



Exam : 646-391

Title : Cisco Lifecycle Services Express Exam

Ver : 10-12-07

---

**QUESTION 1:**

Which service component belongs to the operate phase?

- A. Operations Implementation
- B. Systems Acceptance Testing
- C. Systems Migration
- D. Configuration Management
- E. Staging Plan Development

Answer: D

Explanation:

Configuration Management provides and maintains reliable, current information about system hardware, software, and applications. It checks whether changes in system infrastructure have been recorded correctly. This service also monitors the status to help ensure that it has an accurate picture of the component version.

First is to add, change, replace, or remove configuration items that have appropriate documentation. The next task is to store historical versions of the configurations for rollback and accounting. The second activity within Configuration Management is verifying the configuration management database. This activity entails auditing the system to verify the existence of recorded configuration items.

---

**QUESTION 2:**

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

- A. analyze process exceptions
- B. prepare a service readiness report
- C. send internal/external surveys
- D. review remediation plan from operational assessment

Answer: A,C

Explanation:

During the operate phase of the network lifecycle, activities are described for day-to-day management and monitoring of the newly implemented system.

The Cisco Lifecycle Services approach can provide both partners and customers with multiple benefits. Documented and repeatable business processes may contribute to increased productivity, customer satisfaction, and reduced risks.

---

**QUESTION 3:**

Which two service components are part of the plan phase? (Choose two.)

- A. Proof of Concept
- B. Site Readiness Assessment
- C. Proposal Development
- D. Operations Readiness Assessment
- E. Account Planning

Answer: B,D

Explanation:

During the Plan phase of the Network Lifecycle, the project team needs to assess the current network, site and operations readiness which will aid in the design of the proposed technologies. In addition, the project team needs to plan for project management resources, as well as assess security vulnerability of the current system.

---

**QUESTION 4:**

Which three high-level design development activities within the prepare phase are performed to create a design that addresses the business and technical needs of the customer? (Choose three.)

- A. analyze business and technology requirements
- B. document and categorize business requirements in terms of performance, availability, capacity, and security
- C. identify appropriate products, features, and functionalities that address business and technical requirements and goals
- D. produce a documented High-level Design
- E. validate the features and functionality of the technology

Answer: A,C,D

Explanation:

The Prepare phase includes the following sections:

1. Account Qualification and Planning
2. Business Requirement Development
3. Technology Strategy Development
4. High-level Design Development
5. Business Case Development
6. Proof of Concept

---

**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 in to an automated and process-oriented environment, realizing productivity benefits from operations resources

B. 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

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. improves customer satisfaction by ensuring a productive operations environment of Systems and processes;and minimizes the time it takes to migrate the customer in to an automated and process-oriented environment, realizing productivity benefits from operations resources

Answer: B

Explanation:

During the implement phase of the Network Lifecycle, service activities and components are performed to ensure the new solution is integrated without disrupting the network or creating points of vulnerability.

In implementation you will complete the activities and tasks that were not completed in the Staging service component. Within Implementation there are six activities that must be completed.

1. The first step is to Prepare for implementation.

2. Secondly, Install, configure, and integrate system components

Next, Complete Implementation Plan Test Cases. Document implemented components, devices and applications. Develop an Implementation Report.

Finally, hold a Post Implementation Hand Off Meeting. In the Prepare for Implementation activity, you will verify a site remediation plan has been executed successfully. Verify received equipment against the Bill of Materials or B-O-M.

Catalogue, tag and add components, devices and applications to the customer's inventory.

Assemble system components in the staging area. Perform basic out-of-box testing to verify all systems boot up. Activity two is to Install, configure, and integrate (advanced technology) system components. In this activity you should: Install hardware and software. ; Complete cabling and other physical connectivity. Verify all

hardware/software versions and upgrade, as appropriate; verify all systems boot up.

Configure hardware and software, and Commission system.

In the Complete Implementation Plan Test Cases activity, you should test system connectivity. The fourth activity, Document implemented components, devices and applications, includes compiling the as built documentation.

