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QUESTION 1

A cloud architect is helping a company with a new service design process. The architect is concerned that the company may see delays in problem resolution that can impact customer satisfaction. What did the architect observe that may have led to this concern?

- A. Virtual, service-centric IT organizational structure
- B. Single private cloud deployment for services
- C. Siloed, domain-centric IT organization structure
- D. Decreased number of touch points

Correct Answer: C

QUESTION 2

A line of business has been using a public cloud provider and is now seeking services from the internal IT department. The line of business (LOB) has concerns about service performance and availability. They also want to have a clear and logical description of services, capabilities, and key performance indicators. The organization would like to better understand support responsibilities and warranties.

What should the LOB obtain from the IT department to satisfy concerns?

- A. SLO
- B. Service offering
- C. Service template
- D. SLA

Correct Answer: A

QUESTION 3

The principles of Autonomy, Abstraction, Discoverability, Composability, and Reusability are all principles of what?

- A. Application profiling
- B. Service inventory
- C. Delivery models
- D. Service characteristics

Correct Answer: B

Reference <https://www.slideshare.net/MohamedZakarya2/soa-principles-4service-loose-coupling>

QUESTION 4

A health insurance company that operates solely within one country decides to adopt newer technologies to offer products and features more quickly to customers. They ask the IT organization to plan for deploying cloud services to help with this strategy.

As a cloud architect on the IT team, what should be your most important deployment consideration?

- A. Lowest cost
- B. Global access
- C. GRC and Security
- D. High performance

Correct Answer: C

QUESTION 5

The operations department of a major hosting provider is under pressure to deliver services more quickly. They have a large number of tools for managing IT technologies across the data center. Although investments in virtualization and automation have been made, it still takes months to provision basic IT services to meet new customer demands. Hence, the provider is considering offering cloud services.

What is a key focus area for driving higher operational efficiency and associated profits?

- A. Re-design and strengthen the architecture to ensure that the components within the data center are modular and can be reused
- B. Deliver customer services derived from an approved set of standardized service templates, establish change control to manage the life cycle of the templates
- C. Provide a custom capability for each customer based on analysis of the application architecture; use shared services where possible
- D. Deliver custom services using automation tools, apply change control to the tools to minimize change; develop reusable components to build environments

Correct Answer: D

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