



**Exam : 646-228**

**Title : Cisco Lifecycle Services Advanced IP  
Communications**

**Ver : 08.07.07**

**QUESTION 1**

Which two operations technology strategy development activities within the prepare phase are performed recommending people, processes and tools supporting the operations and management of a system to the customer?

- A. Define the requirements for monitoring service-level measurements
- B. Identify and assess the operational requirements that address and meet the business objectives and goals of the customer
- C. Examine and evaluate existing operations and network management process flows and existing operations and network management designs
- D. Define and document the appropriate service-level requirements associated with availability, capacity and security that correlate within the technology service delivery goals
- E. Analyze documented business and technology requirements of the customer

Answer: B,E

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**QUESTION 2**

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

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

Answer: D

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**QUESTION 3**

Network readiness assessment is an important service component in the plan phase. Which task is part of network readiness assessment?

- A. Conducting Operations Readiness Assessment
- B. Developing Site Readiness Assessment Report
- C. Documenting network availability and redundancy requirements
- D. Conducting a discovery workshop to gather data and initiate network implementation plan development
- E. Accounting for all advanced technology system assets and configurations
- F. Assessing current infrastructure and applications and their readiness to support proposed advanced technology system

Answer: F

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**QUESTION 4**

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. Development of strategies for training and for network monitoring and support
- B. Review account history
- C. Determine resource requirements and the organization's readiness for change
- D. Designate project management office (PMO) and governance framework and structure.

Answer:

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**QUESTION 5**

In the implement phase, the ongoing support hand-off meeting provides which of the following benefits?

- A. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
- B. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
- C. Establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer's issues
- D. Provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation

Answer: D

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**QUESTION 6**

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

- A. The Project kickoff meeting
- B. IP Addressing Scheme Workshop
- C. Informal Basic Training
- D. Solution Security Configuration Review
- E. System Design Workshop

Answer: C

**QUESTION 7**

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

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

Answer: C

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**QUESTION 8**

Which three business case development activities within the prepare phase are performed providing financial justification and business benefits for the customer to review and evaluate before investing in the technology? ( Choose three)

- A. Present Business Requirements
- B. Review Business and technical requirements of the customer
- C. Review High-level Design
- D. Develop a financial analysis
- E. Collect and Verify project Management budgetary requirements
- F. Document and present project management budgetary requirements

Answer: B,C,D

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**QUESTION 9**

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

- A. Document Security Requirements for overall System and contact Center
- B. Document System-Level Functionality Requirements
- C. Map defined business Requirements to the customer's current and future technology projects
- D. Document Logical-Level Functionality Requirements
- E. Provide audience with a Vision of IPC current and future capabilities

Answer: A,C

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**QUESTION 10**

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

- A. Plan
- B. Business Requirements Definition
- C. Operational Readiness Assessment

- D. Design
- E. Network Readiness Assessment

Answer: A,D

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**QUESTION 11**

Which Service Component within the prepare phase provides a financial justification for the customer in evaluating adoption of a technology?

- A. Technology Strategy Development
- B. Business Requirements Development
- C. Proof of Concepts
- D. Business Case Development

Answer: D

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**QUESTION 12**

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

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

Answer: B,E

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**QUESTION 13**

Which service component within the prepare phase recommends the appropriate technology to address a business requirements of the customer?

- A. High-level Design Development
- B. Operations Technology Strategy Development
- C. Technology Strategy Development
- D. Business Case Development

Answer: C

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**QUESTION 14**

Which of the following phases represent the Cisco Lifecycle Services approach ?

- A. Presales, Project Planning, Development, Implementation, Operations Testing and Operations Sign-off
- B. Initiation, Planning, Analysis, Design, Development, Implementation, Operations and Maintenance
- C. Project Planning, Site Assessment, Risk Assessment, Solution Selection and

Acquisition, Testing and Operations

D. Analysis, Design, Development, Testing, Implementation and Production

E. Prepare, Plan, Design, Implement, Operate and Optimize

Answer: E

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**QUESTION 15**

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. ROI Analysis Initiatives Section

B. Departmental Initiatives Section

C. Logical-level Functionality Section

D. User Absorption Section

E. Gap Analysis Section

Answer: A

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**QUESTION 16**

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

A. Incident Logs

B. Systems Requirements validation report

C. Technical Requirements Document

D. Letter of Understanding Template

E. IPC financial Justification case study

F. High Level Design

Answer:

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**QUESTION 17**

Assessing the existing network infrastructure is a task conducted as part of which service component in the plan phase?