Activity five is developing an Implementation Report. In this activity you should:

Describe the network implementation at a high level. Assess the compliance of implementation elements into existing design parameters and also the completeness of implementation. Check the conformance of the implementation to Cisco's leading practices. Describe new features and functionality, and configuring changes. Recommend

changes to the existing network implementation. Lastly, during the Post Implementation Hand Off Meeting activity, you will discuss all the steps that were completed during implementation with the customer.

---

**QUESTION 6:**

Which service component within the design phase provides the customer a comprehensive design specific to the operations and network management processes and tools of a system?

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

Answer: B

Explanation:

During the Design phase of the Network Lifecycle, the Project Team needs to ensure the network design meets business requirements, while attempting to foresee and prevent potential network bottlenecks.

In the first activity, you perform a Detailed Analysis of the customer requirements. Secondly, you continue to develop the Detailed Design to finally, present the Detailed Design.

---

**QUESTION 7:**

During the implement phase, systems acceptance testing does which of the following for the customer?

- A. installs, configures, tests, and commissions tools and processes in accordance with the operations implementation plan
- B. provides information indicating the customer-specific design requirements and configurations
- C. executes the migration plan by migrating network services from an existing state to a future state
- D. provides an objective means of measuring system operability and functionality

Answer: D

Explanation:

During the implement phase of the Network Lifecycle, service activities and components are performed to ensure the new solution is integrated without disrupting the network or creating points of vulnerability.

---

**QUESTION 8:**

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

Answer: C

Explanation:

It is important to review the high-level description of the design requirements, and capabilities, as well as the features and functionality of the existing and proposed network and services. As well, the network services to be migrated will need to be reviewed. Followed by the review of migration site details, a key task will be to review the detailed failure recovery procedure and the risk mitigation strategy. And lastly, the preparation of the Network Migration plan.

---

**QUESTION 9:**

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

- A. identify staff development requirements
- B. create hardware and software configuration checklist
- C. deliver detailed design presentation
- D. host Implementation Kick-off Meeting
- E. determine critical timelines
- F. determine Cisco and partner roles and responsibilities

Answer: B

Explanation:

During the Design phase of the Network Lifecycle, the Project Team needs to ensure the network design meets business requirements, while attempting to foresee and prevent potential network bottlenecks.

This service component provides a comprehensive, implementation-ready detailed design. A detailed design considers business requirements and associated performance, availability, resiliency, maintainability, resource-capacity, and security criteria.

You should do in this phase:

1. Identify the Detailed Design Development process.

2. Identify key activities and tasks for Detailed Design Development.
3. Identify how to address potential customer objections that may be raised regarding Detailed Design Development.

---

**QUESTION 10:**

Your Certkiller trainee, Certkiller, asks you which of the following two service components are part of the plan phase? (Choose two.)

- A. Systems Acceptance Test Plan Development
- B. Migration Plan Development
- C. Security Readiness Assessment
- D. Business Case Development
- E. Network Readiness Assessment

Answer: C,E

Explanation:

During the implement phase of the Network Lifecycle, service activities and components are performed to ensure the new solution is integrated without disrupting the network or creating points of vulnerability.

In implementation you will complete the activities and tasks that were not completed in the Staging service component. Within Implementation there are six activities that must be completed.

1. The first step is to Prepare for implementation.
2. Secondly, Install, configure, and integrate system components

Next, Complete Implementation Plan Test Cases. Document implemented components, devices and applications. Develop an Implementation Report.

Finally, hold a Post Implementation Hand Off Meeting. In the Prepare for Implementation activity, you will verify a site remediation plan has been executed successfully. Verify received equipment against the Bill of Materials or B-O-M. Catalogue, tag and add components, devices and applications to the customer's inventory. Assemble system components in the staging area. Perform basic out-of-box testing to verify all systems boot up. Activity two is to Install, configure, and integrate (advanced technology) system components. In this activity you should: Install hardware and software. ; Complete cabling and other physical connectivity. Verify all hardware/software versions and upgrade, as appropriate; verify all systems boot up. Configure hardware and software, and Commission system.

