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Title : Lifecycle Services

Advanced IP

Communications Exam

Version: DEMO

1. 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

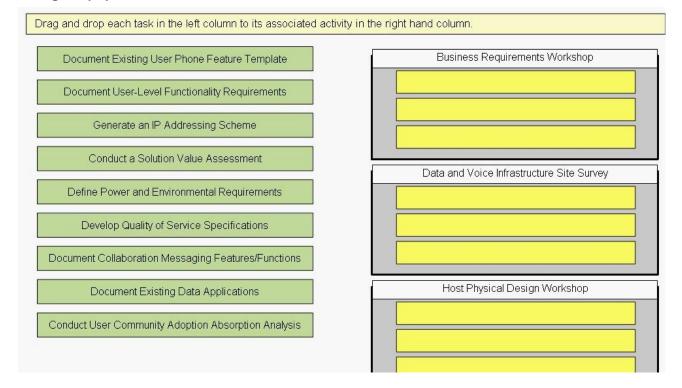
C.Escalate the Incident to Priority 1

D.Determine if Incident Will Become a Problem

E.Identify Reoccurring Incidents

Correct:E

2.Drag Drop question



Correct:

Green choice2---->Yellow Choice1

Green choice4---->Yellow Choice2

Green choice9---->Yellow Choice3

Green choice1---->Yellow Choice4

Green choice7---->Yellow Choice5

Green choice8---->Yellow Choice6

Green choice3---->Yellow Choice7

Green choice5---->Yellow Choice8

Green choice6---->Yellow Choice9

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

A.Prepare

B.Plan

C.Implement

D.Operate

E.Optimize

Correct:D

4. 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

Correct: A E

5.Drag Drop question

Within the implement phase, Project Planning contains four activities. Drag and drop from the left column the four activities in the order in which the activities would occur.

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.

Project Planning activity 1

Project Planning activity 2

Project Planning activity 3

Project Planning activity 4

Correct:

Green choice6---->Yellow Choice1

Green choice3---->Yellow Choice2

Green choice5---->Yellow Choice3

Green choice4---->Yellow Choice4