

# 646-391

## Cisco

### Cisco Lifecycle Services Express(LCSE)

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**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 Companys trainee, Companys, 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.

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