A. Network Readiness Assessment

B. Account Planning

C. Solution Implementation

D. Operations Readiness Assessment

E. Detailed Design Development

Answer: A

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**QUESTION 18**

In the design phase, which tasks is conducted during the creating of a site specific

network implementation plan activity?

- A. Finalize calls flows and Route Plans
- B. Determine shipping Dates and Logistics
- C. Create Installation, Commission and Network connectivity Test Tasks and Checklist
- D. Review Customer Remediation Responsibilities

Answer: C

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**QUESTION 19**

Which three tasks are performed in the system monitoring service component of the operate phase?

- A. Monitor system to identify occurrences of service-level metrics dropping
- B. Analyze process exceptions
- C. Notify interested parties of the problems identified and escalate per-customer requirements
- D. Verify Configuration management database

Answer: A,B,C

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**QUESTION 20**

Which tasks uses the continuous improvement plan for the service assurance component within the operate phase?

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

Answer: B

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**QUESTION 21**

Which services component within the prepare phase provides financial justification and business benefits for Certkiller .com to review and evaluate before investing in the technology?

- A. Statement of Work Development
- B. Technology Strategy Development
- C. Business Case Development
- D. Business Requirements Development
- E. Executive Summary Development

Answer: D

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**QUESTION 22**

In the Implement phase, project close-out involves which of the following tasks?

- A. Customize ongoing support hand-off kit
- B. Deliver Education based on Staff planning Development Reports
- C. Conduct Engagement Profitability assessment
- D. Execute Network Migration Plan

Answer: C

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**QUESTION 23**

Which of the following is a benefit of the operations plan service component within the design phase ?

- A. Ensures that the final design meets the business and technical requirements of the customer
- B. Helps toe accelerate the implementation of an advanced technology
- C. Finalizes the location and number of pieces of equipment to be staged
- D. Helps reduce disruptions caused by unexpected events during network operations
- E. Helps the customer understand the overall costs to build and operate the network

Answer: C

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**QUESTION 24**

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

- A. Account planning tool
- B. Business Requirements Documents
- C. Initiative Interview Templates
- D. Site Survey
- E. Value Assessment Worksheet
- F. Vertical industry Snapshots

Answer: B,C,F

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**QUESTION 25**

In the design phase, performing a needs analysis to identify the resource requirements and skills needed to deliver and support a network infrastructure is an activity of which service component ?

- A. Implementation Plan
- B. Migration Plan
- C. Staging Plan
- D. Staff Plan Development

Answer: D

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**QUESTION 26**

In the plan phase, Network readiness assessment addresses which customer need?

- A. In-depth assessment of the operational environmental to support the operation of current and planned solutions
- B. Readiness of their existing system infrastructure to support a proposed solution
- C. Comprehensive design specific to the operations and network management processes and tools of the system
- D. Technologies that best support business requirements and objectives

Answer: B

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**QUESTION 27**

Developing a baseline network element configuration for networking and applications devices to be implemented in a network is a deliverable for which service component in the design phase?

- A. Detailed Design Development
- B. Staging Plan
- C. Implementation Plan Development
- D. Project Kick-off
- E. Systems Acceptance Test Plan Development

Answer: C

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**QUESTION 28**

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

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

Answer: A

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**QUESTION 29**

Which service component within the prepare phase validates the features and functionality documented in the high-level design of a solution?

- A. High-level Design Development
- B. Business Case Development

- C. Proof of Concept
- D. Technology Strategy Development
- E. Business Requirement Development

Answer: C

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**QUESTION 30**

In the design phase, which service component provides the customer with a comprehensive design specific to addressing operations and network management processes and tools ?