In the Complete Implementation Plan Test Cases activity, you should test system connectivity. The fourth activity, Document implemented components, devices and applications, includes compiling the as built documentation.

Activity five is developing an Implementation Report. In this activity you should: Describe the network implementation at a high level. Assess the compliance of implementation elements into existing design parameters and also the completeness of implementation. Check the conformance of the implementation to Cisco's leading practices. Describe new features and functionality, and configuring changes. Recommend



changes to the existing network implementation. Lastly, during the Post Implementation Hand Off Meeting activity, you will discuss all the steps that were completed during implementation with the customer.

---

**QUESTION 11:**

Which definition best describes the staging plan development service component within the design phase?

- A. assesses the current state of the operations and network management infrastructure of the customer, including people, processes and tools, to identify issues and opportunities
- B. provides a step-by-step plan detailing the installation and service-commission requirement tasks to be staged in a controlled implementation environment that emulates a customer network
- C. assesses the ability of the site facilities to accommodate the proposed infrastructure
- D. includes the development and execution of proof-of-concept tests, validates the infrastructure high-level design, and identifies any design enhancements
- E. helps improve the infrastructure security system of the customer
- F. helps improve the performance and functionality of the infrastructure operations and network management system

Answer: B

Explanation:

During the Design phase of the Network Lifecycle, the Project Team needs to ensure the network design meets business requirements, while attempting to foresee and prevent potential network bottlenecks.

This service component provides a comprehensive, implementation-ready detailed design. A detailed design considers business requirements and associated performance, availability, resiliency, maintainability, resource-capacity, and security criteria.

You should do in this phase:

1. Identify the Detailed Design Development process.
  2. Identify key activities and tasks for Detailed Design Development.
  3. Identify how to address potential customer objections that may be raised regarding Detailed Design Development.
- 

**QUESTION 12:**

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

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



Answer: D

Explanation:

Complete test cases in the staging plan

1. Image software and load configuration according to technology
2. Perform basic out-of-box testing to verify:
3. All units power up
4. All systems boot up

The first activity in the Staging process is to Install System Components. There are three tasks associated with Installing System Components.

They are: Verify received equipment against Bill of Materials. Catalogue, tag, add components, devices and applications to customer's inventory. Assemble components in staging area.

Next, you will complete test cases in the Staging Plan Development. To complete the test cases, two tasks should be performed. You should image the software and load the configuration according to the technology. Also, you will want to perform basic out-of-box testing to verify that all systems boot up.

---

**QUESTION 13:**

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

Answer: C

---

**QUESTION 14:**

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

Answer: C

---

**QUESTION 15:**

What is a possible benefit that a customer may perceive from the system monitoring service component within the operate phase?

- A. troubleshoots system by analyzing device config file
- B. helps remediate system availability issues by assessing availability trends and proactive alerts
- C. helps limit change-related incidents by managing the change process consistently
- D. promotes productivity and efficiency in operations processes by enhancing control over the configuration of network devices and providing access to vital configuration data

Answer: B

---

**QUESTION 16:**

In the design phase, conducting an onsite discovery workshop to gather data about the critical elements required for a predictable deployment are activities for which service component?

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

Answer: C

Explanation:

Complete test cases in the staging plan

1. Image software and load configuration according to technology
2. Perform basic out-of-box testing to verify:
3. All units power up
4. All systems boot up

The first activity in the Staging process is to Install System Components. There are three tasks associated with Installing System Components.

They are: Verify received equipment against Bill of Materials. Catalogue, tag, add components, devices and applications to customer's inventory. Assemble components in staging area.

Next, you will complete test cases in the Staging Plan Development. To complete the test cases, two tasks should be performed. You should image the software and load the

configuration according to the technology. Also, you will want to perform basic out-of-box testing to verify that all systems boot up.

---

**QUESTION 17:**

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

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

Answer: E

---

**QUESTION 18:**

Your Certkiller trainee, Certkiller, asks you which of the following best describes customer benefits in delivering network readiness assessment services in the plan phase?

