



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

CCIE SP Operations Written

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### QUESTION 1

You are working as a Tier 3 NOC engineer at a large service provider. Supporting the core network is part of your job responsibility. An escalation has come to you after Tier 2 determines that a problem lies within the core of the network and is affecting every customer. You have analyzed the information in the trouble ticket, performed your own troubleshooting, and have determined that a BGP session is flapping between two core routers. Which two steps should you take before escalating to the router vendor? (Choose two.)

- A. Verify that the routers are sending keepalives.
- B. Determine if there is a Layer 2 or 3 transport problem.
- C. Enable path MTU discovery.
- D. Restart the BGP router process.

Correct Answer: AB

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### QUESTION 2

According to ITIL v3 framework, what is the correct set of functions that are included within Problem Management?

- A. Determine resolution, diagnose root cause analysis, implement control procedures
- B. Determine resolution, quickly restore normal operations, implement control procedures
- C. Determine resolution, quickly restore normal operations, invoke temporary workarounds
- D. Align real-time business priorities, diagnose root cause analysis, implement control procedures

Correct Answer: A

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### QUESTION 3

Which three of the following metrics are used to troubleshoot an incident of poor voice quality in a service provider next-generation network? It can be assumed that adequate bandwidth is available. (Choose three.)

- A. UDP jitter
- B. latency
- C. TCP Connect
- D. packet loss
- E. round-trip time

Correct Answer: ABD

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#### QUESTION 4

According to ITIL v3 framework, which service operation process with regard to monitoring and control methods, ensures that either the processes are being performed as intended (no circumvention and still fit for purpose) or that any required changes or improvements need to be identified?

- A. monitoring in test environments
- B. reports and action plans
- C. measurement, metrics, and key performance indicators (KPIs)
- D. service operation audits

Correct Answer: D

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#### QUESTION 5

According to ITIL framework, which type of redundancy is characterized by redundant assets entering service only after failure occurs?

- A. active
- B. diverse
- C. passive
- D. homogeneous

Correct Answer: C

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