- A. Implementation Plan
- B. Business Requirements Document
- C. Detailed Design Development
- D. Business Plan
- E. Project Kick-off
- F. Staging Plan

Answer: C

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**QUESTION 31**

Which task is included in the systems migration service component of the implement phase?

- A. Provide onsite technical support per Implementation plan
- B. Execute the Network Migration Plan
- C. Monitor the system to identify occurrences of service-level metrics dropping below a defined threshold
- D. Customize ongoing support Hand-off kit

Answer: D

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**QUESTION 32**

In the operate phase, the task accounting for all system assets and configuration is part of which service component?

- A. Incident Management
- B. Problem Management
- C. Change Management
- D. Configuration Management

Answer: D

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**QUESTION 33**

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

- A. Document systems, Processes, flow-through, tools, people, skill and best practices
- B. Conduct Operations personnel and stakeholders interviews
- C. Identify operations personnel and stakeholders for interviews
- D. Obtain and review operational procedures and policies
- E. Document plan to remediate operational issues

Answer: A,B

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**QUESTION 34**

In the optimize phase, which tasks is associated with the Operations Assessment Service Component?

- A. Identify Gaps between existing and best practices
- B. Document Memory and CPU utilization
- C. Obtain Security Procedures and policies
- D. Establish call volume baselining
- E. Analyzes and Document Hard Dollar, Productivity and Business Initiatives Gains

Answer: A

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**QUESTION 35**

Which tow service components are part of the plan phase?

- A. Proposal Development
- B. Operations Readiness Assessment
- C. Site Readiness Assessment
- D. Accounting Planning

Answer: B,C

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**QUESTION 36**

Helping to reduce operating costs for Customer by enhancing IT staff productivity is a benefit of which service component within the design phase ?

- A. Security Design Development
- B. Detailed Design Development
- C. Staff Plan Development
- D. Migration Plan Development
- E. Staging Plan Development

Answer: C

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**QUESTION 37**

Which the design phase, a network development that lacks documented details and tasks related to deploying and commissioning a network infrastructure is likely to benefit from

the deliverables in which service component?

- A. Implementation Plan
- B. Detail Design Development
- C. Implementation Plan Development
- D. Migration Plan Development
- E. Business Requirements Document

Answer: C

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**QUESTION 38**

In the Operate Phase, the tasks of analyzing process exceptions belongs to which service component?

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

Answer: E

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**QUESTION 39**

Select the task most likely to be a part of the staging plan in the design phase:

- A. Determine Critical Timelines
- B. Create hardware and Software Configuration checklist
- C. Deliver Detailed Design Presentation
- D. Host Implementation kick-off meeting

Answer: C

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**QUESTION 40**

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 implementation phase. What is the other Resources that is used to accomplish this activity?

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

Answer: B

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**QUESTION 41**

Assessing the task performance of functional groups and comparing it with recommended best practices and the requirements of the standard operating procedures of the customer are parts of the analysis of which service component within the design phase?

- A. Migration Plan
- B. Staff Plan Development
- C. Staging Plan
- D. Implementation Plan
- E. Implementation Kick-Off Meeting

Answer: B

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**QUESTION 42**

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

- A. Record Events as incidents within a Ticketing System
- B. Take a Support Call
- C. Escalate Incident to priority 1
- D. Identify Reoccurring incidents
- E. Determine if incident will become a Problem

Answer: D

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**QUESTION 43**

DRAG DROP

Drag and drop each activity in the left column in sequential order of the flow of activities within a project timeline.

**Steps, Select from these**

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

**Steps. place here**

- Place first step here*
- Place second step, if any, here*
- Place third step, if any, here*
- Place fourth step, if any, here*
- Place 5th step, if any, here*
- Place 6th step, if any, here*
- Place 7th step, if any, here*
- Place 8th step, if any, here*
- Place 9th step, if any, here*
- Place 10th step, if any, here*

Answer:

Steps, Select from these

Steps. place here

Business Requirements Workshop

Produce High Level Design

Collect and Verify requirements

Network Readiness Assessment

Host Design Workshop

Implement Plan Development

System Acceptance Test Plan  
Development

Install Componets of the IPC solution

Ongoing Support Handoff

Perform Staff Training

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**QUESTION 44**

DRAG DROP

Your work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested in the four Project Planning activities within the implement phase. Select the four activities and arrange them in the order that they occur.

