

# E20-920<sup>Q&As</sup>

Cloud Services Expert Exam for Cloud Architects

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### QUESTION 1

What is characteristic of the IT-as-a-Service phase of IT transformation?

- A. Automation
- B. Chargeback
- C. Service level management
- D. Shared resource pools

Correct Answer: A

Reference <https://www.emc.com/collateral/software/white-papers/h10801-stepstoitaas-wp.pdf>

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### QUESTION 2

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>

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### QUESTION 3

An organization has been providing web services within their private cloud. The web services, deployed through a service catalog, depend on a database resource in the private cloud.

The organization decided to make these web services availability globally by using a public cloud provider. However, once one of the web services were deployed into the public cloud, users started complaining about poor performance.

Which solution would most likely improve performance of the web services.

- A. Balance the load globally across multiple instances of the database
- B. Re-architect the web-service to be deployed as a micro service
- C. Re-architect the web-service to be loosely coupled with the database
- D. Balance the load globally across multiple instances of the web service.

Correct Answer: D

**QUESTION 4**

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

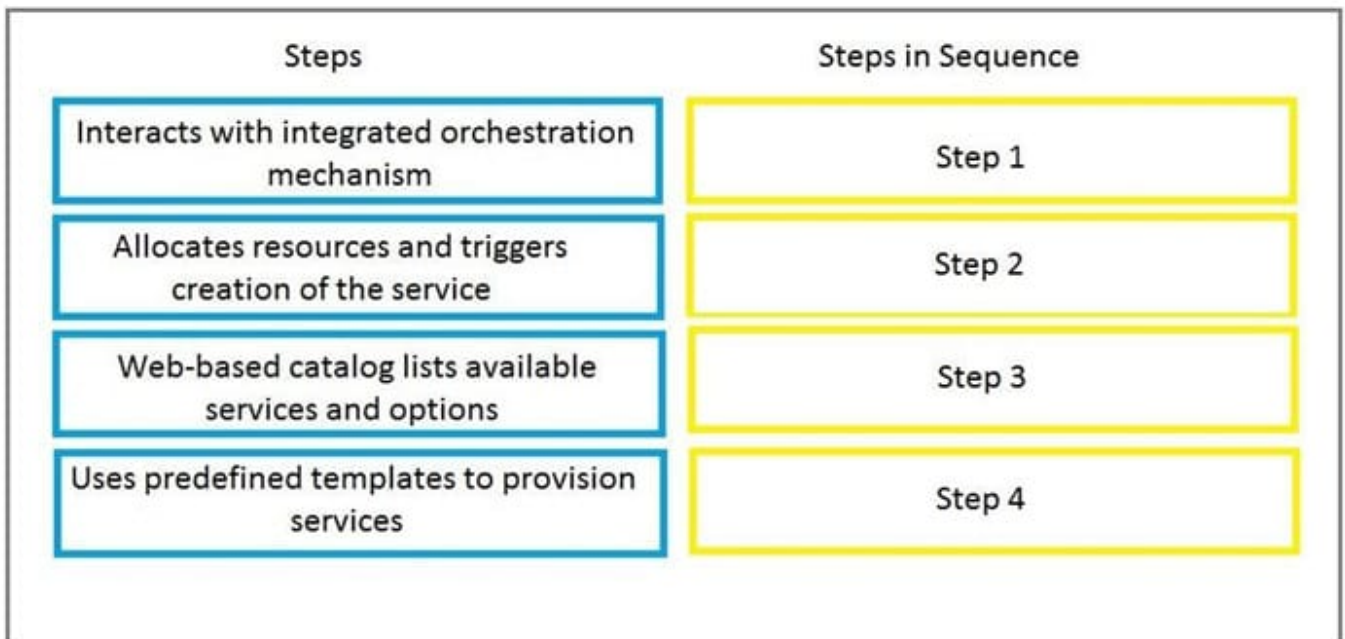
Correct Answer: A

**QUESTION 5**

DRAG DROP

A company has an on-demand self-service portal. What is the most likely sequence of events in the service catalog when an IaaS service is provisioned?

Select and Place:



Correct Answer:

Steps	Steps in Sequence
	Web-based catalog lists available services and options
	Uses predefined templates to provision services
	Allocates resources and triggers creation of the service
	Interacts with integrated orchestration mechanism

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