- A. helps achieve business goals by identifying and aligning Advanced Technologies (AT) to business requirements
- B. helps improve Return on Investment (ROI) and speed migration by enabling customer to identify, understand, and plan for necessary infrastructure changes and resource requirements
- C. ensures that the customer understands the steps of the implementation
- D. helps minimize expensive, time-consuming, network-intrusive redesign by establishing a well-engineered detailed design early in the network lifecycle
- E. ensures that the customer has the documentation needed to understand the details of the network that will be used when planning for future changes to the system
- F. ensures that the eventual design will meet the business and technology requirements originally put forth by the customer

Answer: B

---

**QUESTION 19:**

In the plan phase, which of the following is a deployment project management task?

- A. review logical, system, and user design
- B. analyze current infrastructure and propose new solution
- C. obtain and review security procedures
- D. collect and verify project management plan requirements
- E. develop backup/recovery plan

Answer: D

Explanation:

Reference: Page 2, Diamond 1, of the "Plan, Deployment Project Management", Web Training for Cisco Life Service Express

Not A: This is correct in the beginning of the design phase.

---

**QUESTION 20:**

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

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

Answer: B

---

**QUESTION 21:**

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

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

Answer: B

---

**QUESTION 22:**

The project kick-off in the plan phase provides an opportunity to complete which two of the following tasks? (Choose two.)

- A. confirm project and milestone dates
- B. perform detailed analysis of customer requirements
- C. understand workflow between departments
- D. confirm project roles and responsibilities
- E. perform preliminary application discovery
- F. deliver low-level design document

Answer: A,D

---

**QUESTION 23:**

Which three tasks are performed in the system monitoring service component of the operate phase? (Choose three.)

- A. monitor system to identify occurrences of service-level metrics dropping
- B. notify interested parties of problems identified, and escalate per-customer requirements
- C. verify configuration management database
- D. track events and report on system availability, resource capacity, and performance
- E. define an operations plan supporting the configuration management database
- F. analyze process exceptions

Answer: A,B,D

---

**QUESTION 24:**

Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes services stack within the Cisco Lifecycle Services approach?

- A. the required set of services needed to successfully deploy and support Cisco Advanced Technologies
- B. the identification of Advanced Technologies to best support business requirements and objectives
- C. the minimum set of services that a customer needs to successfully deploy and operate a Cisco technology or solution
- D. the minimum set of services required to operate and optimize Cisco Advanced Technologies

Answer: C

---

**QUESTION 25:**

Your Certkiller trainee, Certkiller, asks you which of the following is a key objective of operations readiness assessment in the plan phase?

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

Answer: C

---

**QUESTION 26:**

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? (Choose two.)

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

Answer: A,B

---

**QUESTION 27:**

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

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

Answer: C

---

**QUESTION 28:**

In the implement phase, the operations implementation service component includes which of the following tasks?

- A. installs, configures, tests, and commissions tools and processes in accordance with the customer's operations implementation plan
- B. provides an objective means of measuring system operability and functionality
- C. provides the customer with information indicating the customer-specific design requirements and configurations
- D. provides technical assistance to customers in resolving complex issues and for

replacement hardware when needed

Answer: A

---

**QUESTION 29:**

Your Certkiller trainee, Certkiller, asks you which of the following three tasks are executed in the security administration component of the operate phase? (Choose three.)

- A. customer operational account creation
- B. utilization monitoring
- C. security incident management
- D. identity management
- E. security configuration management
- F. security problem escalation

Answer: C,D,E

---

**QUESTION 30:**

Which two tasks belong to the project kick-off service component in the plan phase? (Choose two.)

- A. confirm project and milestone dates
- B. review solution features and functions
- C. review logical, system, and user design
- D. confirm project roles and responsibilities

Answer: A,D

---

**QUESTION 31:**

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

- A. Operations Readiness Assessment
- B. Detailed Design Development
- C. Solution Implementation
- D. Account Planning
- E. Network Readiness Assessment

Answer: E

---

**QUESTION 32:**

Your Certkiller trainee, Certkiller, asks you which of the following tasks belongs in the



system monitoring service component of the operate phase?

