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QUESTION 1

Upon which critical tool do the identify incident and identify problem activities rely?

A. Performance and Event Monitor

B. Continuous improvement plan

C. Operations incentive program tool

D. Trouble ticketing system

Correct Answer: D

QUESTION 2

Which of the following three service requirements are included in the Cisco Unified Communications optimize phase? Select three.

A. Business Case Alignment

B. Security Assessment

C. Incident management

D. Operations Readiness Assessment

E. Technology Assessment

Correct Answer: ABE

QUESTION 3

In the implement phase, the ongoing support hand-off meeting provides which of the following benefits?

A. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources

B. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources

C. Establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer\\'s issues

D. Provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation

Correct Answer: D

QUESTION 4

Which tasks is performed during the site readiness assessment gap analysis in the plan phase?

A. Document Location of Legacy Equipment

B. Document Bandwidth Requirements for each site

C. Compare Systems Requirements specific to site survey

D. Assess and Document infrastructure requirements for the proposed solution

E. Determine if circuit can support required current calls

Correct Answer: C

QUESTION 5

Which statement describes the business requirements development service component in the Cisco Unified Communications prepare phase?

A. It analyzes the customer business requirements and recommends an appropriate Cisco Unified Communications solution to meet business requirements.

B. It identifies and documents the appropriate end-user training needed for the customer.

C. It assess and documents the business requirements for end-user service delivery.

D. It identifies the customer business requirements to match a model Cisco Unified Communications solution.

Correct Answer: C

QUESTION 6

Which two are phases of a project life cycle ? (Choose two) A. Network Readiness Assessment

B. Plan

C. Business Requirements Definition

D. Operational Readiness Assessment

E. Design

Correct Answer: BE

QUESTION 7

Which three tasks in the implement phase are contained in the IPC project Plan Template? (Choose three.)

A. Log Network Events

B. Define and Document Project Scope

C. Develop Backup/Recovery Plan

D. Identify Risks and Risk Mitigation Plans

E. Determine Vertical Approach and Strategy

F. Determine Project Schedule

Correct Answer: BDF

QUESTION 8

Which of these statements most accurately describes the technology strategy development service component in the Cisco Unified Communications prepare phase?

A. It compares the Cisco Unified Communications solution systems functions and features to the customer operations.

B. It analyzes the customer business requirements and recommends an appropriate Cisco Unified Communications solution to meet business requirements.

C. It assesses and documents the business requirements for end-user service delivery.

D. It identifies the customer business requirements to match a model Cisco Unified Communications solution.

Correct Answer: B

QUESTION 9

During the implement phase, systems acceptance testing provides which two of the following services for the customer? Select two.

A. It installs, configures, and verifies monitoring tools and processes in accordance with the operations implementation.

B. It verifies that the Cisco Unified Communications solutions is ready for production.

C. It verifies that the Cisco Unified Communications solution meets their business and technical requirements.

D. It executes and verifies the migration plan by migrating network services from an existing state to a future state.

E. It provides automated tools for measuring system performance under load.

Correct Answer: BE

QUESTION 10

Which of the following phases represent the Cisco Lifecycle Services approach ?

A. Presales, Project Planning, Development, Implementation, Operations Testing and Operations Sign-off

B. Initiation, Planning, Analysis, Design, Development, Implementation, Operations and Maintenance

C. Project Planning, Site Assessment, Risk Assessment, Solution Selection and Acquisition, Testing and Operations

D. Analysis, Design, Development, Testing, Implementation and Production

E. Prepare, Plan, Design, Implement, Operate and Optimize

Correct Answer: E

QUESTION 11

Which two of the following activities are included in the Cisco Unified Communications staff development? Select two.

A. Collect Cisco Unified Communications Training Materials

B. Develop Job Role Training Requirement

C. Request for Training Budget

D. Develop Curriculum Map

E. Develop Informal Basic Training

Correct Answer: BD

QUESTION 12

Which optimize phase service component assesses the current state of the network management infrastructure of a customer to identity issues and opportunities that lead to recommendations for improving the ability to manage their Cisco Unified Communications system?

A. Deployment Assessment

B. Technology Assessment

C. Security Assessment

D. Operations Assessment

Correct Answer: D

QUESTION 13

Within the conduct business requirements workshop activity, which three templates and/or tools assists with the document vertical business initiatives requirement tasks? (Choose three.)

A. Account planning tool

B. Business Requirements Documents

C. Initiative Interview Templates

D. Site Survey

E. Value Assessment Worksheet

F. Vertical industry Snapshots

Correct Answer: BCF

QUESTION 14

In the implement phase, solution implementation involves which of the following task?

A. Perform preliminary Site Assessment

B. Analyze high-level design and technology requirements of the customer

C. Configure core products

D. Execute test cases

Correct Answer: C

QUESTION 15

In the implement phase, project planning comprises which of the following tasks?

A. Update and document logical and physical topology maps and serial numbers

B. Confirm project and milestone dates, as well as project and cutover roles and responsibilities

C. Install,configure, and provision core products

D. Confirm deployment team, craft project plan,create communication and escalation plans

Correct Answer: D

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