assessment activity contains the establish call volume baselining task. Which template or tool documents the call volumes?

- A. Bridge Traffic Analyzer
- B. Microsoft Performance and Event Monitor
- C. Operational Assessment Checklist
- D. Continuous Improvement Plan
- E. CDR Analysis and Reporting Tool

Answer: E

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**QUESTION 37:**

Upon which critical tool do the identify incident and identify problem activities rely?

- A. Trouble Ticketing System
- B. Continuous Improvement Plan
- C. Performance and Event Monitor
- D. Operations Incentive Program Tool

Answer: A

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**QUESTION 38:**

**DRAG DROP**

You work at Certkiller .com. Your boss, Certkiller, is curious about Cisco project timelines. Put the activities in the correct order.

**Activities, Select from these**

System Acceptance Test Plan Development	Collect and Verify Requirements
Implementation Plan Development	Ongoing Support Handoff
Network Readiness Assessment	Business Requirements Workshop
Host Design Workshop	Perform Staff Training
Produce High Level Design	Install Components of the IPC solution

**Network Readiness Assessment**

Place 1st here	Place 2nd here
Place 3rd here	Place 4th here
Place 5th here	Place 6th here
Place 7th here	Place 8th here
Place 9th here	Place 10th here

Answer:

### Network Readiness Assessment

Business Requirements Workshop	Produce High Level Design
Collect and Verify Requirements	Network Readiness Assessment
Host Design Workshop	Ongoing Support Handoff
System Acceptance Test Plan Development	Install Components of the IPC solution
Implementation Plan Development	Perform Staff Training

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#### QUESTION 39:

During the prepare phase of a project, you conduct initial interviews with the steering committee members and decision makers in a company. The focus of these interviews is to complete which two? (Choose two.)

- A. Business Requirements
- B. Functionality Requirements
- C. Network Readiness Assessment
- D. Detailed Design and Bill of Materials

Answer: A,B

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#### QUESTION 40:

Which template or tool is used for each task in performing a Network Readiness Assessment on data and voice infrastructure activity?

- A. Capacity Indicators
- B. Site Survey
- C. Validation Survey
- D. Installation Guide
- E. Opportunity Incentive Tool

Answer: B

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#### QUESTION 41:

Which activity is important for all helpdesk, admin, and operations staff to attend?

- A. The Project Kickoff Meeting

- B. Informal Basic Training
- C. System Design Workshop
- D. Solution Security Configuration Review
- E. IP Addressing Scheme Workshop

Answer: B

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**QUESTION 42:**

Which two are phases of a project life cycle? (Choose two.)

- A. Plan
- B. Business Requirements Definition
- C. Network Readiness Assessment
- D. Operational Readiness Assessment
- E. Design

Answer: A,E

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**QUESTION 43:**

Which three reference materials are used to assist with tasks that are involved in hosting a feature/function design workshop activity? (Choose three.)

- A. Technical Requirements Document
- B. High Level Design
- C. Letter of Understanding Template
- D. Incident Logs
- E. IPC Financial Justification Case Study
- F. Systems Requirements Validation Report

Answer: A,B,F

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**QUESTION 44:**

During which phase would you develop the following: detailed solution design, implementation plan, operations plan, acceptance test plan and PMO governance framework?

- A. Prepare
- B. Plan
- C. Design
- D. Implement
- E. Operate
- F. Optimize

Answer: C

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**QUESTION 45:**

Informal basic training is conducted for helpdesk, admin, operations staff and end users. Which two templates will help to accomplish this task? (Choose two.)

- A. Staff Training Template
- B. WLAN Assessment Report
- C. End User Training Template
- D. Executive Interview Template
- E. Change Management Process Template
- F. Network Ready For Use Template

Answer: A,C

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**QUESTION 46:**

During the Ongoing Support Handoff Meeting in the implement phase, which two tasks are common to the activities that are related to hardware support? (Choose two.)

- A. Explain Cisco Remote Operation Support Reporting
- B. Explain How to Complete the Customer Satisfaction Survey
- C. Explain How to Open a Technical Assistance Center Case
- D. Explain How to Troubleshoot Message Waiting Indicator
- E. Customize Handoff Materials

Answer: A,C

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**QUESTION 47:**

Which template is used to define the specifics of a flash or phased implementation strategy?