- A. discuss progress of customer remediation plan responsibilities
- B. provide help desk support
- C. notify interested parties of problems identified, and escalate per-customer requirements
- D. verify configuration management database

Answer: C

---

**QUESTION 33:**

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. document and categorize the business requirements of the customer in terms of performance, availability, capacity and security
- C. produce a documented technology strategy
- D. compare the capabilities of available technologies to the stated business requirements of the customer
- E. present and validate documented business requirements

Answer: A,B,E

---

**QUESTION 34:**

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

Answer: E

---

**QUESTION 35:**

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

- A. readiness of their existing system infrastructure to support a proposed solution
- B. comprehensive design specific to the operations and network management processes

and tools of the system

C. in-depth assessment of the operational environment to support the operation of current and planned solutions

D. technologies that best support business requirements and objectives

Answer: A

---

**QUESTION 36:**

Your Certkiller trainee, Certkiller, asks you which of the following is a task in the operations implementation service component of the implement phase?

A. operations and network management system staging, installation, and configuration

B. develop backup/recovery plan

C. review Operation Design Document

D. update and document logical and physical topology maps

Answer: A

---

**QUESTION 37:**

Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes operations technology strategy development within the prepare phase?

A. a service component that recommends a strategy for people, processes, and tools to help support the operations and management of the advanced technology

B. a set of services activities that addresses the business and technical needs of the customer from a high-level, conceptual perspective

C. a proof-of-concept activity that validates the operations of the advanced technology and identifies any design enhancements

D. a technology strategy development activity that addresses people, processes, and tools requirements to help support the operations and management of the advanced technology

Answer: A

---

**QUESTION 38:**

In the operate phase, the task of administering security policies belongs to which service component?

A. Problem Management

B. Configuration Management

C. Change Management

D. Incident Management

E. Security Administration

Answer: E

---

**QUESTION 39:**

In the implement phase, as-built documentation provides which of the following?

- A. technical assistance to customers in resolving complex issues and hardware replacement when needed
- B. response plan and logistics that will allow customers to respond to support requests on day of solution launch and beyond
- C. information indicating customer-specific design requirements and configurations
- D. installs and tests advanced technology system components in nonproduction lab environment

Answer: C

---

**QUESTION 40:**

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. Systems Acceptance Test Plan Development
- C. Staging Plan
- D. Implementation Plan Development
- E. Project Kick-off

Answer: D

---

**QUESTION 41:**

Your work as a network technician at Certkiller .com. Your boss Dr Bill asks you which one of the following describes the task for completing a network readiness assessment in the plan phase?

- A. determining network elements that will be tested
- B. performing a needs analysis
- C. assessing current infrastructure and applications as well as their readiness to support proposed advanced technology system.
- D. understanding workflow between departments
- E. performing preliminary application discovery

Answer: C

---

**QUESTION 42:**

Your work as a network technician at Certkiller .com. Your boss Dr Bill asks you which one of the following describes the task for completing an operations readiness assessment in the plan phase?

- A. creating an escalation plan
- B. reviewing hardware and software configuration staging plan
- C. developing backup/recovery plan
- D. obtaining and reviewing operation procedures and policies
- E. entering documentation into knowledge management system
- F. determining network elements that will be tested

Answer: D

---

**QUESTION 43:**

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. review business and technical requirements of the customer
- B. review High-level Design
- C. develop a financial analysis
- D. present Business Requirements
- E. collect and verify project management budgetary requirements
- F. document and present project management budgetary requirements

Answer: A,B,C

---

**QUESTION 44:**

Your Certkiller trainee, Certkiller, asks you which of the following is a benefit of the operations plan service component within the design phase?

