

# DEA-2TT3<sup>Q&As</sup>

Dell EMC Cloud Infrastructure and Services v3 (DEA-2TT3)

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**QUESTION 1**

A service is offered to consumers from 9 A.M. to 5 P.M., Monday through Friday. The service experiences downtime from 3 P.M. to 5 P.M. on Wednesday of a given week.

What is the service availability for that week?

- A. 95.00%
- B. 95.88%
- C. 96.42%
- D. 98.33%

Correct Answer: A

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**QUESTION 2**

The incident management team is unable to determine the root cause of an incident. To which team should the error-correction activity be transferred?

- A. Performance Management
- B. Change Management
- C. Availability Management
- D. Problem Management

Correct Answer: D

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**QUESTION 3**

An e-card company uses the Cloud to enable chat services between its sales representatives and consumers. Holiday periods create seasonal demand on IT resources. The e-card company wants to select a billing model that optimizes IT resource costs.

Which billing model should the company choose?

- A. Recurring
- B. User-based
- C. Pay-as-you-go
- D. Subscription

Correct Answer: C

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**QUESTION 4**

DRAG DROP

Match each service management phase with its process.

Select and Place:

<u>Phase</u>	<u>Process</u>
Service transition	Service portfolio management
Service design	Supplier management
Service operation	Service validation and testing
Service strategy	Request fulfillment

Correct Answer:

<u>Phase</u>	<u>Process</u>
	Service strategy
	Service transition
	Service design
	Service operation

**QUESTION 5**

Which process involves determining the optimal resources required to meet seasonal spikes in resource demand?

- A. Configuration management
- B. Change management
- C. Capacity management
- D. Incident management

Correct Answer: C

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