



350-060^{Q&As}

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QUESTION 1

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

QUESTION 2

Why are thresholds defined based on baseline documents?

- A. to ensure that QoS parameters are defined appropriately
- B. to help identify current network problems and predict future bottlenecks
- C. to suppress duplicate alarms and allow for event correlation
- D. to reduce polling traffic on the network
- E. to verify that interfaces are in the correct state

Correct Answer: B

QUESTION 3

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

QUESTION 4



While evaluating a new hardware rollout plan before deployment, which standards should you review to ensure that the hardware met certain environmental design guidelines?

- A. NAS
- B. COBIT
- C. ITIL?
- D. NEBS
- E. eTOM

Correct Answer: D

QUESTION 5

A customer calls the service desk and reports a reachability problem between two offices. The service desk determines that the link that connects one of the offices to the edge router is down.

Which two steps should be taken before this incident is escalated to the carrier? (Choose two.)

- A. Issue a shutdown then a no shutdown to the interface on the CPE device.
- B. Reboot the edge router.
- C. Reboot the customer premises router.
- D. Check syslog and verify what time the link went down.

Correct Answer: AD

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