



350-060^{Q&As}

CCIE SP Operations Written

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QUESTION 1

According to ITIL v3 framework, which process, as opposed to Change Management, manages smaller, often redundant changes?

- A. workflow management
- B. request fulfillment
- C. change release control
- D. event management

Correct Answer: B

QUESTION 2

Which key implementation mechanisms are responsible for ensuring that managed changes within the Operational Support Plan do not adversely impact the managed services?

- A. change assessment, change notifications, and measurement of successful change
- B. change notifications, change triggers, and measurement of successful change
- C. change assessment, change triggers, and measurement of successful change
- D. change assessment, change notifications, and change triggers

Correct Answer: C

QUESTION 3

Refer to the exhibit.



```
class-map match-any biz
 match dscp af21 af22 af23
!
class-map match-any vod
 match dscp af41 af42 af43
!
class-map match-any iptv
 match dscp af31 af32 af33
!
class-map match-any control
 match dscp cs6 cs7
!
class-map match-any voip
 match dscp ef
!
!
policy-map core-egress
 class voip
  priority
  police rate percent 10
!
!
 class iptv
  bandwidth percent 20
!
 class vod
  bandwidth percent 25
!
 class biz
  bandwidth remaining percent 60
  random-detect default
!
 class control
  bandwidth percent 1
!
 class class-default
  random-detect default
!
!
!
interface TenGigE0/0/0/0
 service-policy output core-egress
 ipv4 address 10.10.10.1 255.255.255.252
!
```

You are operating a converged network that is used to provide multiple types of services including VoIP. You have received multiple complaints that the call quality for some of the calls is poor. You determine that all calls with a reported problem transit via one common link in the core. This link interconnects two CRS-1 core routers. The exhibit shows the QoS configuration of the port on both CRS-1 routers.

What are the two most likely reasons for the problem? (Choose two.)

- A. The bandwidth that is allocated in the QoS configuration is more than 100 percent and is probably causing the poor VoIP service.
- B. The VoIP traffic on the core link exceeds 1 Gb/s and is dropped by the policer.
- C. The core link is congested due to VoD and IPTV traffic and is causing starvation to VoIP traffic.
- D. The VoIP traffic on this core link is MPLS-labeled and is not subject to QoS.
- E. A DoS attack on the CRS has caused high CPU utilization on the line card that hosts the 10 Gigabit Ethernet-port.

Correct Answer: BD

**QUESTION 4**

After some troubleshooting, you realize that the performance degradation of your LAN is caused by a unicast flood. The protocol analyzer shows that some ports are erroneously sending excessive unicast packets to multiple destinations. What are three possible causes of a unicast flood? (Choose three.)

- A. asymmetric routing
- B. duplex mismatch
- C. faulty NIC
- D. forwarding table overflow
- E. spanning-tree misconfiguration
- F. unidirectional link

Correct Answer: ADE

QUESTION 5

According to ITIL v3 framework, which component of incident management is characterized by taking into account both the urgency and the level of impact when entering the incident into a trouble-ticketing system?

- A. category
- B. priority
- C. elapsed time
- D. resolution

Correct Answer: B

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