Cisco 650-059

650-059 Lifecycle Services Advanced Routing and Switching

Practice Test

Version 1.1

QUESTION NO: 1

Which two of these activities comprise the problem management service component in the operat phase? (choose two.)

A. send a replacement module
B. schedule a maintenance window
C. manage the problem
D. identify the problem
E. confirm roles and responsibilities

Answer: C,D

QUESTION NO: 2

Identify a customer support model for the solution is an activity thet is part of which service component in the plan phase?

A. operations readiness assessment
B. planning project kickoff (deployment project management)
C. operations plan development
D. system requirements validation

Answer: A

QUESTION NO: 3

Which three of these service components are included in the optimize phase? (choose three.)

A. change management
B. security administration
C. technology assessment
D. operations assessment
E. operations readiness assessment
F. security assessment

Answer: C,D,F

QUESTION NO: 4

Utilizing a trouble ticketing system to track problems is a part of which service component in the operate phase?

A. operations setup

B. change management

C. problem management

D. systems monitoring

Answer: C

QUESTION NO: 5

Execute the systems acceptance test plan is an activity that is part of which service component in the implement phase?

A. phased implementation

B. acceptance testing

C. staff training

D. full system migration

Answer: B

QUESTION NO: 6

Which of these best describes the actions you would take during the technology strategy development service component?

A. analyze the customer`s business requirements and recommend the appropriate technologies to meet those business requirements.

B. identify the customer`s business requirements for the proposed solution.

C. address the customer`s physical site requirements.

D. determine the appropriate end user training needed for the technology solution.

Answer: A

QUESTION NO: 7

During which implement phase service component would you perform a re-cap of the solution implementation in order to elicit customer feedback?

A. select fault management tools and products

B. operations setup

C. project closeout

D. change management