- A. finalizes the location and number of pieces of equipment to be staged
- B. helps reduce disruptions caused by unexpected events during network operations
- C. helps to accelerate the implementation of an advanced technology
- D. helps the customer understand the overall costs to build and operate the network
- E. ensures that the final design meets the business and technical requirements of the customer
- F. helps identify and reduce costly delays and problems in the implementation process

Answer: B

---

**QUESTION 45:**

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

- A. customize ongoing support hand-off kit
- B. conduct Engagement Profitability Assessment
- C. execute network migration plan
- D. deliver education based on Staff Planning Development reports

Answer: B

---

**QUESTION 46:**

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

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

Answer: C

---

**QUESTION 47:**

In the operate phase, the action of isolating the incident belongs to which service component?

- A. Problem Management
- B. System Monitoring
- C. Change Management
- D. Incident Management
- E. Security Administration

Answer: D

---

**QUESTION 48:**

Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes business requirements development within the prepare phase?

- A. a set of service component activities that assesses and documents the business

requirements of a customer

B. part of the systems design activity that identifies and documents business requirements to help deploy network technologies

C. a service component activity that analyzes business requirements and recommends the appropriate technology strategy

D. part of the high-level design activity that addresses business and technical requirements of the customer

Answer: A

---

**QUESTION 49:**

Presenting and reviewing test results with the customer and determining how the test results impact the design are activities of which service component within the design phase?

A. Systems Acceptance Test Plan Development

B. Detailed Design Development

C. Project Kick-off

D. Business Requirements Document

E. Business Plan

F. Detailed Design Validation

Answer: F

---

**QUESTION 50:**

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

A. analyze high-level design and technology requirements of the customer

B. perform preliminary Site Assessment

C. configure core products

D. execute test cases

Answer: C

---

**QUESTION 51:**

Which two tasks are part of site readiness assessment in the plan phase? (Choose two.)

A. obtaining and reviewing operational procedures and policies

B. defining the requirements for monitoring service-level measurements

C. conducting a site survey

D. reviewing logical, system, and user design

E. developing a Site Readiness Assessment Report

Answer: C,E

---

**QUESTION 52:**

The change management service component in the operate phase provides which possible benefit?

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

Answer: A

---

**QUESTION 53:**

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

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

Answer: E

---

**QUESTION 54:**

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

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



Answer: E

---

**QUESTION 55:**

Which service component within the design phase does the following describe? Consider the customer's defined business requirements and the associated performance, availability, resiliency, maintainability, resource capacity, and security criteria used to measure and assure the delivery of the required services.

- A. Business Plan
- B. Staging Plan
- C. Implementation Plan
- D. Detailed Design Validation
- E. Project Kick-off

Answer: C

---

**QUESTION 56:**

Which two tasks are executed in the change management service component with the operate phase. (choose two)

- A. Identify key tasks and activities for problem management
- B. Account for all system assets and configurations
- C. Define software fix /upgrade process
- D. Establish escalation notification plan
- E. Develop the migration plan

Answer: B, C

---

**QUESTION 57:**

Which two tasks are executed in the change management service component with the operate phase. (choose two)

- A. Identify key tasks and activities for problem management
- B. Account for all system assets and configurations
- C. Define software fix /upgrade process
- D. Establish escalation notification plan
- E. Develop the migration plan

Answer:

---

**QUESTION 58:**

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

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

Answer: C

---

**QUESTION 59:**

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

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

Answer: C

---

**QUESTION 60:**

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

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

Answer: B

---

**QUESTION 61:**

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: 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
- 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: 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

Answer: B

---

**QUESTION 62:**

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

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

Answer: C

---

**QUESTION 63:**

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

Answer: E

---

**QUESTION 64:**

64. 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: Systems Acceptance Test Plan Development

- C: Staging Plan
- D: Implementation Plan Development
- E: Project Kick-off

Answer: D

---

**QUESTION 65:**

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

- A: Operations Readiness Assessment
- B: Detailed Design Development
- C: Solution Implementation
- D: Account Planning
- E: Network Readiness Assessment

Answer: E

---

**QUESTION 66:**

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

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

Answer: D

---

**QUESTION 67:**

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

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

Answer: A, C