



# 350-060<sup>Q&As</sup>

CCIE SP Operations Written

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### QUESTION 1

A rollout plan from engineering has been sent to the NOC for deployment. Part of the plan involves a complex software upgrade to a network element. The method of procedure provided by engineering is nearly 100 individual steps long. Where do you expect to find backout procedures to be specified?

- A. after each step that causes a change to the network
- B. after every 20 (+/- 5) steps
- C. after the midway point
- D. after the method of procedure is completed
- E. both after the midway point and after the method of procedure is completed

Correct Answer: D

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### QUESTION 2

You are working at a service provider NOC and have received a call from a customer who is complaining about slow network throughput between several branch offices. After following normal processes, you are unable to resolve the problem and must decide whether or not to escalate to the next level of support. Which two pieces of information should you gather to describe the slow throughput problem before escalating to the next level of support? (Choose two.)

- A. list of procedures that you have already performed
- B. number of offices that are impacted
- C. reason(s) why the network is running slowly
- D. times of the day that the network appears to be slow

Correct Answer: BD

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### QUESTION 3

According to ITIL v3 framework, which type of incident escalation is characterized by the seriousness of an incident that results in the notification of the appropriate managers who can take the appropriate action to commit additional resources or decide how the incident is to be resolved?

- A. functional
- B. internal
- C. hierarchic
- D. external

Correct Answer: C

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#### QUESTION 4

What is the standard method to gather network-device-level performance data?

- A. TFTP
- B. syslog
- C. SNMP get
- D. SNMP trap

Correct Answer: C

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#### QUESTION 5

You are a Tier 3 NOC engineer. While reviewing Incident records, you find that support groups have not adhered to the escalation thresholds. These thresholds were based on the service level agreements with the customer. The support groups believe that the escalation thresholds are too short or that they do not have reasonable time frames.

Which option should you recommend as an improvement to ensure adherence to the escalation thresholds?

- A. Improve the escalation process and procedures.
- B. Renegotiate operational level agreements with vendors.
- C. Renegotiate service level agreements with customers.
- D. Increase escalation thresholds.

Correct Answer: A

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