



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

CCIE SP Operations Written

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**QUESTION 1**

A trouble ticket has been escalated from the service desk to you as a Tier 2 NOC engineer. The customer is complaining about slow application response time. The problem is between end-user workstations and a CRM application hosted on a redundant pair of servers in a data center. What are the two initial actions to further troubleshoot the network? (Choose two.)

- A. Ping the CRM server from multiple locations and compare round-trip times.
- B. Ask the IT department to fail over the CRM application to its backup server.
- C. Reboot the end-user workstations.
- D. Review recent network changes that were made prior to receiving complaints.

Correct Answer: AD

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**QUESTION 2**

According to ITIL v3 framework, which type of event is implied when an unauthorized user has attempted to log onto a managed application?

- A. exception
- B. irregular operation
- C. unscheduled
- D. threshold

Correct Answer: A

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**QUESTION 3**

Several related trouble tickets with complaints about poor network performance have been successfully resolved. The service provider NOC wants to ensure that these complaints do not continue. What should be the next step?

- A. identify concerns
- B. diagnose root cause
- C. set the priority level
- D. identify likely cause

Correct Answer: B

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**QUESTION 4**



A Tier 2 ISP network provides Internet connectivity to residential and business customers. The Tier 2 ISP uses Internet transit service from Tier 1 ISPs at different locations. Lately, the link utilization on a few core links of the Tier 2 ISP has increased to unacceptable levels, while a significant part of the core network has low utilization. Which two of the following methods should be used to alleviate this problem without deploying additional links? (Choose two.)

- A. Change the IGP cost metrics in the core.
- B. Use the BGP MED attribute to influence how Internet traffic exits the network to the Tier 1 ISPs.
- C. Use the BGP local preference to influence how Internet traffic exits the network to the Tier 1 ISP.
- D. Use QoS to rate-limit traffic.
- E. Use the BGP AS prepend to influence how Internet traffic enters the network from the Tier 1 ISPs.

Correct Answer: AE

### QUESTION 5

Customer A has offices in three locations in Boston, New York, and Chicago that are connected through managed MPLS VPN service. To measure their voice service performance, you have been assigned the task to configure IP-SLA probes between the three branch locations and configure the performance management system to collect the statistics. Arrange the tasks in the correct order to accomplish the task that is assigned to you.

Select and Place:

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Add the IP-SLA probes to the performance management system.	Step-1
Enable IP-SLA responders on the customer premises router.	Step-2
Configure full-mesh IP-SLA probes for monitoring voice service.	Step-3
initialize the IP-SLA probes on the customer premises router.	Step-4
Set up the polling interval for collecting the statistics	

Correct Answer:



Customer A has offices in three locations in Boston, New York, and Chicago that are connected through managed MPLS VPN service. To measure their voice service performance, you have been assigned the task to configure IP-SLA probes between the three branch locations and configure the performance management system to collect the statistics. Arrange the tasks in the correct order to accomplish the task that is assigned to you.

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- Enable IP-SLA responders on the customer premises router.
- Configure full-mesh IP-SLA probes for monitoring voice service.
- Add the IP-SLA probes to the performance management system.
- Set up the polling interval for collecting the statistics.

initialize the IP-SLA probes on the customer premises router.



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