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QUESTION 1

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

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

Answer: D

QUESTION 2

Which service component belongs to the operate phase?

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

Answer: D

QUESTION 3

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

- A. execute test cases
- B. configure core products
- C. analyze high-level design and technology requirements of the customer
- D. perform preliminary Site Assessment

Answer: B

QUESTION 4

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. helps improve the performance and functionality of the infrastructure operations and network management system
- C. includes the development and execution of proof-of-concept tests, validates the infrastructure high-level design, and identifies any design enhancements
- D. 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

- E. helps improve the infrastructure security system of the customer
- F. assesses the ability of the site facilities to accommodate the proposed infrastructure

Answer: D

QUESTION 5

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

- A. in-depth assessment of the operational environment to support the operation of current and planned solutions
- B. readiness of their existing system infrastructure to support a proposed solution
- C. technologies that best support business requirements and objectives
- D. comprehensive design specific to the operations and network management processes and tools of the system

Answer: B

QUESTION 6

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

Answer: B,D

QUESTION 7

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

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

Answer: A

QUESTION 8

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

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

Answer: A

QUESTION 9

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

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

Answer: B,D

QUESTION 10

Within the design phase, a network deployment 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 Development
- B. Business Requirements Document
- C. Detailed Design Development
- D. Migration Plan Development
- E. Staging Plan
- F. Implementation Plan

Answer: A

QUESTION 11

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. Business Plan
- B. Staff Plan Development
- C. Migration Plan Development

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