**Steps, Select from these**

- Complete Applications Readiness Assessment
- Collect and Verify Requirements
- Develop Escalation Plan
- Develop Communications Plan.
- Develop Project Management Plan
- Hold a Business Requirements Workshop
- Hold an internal Kickoff Meeting
- Develop Written Proposal or RFP

**Steps. place here**

- Place first step here
- Place second step, if any, here
- Place third step, if any, here
- Place fourth step, if any, here
- Place 5th step, if any, here
- Place 6th step, if any, here
- Place 7th step, if any, here
- Place 8th step, if any, here

Answer:

**Steps, Select from these**

- Complete Applications Readiness Assessment
- Collect and Verify Requirements
- Hold a Business Requirements Workshop
- Develop Written Proposal or RFP

**Steps. place here**

- Develop Project Management Plan
- Develop Escalation Plan
- Develop Communications Plan
- Hold an internal Kickoff Meeting
- Place 5th step, if any, here
- Place 6th step, if any, here
- Place 7th step, if any, here
- Place 8th step, if any, here

**QUESTION 45**

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

- A. System Requirements Validation Report
- B. IPC project plan
- C. As Built Documentation
- D. Phone Deployment Kit
- E. Lessons learned template

Answer: C

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**QUESTION 46**

Network readiness assessment is an important service component in the plan phase. Which task is part of network readiness assessment ?

- A. Documenting network availability and redundancy requirements
- B. Assessing current infrastructure and applications and their readiness to support proposed advanced technology system
- C. Accounting for all advanced technology system assets and configurations
- D. Conducting a discovery workshop to gather data and initiate network implementation plan development

Answer: B

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**QUESTION 47**

In the Implement Phase, What is the possible customer benefit of implementation support (Day 1)?

- A. Increases revenue or lowers operating costs or does both by helping to ensure that the implemented system is working to the measures defined in the system acceptance test plan
- B. Provides instructions on how to get technical support when needed
- C. Provides documentation needed to understand the details of network that will be useful when planning for future changes to the system
- D. Assures customer of a fully operational system and that there is support if needed

Answer: D

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**QUESTION 48**

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. Microsoft Performance and Event Monitor

- B. Continuous Improvement Plan
- C. CDR analysis and Reporting Tool
- D. Bridge Traffic Analyzer
- E. Operational Assessment Checklist

Answer: C

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**QUESTION 49**

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

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

Answer: D

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**QUESTION 50**

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 how to complete the customer satisfaction Survey
- B. Explain how to troubleshoot Message waiting indicator
- C. Explain Cisco Remote Operation Support Reporting
- D. Customize Handoff Materials
- E. Explain how to open a Technical Assistance Center Case

Answer: C,E

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**QUESTION 51**

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

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

Answer: E

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**QUESTION 52**

The Project Kick-off in the plan phase provides an opportunity to complete which two of

the following tasks? ( Choose two)

- A. Confirm Project roles and responsibilities
- B. Perform preliminary application discovery
- C. Understand workflow between departments
- D. Confirm project and milestone dates
- E. Perform detailed analysis of customer requirements

Answer: A,D

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**QUESTION 53**

Which of the following tasks belongs in the system monitoring service component of the operate phase?

- A. Provide help desk support
- B. Verify Configuration Management database
- C. Discuss progress of customer remediation plan responsibilities
- D. Notify interested parties of problems identified and escalate per-customer requirements

Answer: D

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**QUESTION 54**

DRAG DROP

Drag and Drop each task in the left column to its associated activity in the right column.