- A. Business Requirements Document
- B. Network Implementation Plan
- C. High Level Design
- D. IPC Project Plan
- E. Optimization Report
- F. Installation Guide

Answer: B

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**QUESTION 48:**

Which Cisco Lifecycle Services phase is associated with the conduct application value assessment task?

- A. Plan
- B. Design
- C. Implement
- D. Operate
- E. Optimize

Answer: E

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**QUESTION 49:**

Which activity is associated with documenting trunking requirements for each site within the plan phase?

- A. Perform Circuit Gap Analysis
- B. Data and Voice Infrastructure Site Survey
- C. Conduct Traffic Analysis
- D. Document Existing WAN Circuits
- E. Circuit Analysis
- F. Perform Voice and Data Gap Analysis

Answer: C

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**QUESTION 50:**

In the operate phase, which three templates and/or tools are used in the tasks to accomplish the activity, monitoring an IPC system? (Choose three.)

- A. Supplier Management Reports
- B. Applications Development Document
- C. Operations, Administration and Management (OAM) Tool
- D. Network Implementation Plan
- E. Network Management System (NMS) Console
- F. Remote Operational Support

Answer: C,E,F

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**QUESTION 51:**

In the design phase, which template or tool is used to complete the schedule station reviews with user group task?

- A. Bill of Materials
- B. As Built Documentation

- C. Low Level Design
- D. Business Requirements Document
- E. Operational Assessment Checklist

Answer: D

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### QUESTION 52:

#### DRAG DROP

You work at Certkiller .com. Your boss, Certkiller, is curious about Cisco Activities. Put the activities in at the correct location.

##### Activities, Select from these

Document Existing User Phone Feature Template	Document User-Level Functionality Requirements
Generate an IP Addressing Scheme	Conduct a Solution Value Assessment
Conduct a Solution Value Assessment	Define Power and Environmental Requirements
Develop Quality of Service Specifications	Document Collaboration Messaging Features/Functions
Document Existing Data Applications	Conduct User Community Adoption Absorption Analysis

##### Business Requirement Workshop

Place here	Place here
Place here	

##### Data and Voice Infrastructure Site Survey

Place here	Place here
Place here	

##### Host Physical Design Workshop

Place here	Place here
Place here	

Answer:

**Business Requirement Workshop**

Document User-Level Functionality Requirements

Conduct User Community Adoption Absorption Analysis

Document Existing Data Applications

**Data and Voice Infrastructure Site Survey**

Document Existing User Phone Feature Template

Develop Quality of Service Specifications

Document Collaboration Messaging Features/Functions

**Host Physical Design Workshop**

Generate an IP Addressing Scheme

Conduct a Solution Value Assessment

Define Power and Environmental Requirements

**QUESTION 53:****DRAG DROP**

You work at Certkiller .com. Your boss, Certkiller, is curious about Project Planning Implementation phase. You explain that there are four activities within this phase. Jack asks to order these four activities.

**Activities, Select from these**

Collect and Verify Requirements

Develop Written Proposal or RFP.

Develop Escalation Plan.

Hold an Internal Kickoff Meeting

Develop Communications Plan.

Develop Project Management Plan

Complete Applications Readiness Assessment

Hold a Business Requirements Workshop

**Activities, Place here**

Project Planning Activity #1

Project Planning Activity #2

Project Planning Activity #3

Project Planning Activity #4

Answer:

**Activities, Select from these**

Collect and Verify Requirements

Develop Written Proposal or RFP.

Complete Applications Readiness  
Assessment

Hold a Business Requirements Workshop

**Activities, Place here**

Develop Project Management Plan

Develop Escalation Plan.

Develop Communications Plan.

Hold an Internal Kickoff Meeting

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**QUESTION 54:**

Which task is required to identify a problem when performing the Problem Management service component?

- A. Take a Support Call
- B. Record Events as Incidents Within a Ticketing System
- C. Escalate the Incident to Priority 1
- D. Determine if Incident Will Become a Problem
- E. Identify Reoccurring Incidents

Answer: E

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**QUESTION 55:**

During system acceptance testing, which template is used to capture the network elements to be tested and the tests that will be completed after solution implementation?

- A. IPCC Enterprise Configuration Checklist
- B. Technical Requirements Document
- C. High Level Design
- D. Network Ready for Use
- E. Bridge Traffic Analyzer

Answer: D