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QUESTION 1

A company has asked for your assistance in mapping the act of service termination into their service design process. They have created a list of the key components in the termination process. What factor is outside of this process?

- A. Ensuring user information remains private
- B. Agreement between parties to terminate the service
- C. De-provisioning the service instance
- D. Providing a chargeback or showback report

Correct Answer: A

QUESTION 2

A company is assessing the cloud maturity of their existing capabilities. Which components should be analyzed to establish the baseline maturity?

- A. Self-service, broad network access, resource pooling, rapid elasticity, measured service
- B. Service catalog, plenty of bandwidth, virtualization, software defined networks, software defined storage
- C. SLA, SaaS, PaaS, IaaS
- D. Self-service, broad network access, measured service, SLA

Correct Answer: A

QUESTION 3

In the evolution of converged infrastructure, what are Appliances?

- A. Factory fabricated systems that offer a complete cloud with multiple personas on top of common hardware
- B. Multi-persona factory fabricated systems with integrated cloud deployment models that are able to scale storage and compute independently
- C. Engineered systems designed to deliver discreet components in a predictable manner with a single personality
- D. Single-personality infrastructure for customers that lack the expertise in-house to deploy and manage Converged Systems

Correct Answer: A

QUESTION 4

A health insurance company that operates solely within one country decides to adopt newer technologies to offer

products and features more quickly to customers. They ask the IT organization to plan for deploying cloud services to help with this strategy.

As a cloud architect on the IT team, what should be your most important deployment consideration?

- A. Lowest cost
- B. Global access
- C. GRC and Security
- D. High performance

Correct Answer: C

QUESTION 5

A company has an IT organization that is separated into teams that support different underlying technologies. Each team has its own budget and manages its own tools. They have a clear understanding of current performance, capacity, and

events. Team response to assigned help desk tickets is satisfactory.

The company intends to deploy a private cloud and provide services to internal customers. What service operation management challenge may this company face?

- A. Inability to provide accurate pricing models
- B. Inability to calculate fixed costs
- C. Time consuming root cause analysis
- D. Lack of control over service placement

Correct Answer: D

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