**Options, select from these**

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

**Business Requirements Workshop**

**Options, place here**

- |                   |                   |
|-------------------|-------------------|
| <i>Place here</i> | <i>Place here</i> |
| <i>Place here</i> |                   |

**Host Physical Design Workshop**

**Options, place here**

- |                   |                   |
|-------------------|-------------------|
| <i>Place here</i> | <i>Place here</i> |
| <i>Place here</i> |                   |

**Data and Voice Infrastructure Site Structure**

**Options, place here**

- |                   |                   |
|-------------------|-------------------|
| <i>Place here</i> | <i>Place here</i> |
| <i>Place here</i> |                   |

Answer:

**Business Requirements Workshop**

**Options, place here**

Conduct a Solution Value Assessment

Conduct User Community Adoption  
Absorption Analysis

Document User-Level Functionality  
Requirements

**Data and Voice Infrastructure Site Structure**

**Options, place here**

Document Collaboration Messaging  
Features/Functions

Document Existing User Phone Feature  
Template

Document Existing Data Applications

**Host Physical Design Workshop**

**Options place here**

Generate an IP Addressing Scheme

Define Power and Environmental  
Requirements

Develop Quality of Service Specification

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**QUESTION 55**

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

Answer: A,E

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**QUESTION 56**

Which of the following definitions best describes services stack within the Cisco Lifecycle Services approach?

- A. The minimum set of services required to operate and optimize Cisco Advanced Technology
- B. The minimum set of services that Certkiller .com needs to successfully deploy and operate a Cisco Technology or Solution
- C. The identification of Advanced Technologies to best support business requirements and objectives
- D. The required set of services need to successfully deploy and support Cisco Advanced Technologies

Answer: B

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**QUESTION 57**

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

- A. Define Technical Escalation procedures
- B. Establish project budget
- C. Define work Breakdown structure
- D. Present staging plan to customer
- E. Identify Risks and Risk Mitigation plans
- F. Define customer and partner stakeholders

Answer: B,C,E

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**QUESTION 58**

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

Answer: C

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**QUESTION 59**

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

- A. Business Requirements Document
- B. IPC project plan
- C. High Level Design
- D. Optimization Report
- E. Network Management plan
- F. Installation Guide

Answer: E

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**QUESTION 60**

Low level design, site readiness report, project management plan, network implementation plan, and systems acceptance test plan are pre-requisites for which service component in the design phase?

- A. Staging Plan
- B. Staff Plan Development
- C. Implementation Kick-off Meeting
- D. Business Plan
- E. Migration Plan Development
- F. Project Kick-off

Answer: E

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**QUESTION 61**

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. Remote Operational Support
- D. Network Implementation Plan
- E. Operations, Administration and Management (OAM) tool
- F. Network Management System (NMS) Console

Answer: C,E,F

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**QUESTION 62**

**DRAG DROP**

Your work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested in effective Change Management. You are required to put steps in the correct sequence.

<b>Steps, Select from these</b>	<b>Steps, place here</b>
Accept and Schedule Change	<i>Place first step here</i>
Conduct Post Change Evaluations	<i>Place second step, if any, here</i>
Evaluate Change	<i>Place third step, if any, here</i>
Execute Change	<i>Place fourth step, if any, here</i>
Originate Change	<i>Place 5th step, if any, here</i>

Answer:

Steps, Select from these

Steps, place here

Originate Change
Evaluate Change
Accept and Schedule Change
Execute Change
Conduct Post Change Evaluations

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**QUESTION 63**

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

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

Answer: A

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**QUESTION 64**

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

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

Answer: E

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**QUESTION 65**

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

- A. Optimize
- B. Implement

- C. Operate
- D. Plan
- E. Prepare

Answer: C

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**QUESTION 66**

Which three business requirement Development activities are performed within the prepare phase before creating a technology strategy? (Choose three)

- A. Identify and assess the business requirements of the customer
- B. Compare the capabilities of available technologies to the stated business requirements of the customer
- C. Document and categorize the business requirements of the customer in terms of performance, availability, capacity and security.
- D. Produce a documented technology strategy
- E. Present and validate documented business requirements

Answer: A,C,E

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**QUESTION 67**

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

- A. Develop Communications Plan
- B. Develop Escalation Plan
- C. Internal Kickoff Meeting
- D. Informal Basic Training
- E. Informal Advanced Training for admin and operations staff

Answer: A

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**QUESTION 68**

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

Answer:

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**QUESTION 69**

Within the plan phase is the operations readiness report, which is customer 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. Remotely Backup IPC solution Configurations and databases
- C. Document Trunking Requirements for each site
- D. Establish Escalation Requirements for each site
- E. Document plan to Remediate Operational issues

Answer: E

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**QUESTION 70**

In the Implement Phase, the operations implementation service component includes which of the following tasks?

