



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

CCIE SP Operations Written

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### QUESTION 1

The object of incident management is to restore normal service as quickly as practicable. Please drag and drop the nine steps on the left to the right in the proper order.

Select and Place:

The objective of incident management is to restore normal service as quickly as practicable. Please drag-and-drop the nine steps on the left to the right in the proper order.

- categorization
- initial diagnosis
- closure
- prioritization
- resolution recovery
- investigation diagnosis
- identification
- functional escalation
- logging

- first step
- second step
- third step
- fourth step
- fifth step
- sixth step
- seventh step
- eighth step
- ninth step

Correct Answer:



The objective of incident management is to restore normal service as quickly as practicable. Please drag-and-drop the nine steps on the left to the right in the proper order.


- identification
- logging
- categorization
- prioritization
- initial diagnosis
- functional escalation
- investigation diagnosis
- resolution recovery
- closure

### QUESTION 2

On the Cisco IOS XR router, you have noticed lately that OSPF adjacency on one interface is flapping occasionally; three flaps in the last 5 hours. The log in each of the three flap cases has an error message showing that the OSPF state

changed from EXCHANGE to DOWN with the description "Neighbor Down:

dead timer expired." What is the most likely cause for this problem?

- A. The CPU on the adjacent router is pegged at 100%.
- B. The RP CPU on the Cisco IOS XR router is pegged at 100%.
- C. The adjacent router is sending corrupted OSPF packets.
- D. There is a routing loop between the Cisco IOS XR router and the adjacent router.
- E. The link between the Cisco IOS XR and the adjacent router is severely degraded.

Correct Answer: A

### QUESTION 3

Certain tools conduct ongoing polling of a network device or managed system to determine its status and availability, and they generate an alert (event) for any exceptions that require a response or action. According to ITIL?v3 framework,



which type of monitoring do these tools perform?

- A. passive
- B. active
- C. reactive
- D. proactive

Correct Answer: B

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#### QUESTION 4

According to ITIL v3 framework, which type of escalation process mechanism is applied to adjust the escalation process with regard to meeting overall customer incident resolution SLA?

- A. role-based
- B. priority-based
- C. severity-based
- D. time-based

Correct Answer: D

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#### QUESTION 5

According to ITIL v3 framework, which mechanism must be designed with a clear understanding of the expected level of performance for each configuration item during the instrumentation process?

- A. Events
- B. Thresholds
- C. Alarms
- D. Messages

Correct Answer: B

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