



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

CCIE SP Operations Written

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### QUESTION 1

According to ITIL v3 framework, which incident closure mechanism is used to centralize all the available details surrounding the incident during the resolution life cycle?

- A. closure categorization value
- B. incident documentation
- C. user satisfaction survey results
- D. ongoing or recurring problem records

Correct Answer: B

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### QUESTION 2

According to ITIL v3 framework, which type of tools is best suited to ensure management of a predefined workflow stream containing a set of tasks which can be managed around resource availability, timelines, status, and if needed escalation paths?

- A. process control engine
- B. configuration management system
- C. discovery audit
- D. business service management

Correct Answer: A

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### QUESTION 3

You are responsible for the network of a content provider. The content provider uses ISP-A and ISP-B for Internet transit service for the purpose of redundancy and load balancing. The content provider has one address range assigned to it. Which two of the following techniques are more effective to achieve load balancing and redundancy for inbound traffic? (Choose two.)

- A. Use the MED feature.
- B. Use the local-preference feature.
- C. Split the address range of the content provider into more specific prefixes.
- D. Use the AS-prepend feature.
- E. Use ISP-A for outbound traffic and ISP-B for inbound traffic.
- F. Aggregate the prefixes that are received from ISP-A and ISP-B into a less-specific prefix.

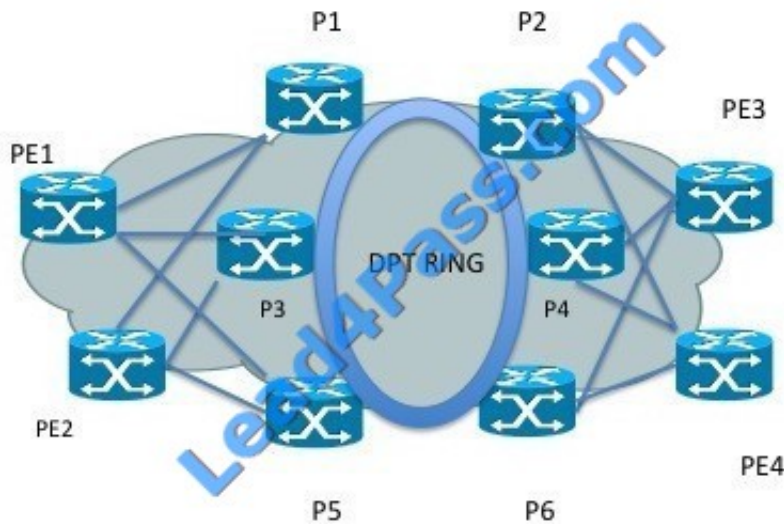
Correct Answer: CD

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#### QUESTION 4

Refer to the exhibit.



Refer to the topology diagram for a service provider that is offering L3VPN services. PE1, PE2, PE3, and PE4 are provider edge routers that are connected to the core P routers. They are learning VPNv4 prefixes from different sites. The MPLS core is LDP-enabled and is running OSPF as an IGP. One of the P routers that is connected to PE1 and PE2 has an LDP defect in which the LDP session periodically resets and then manages to recover on its own. While the LDP session resets, an outage is observed on L3VPN traffic that needs LDP to maintain a label-switched path.

While a software fix has been identified and is in the works, which MPLS or IGP feature will avoid this problem?

- A. LDP session protection
- B. LDP auto discovery
- C. LDP IGP sync
- D. LDP GR
- E. LDP NSR

Correct Answer: C

#### QUESTION 5

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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