- A. Provides an objective means of measuring system operability and functionality
- B. Provides technical Assistance to Customers in resolving complex issues and for replacement hardware when needed
- C. Installs, Configures, tests and commissions tools and processes in accordance with the customer's operations implementation plan
- D. Provides the customer with information indicating the customer-specific design requirements and configurations

Answer: C

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**QUESTION 71**

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?

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

Answer: B,D

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**QUESTION 72**

Which 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. Have Customer sign operational support letter of understanding
- B. Perform Device Discovery

- C. Define work Breakdown structure
- D. Send electronic notification of events automatically
- E. Record Events as incidents within a ticketing system
- F. Log Network Events

Answer: E,F

---

**QUESTION 73**

Your work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested in Readiness Assessment activities. You are required to select the correct five. Choose five.

- A. Circuit analysis
- B. Onsite operational assessment
- C. Call processing Assessment
- D. Perform Application Assessment Gap Analysis
- E. Security Analysis
- F. Data and Voice Infrastructure Site Surveys
- G. Traffic Analysis
- H. Perform Voice and Data Gap Analysis

Answer: A, E, F, G, H

---

**QUESTION 74**

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

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

Answer: A

---

**QUESTION 75**

Certkiller .com requires Cisco CallManager and Cisco MeetingPlace to accomplish business and technology goals. Which tow activities must be conducted during the system Designing Workshop?

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

Answer: A,B

**QUESTION 76**

Which of the following definitions best describes business requirements development within prepare phase?

- A. A Set of service component activities that assess and documents the business requirements of Certkiller .com
- B. Part of the high-level design activity that addresses business and technical requirements of the customer
- C. Part of the systems design activity that identifies and documents business requirements to help deploy network technologies
- D. A Service component activity that analyzes business requirements and recommends the appropriate technology strategy

Answer: A

---

**QUESTION 77**

In the operate phase, the task of analyzing process exceptions belongs to which service component?

- A. Problem Management
- B. Incident Management
- C. Change Management
- D. Service Assurance
- E. Security Administration

Answer: D

---

**QUESTION 78**

In the implement phase, project planning comprises which of the following tasks?

- A. Update and document logical and physical topology maps and serial numbers
- B. Confirm project and milestone dates, as well as project and cutover roles and responsibilities
- C. Install,configure, and provision core products
- D. Confirm deployment team, craft project plan,create communication and escalation plans

Answer: D

---

**QUESTION 79**

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

- A. Operational Assessment Checklist
- B. As Built Documentation

- C. Business Requirements Document
- D. Bill of Materials
- E. Low Level Design

Answer: C

---

**QUESTION 80**

Developing a plan that identifies specific activities required to take existing services and network architectures and implement them on a new platform or as new services is an activity of which service component in the design phase?

- A. Business Requirements Documents
- B. Implementation Plan
- C. Migration Plan Development
- D. Detailed Design Development
- E. Business Plan
- F. Staging Plan

Answer: C

---

**QUESTION 81**

In the design phase, which service component includes developing and documenting the test case used to verify that a deployed infrastructure meets the operational, functional and interface requirements?

- A. Detail Design Development
- B. Implementation Plan
- C. Staging Plan
- D. Business Plan
- E. System Acceptance Test Plan Development

Answer: E

---

**QUESTION 82**

In the implement phase, solution implementation involves which of the following task?

- A. Perform preliminary Site Assessment
- B. Analyze high-level design and technology requirements of the customer
- C. Configure core products
- D. Execute test cases

Answer: C

---

**QUESTION 83**

In the plan Phase, Which of the following is a deployment project management task?

- A. Review Logical, system and user design
- B. Collect and verify project management plan requirements
- C. Develop Backup/Recovery
- D. Obtain and review security procedures
- E. Analyze current infrastructure and propose new solution

Answer: B

---

**QUESTION 84**

Which Service Component within the prepare phase helps customers make a sound decision by providing information relating to financial justification and benefits?

