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Lifecycle Services Advanced IP Communications (LSAIPC)

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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

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

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

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:

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

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

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

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

QUESTION 10

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

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

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