- A. Operations Technology Strategy Development
- B. Business Requirements Development
- C. Proof of Concept
- D. Business Case Development
- E. Technology Strategy Development

Answer: D

---

**QUESTION 85**

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

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

Answer: B,D,F

---

**QUESTION 86**

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

- A. Process output
- B. Site Preparation
- C. Rollback
- D. Backup

Answer: C,D

---

**QUESTION 87**

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

- A. Document Location of Legacy Equipment
- B. Document Bandwidth Requirements for each site
- C. Compare Systems Requirements specific to site survey
- D. Assess and Document infrastructure requirements for the proposed solution
- E. Determine if circuit can support required current calls

Answer: C

---

**QUESTION 88**

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

- A. Performance and Event Monitor
- B. Continuous improvement plan
- C. Operations incentive program tool
- D. Trouble ticketing system

Answer: D

---

**QUESTION 89**

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

- A. Document Existing WAN circuits
- B. Conduct traffic analysis
- C. Perform circuit gap analysis
- D. Perform Voice and Data gap analysis
- E. Data and Voice infrastructure site survey
- F. Circuit Analysis

Answer: B

---

**QUESTION 90**

Which two tasks are executed in the service assurance service component within the operate phase? (Choose two.)

- A. Send internal/external surveys
- B. Prepare a service readiness report
- C. Analyze process exceptions
- D. Review remediation plan from operational assessment

Answer: A,C

---

**QUESTION 91**

Within the prepare phase, which two tasks are required to begin the prepare for business requirements workshop activity? ( Choose two.)

- A. Document Corporate Business Initiatives Requirements
- B. Conduct a solution value assessment
- C. Document Vertical Business Initiatives Requirements
- D. Identify key stakeholders for the business requirements development workshop
- E. Document User-level functionality Requirements
- F. Send invitations

Answer: D,F

---

**QUESTION 92**

Which of the following is a key objective of operations readiness assessment in the plan phase?

- A. Assess existing network infrastructure and applications to verify its ability to support the proposed system
- B. Assess the current state of operations and network management infrastructure, including people, processes, and tools, to identify issues and opportunities
- C. Assess the ability of site facilities to accommodate the proposed solution
- D. Install and test system components in a nonproduction environment

Answer: B

---

**QUESTION 93**

The Change Management Service component in the operate phase which possible benefit?

- A. Improves system service quality and reduces disruptions
- B. Notifies interested parties of problems identified and escalates per customer requirements
- C. Ensures the Accuracy, Completeness and timeliness of information on the network
- D. Contributes to reducing operating costs by providing a consistent framework for making necessary changes in an efficient and accountable manner
- E. Promotes productivity and efficiency in operations processes by enhancing control over the configuration of network devices and providing access to vital configuration data

Answer: D

---

**QUESTION 94**

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

Answer: A

---

**QUESTION 95**

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

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

Answer: E

---

**QUESTION 96**

Which Service component within the prepare phase provides a high-level, conceptual architecture of the proposed system that addresses the business requirements of the customer ?

- A. Technology Strategy Development
- B. High-Level Technology Strategy
- C. High-level Proof of Concept
- D. Business Requirements Development
- E. High-Level Design Development

Answer: E

---

**QUESTION 97**

In the implement phase, staging involves installation and testing the customer's solution components in a non-production lab environment. Which of the following defines the benefit to the partner ?

- A. A Properly planned and executed Day 1 support plan improves the customer's and their end-users satisfaction with the implemented solution.
- B. Proper migration allows the customer to adopt the new hardware or software solution without an unacceptable disruption of their network services
- C. Staging a validates that the system is operational to the customer and provides the

customer with increased confidence in the implemented system.

D. Staging validates the system and proactively identifies and resolves any network implementation issues. It demonstrates to the customers that the partner will deploy a quality network in an efficient manner and mitigates risk that the incorrect software or hardware is delivered to the installation site

Answer: D

---

**QUESTION 98**

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. System design to help ensure selection of the most appropriate products
- D. Technology strategies and related product life cycles are required to ensure minimal risks and maximum ROI

Answer: B

---

**QUESTION 99**

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

Answer: B

---

**QUESTION 100**

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

---

**QUESTION 101**

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

---

**QUESTION 102**

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

---

**QUESTION 103**

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.

---

**QUESTION 104**

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

---

**QUESTION 105**

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

---

**QUESTION 106**

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

---

**QUESTION 107**

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

---

**QUESTION 108**

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

---

**QUESTION 109**

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

---

**QUESTION 110**

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**

- Conduct Post Change Evaluations
- Accept and Schedule Change
- Originate Change
- Evaluate Change
- Execute Change

**Activities, place here**

- Place 1st here
- Place 2nd here
- Place 3rd here
- Place 4th here
- 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

---

**QUESTION 111**

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

---

**QUESTION 112**

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

---

**QUESTION 113**

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

---

**QUESTION 114**

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

---

**QUESTION 115**

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

---

**QUESTION 116**

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

---

**QUESTION 117**

**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	Isolate the incident tasks
Close Trouble Ticket	<i>Place here</i>
Gather Symptom information	<i>Place here</i>
Correlate and Analyze Systems to Determine Probable Cause	<i>Place here</i>
Notify Customer of Incident-Management Status on an Ongoing Basis	<i>Place here</i>
Correlate to Similar Incidents	
Restore Applications to Existing Versions	
Devise and Recommend Workaround Solution if Means of Resolving is Unknown	

Answer:

**Tasks, Select from these**

Close Trouble Ticket

**Isolate the incident tasks**

Gather Symptom Information

Correlate and Analyze Systems to Determine Probable Cause

Correlate to Similar Incidents

Notify Customer of Incident-Management Status on an Ongoing Basis

Devise and Recommend Workaround Solution if Means of Resolving is Unknown

Restore Applications to Existing Versions

Explanation:

The correct one according to Cisco elearning is

1. gather symptom information
2. correlate and Analyze systems to Determine Probable cause
3. Correlate to similar insidetns
4. Device and recommend workarround solution if means of resolving is unknown

---

**QUESTION 118**

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

---

**QUESTION 119**

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

---

**QUESTION 120**

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

---

**QUESTION 121**

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 Date Gap Analysis	Onsite Operational Assessment
Call Processing Assessment	Security Analysis
Traffic Analysis	Circuit Analysis

**Network Readiness Assessment**

<i>Place here</i>
<i>Place here</i>
<i>Place here</i>
<i>Place here</i>

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

---

**QUESTION 122**

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

---

**QUESTION 123**

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

---

**QUESTION 124**

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

---

**QUESTION 125**

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

---

**QUESTION 126**

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

---

**QUESTION 127**

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

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

Answer: D

---

**QUESTION 128**

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

---

**QUESTION 129**

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

---

**QUESTION 130**

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

---

**QUESTION 131**

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

---

**QUESTION 132**

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

---

**QUESTION 133**

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

---

**QUESTION 134**

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

---

**QUESTION 135**

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

---

**QUESTION 136**

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

---

**QUESTION 137**

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**

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

Answer:

**Network Readiness Assessment**

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

**QUESTION 138**

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

---

**QUESTION 139**

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

---

**QUESTION 140**

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

---

**QUESTION 141**

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

---

**QUESTION 142**

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

---

**QUESTION 143**

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

---

**QUESTION 144**

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

---

**QUESTION 145**

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

---

**QUESTION 146**

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 147**

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 148**

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 149**

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 150**

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 151**

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
	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**

<i>Place here</i>	<i>Place here</i>
<i>Place here</i>	

**Data and Voice Infrastructure Site Survey**

<i>Place here</i>	<i>Place here</i>
<i>Place here</i>	

**Host Physical Design Workshop**

<i>Place here</i>	<i>Place here</i>
<i>Place here</i>	

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 152**

**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

**Activites, Place here**

<i>Project Planning Activity # 1</i>	<i>Project Planning Activity #2</i>
<i>Project Planning Activity #3</i>	<i>Project Planning Activity #4</i>

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 153**

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 154**

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