E20-920^{Q&As}

Cloud Services Expert Exam for Cloud Architects

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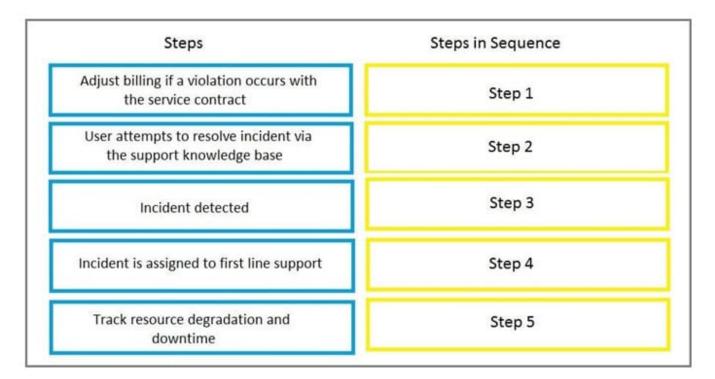⚙ **800,000+** Satisfied Customers
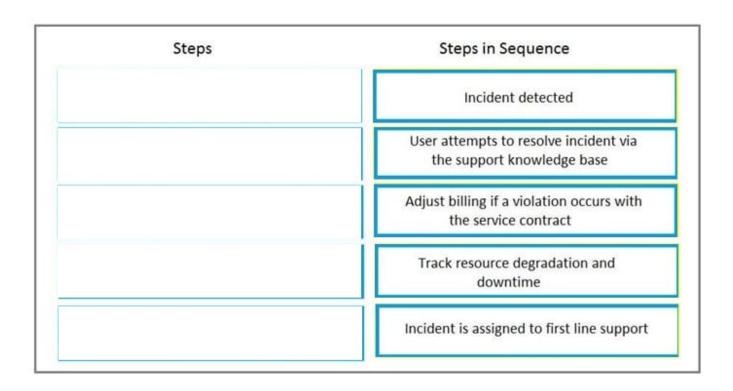
QUESTION 1

DRAG DROP

A company has an incident process in place for the cloud services that they support. What is the correct order of steps for an incident process?

Select and Place:

Steps	Steps in Sequence
Adjust billing if a violation occurs with the service contract	Step 1
User attempts to resolve incident via the support knowledge base	Step 2
Incident detected	Step 3
Incident is assigned to first line support	Step 4
Track resource degradation and downtime	Step 5

Correct Answer:

Steps	Steps in Sequence
	Incident detected
	User attempts to resolve incident via the support knowledge base
	Adjust billing if a violation occurs with the service contract
	Track resource degradation and downtime
	Incident is assigned to first line support

QUESTION 2

A company plans to offer BI, CDN, and backup services. According to NIST, which cloud service models correspond to these offerings?

A. BI: IaaS; CDN: IaaS; backup: PaaS

B. BI: PaaS; CDN: IaaS; backup: IaaS

C. BI: IaaS; CDN: SaaS; backup: PaaS

D. BI: PaaS; CDN: SaaS; backup: IaaS

Correct Answer: B

QUESTION 3

A cloud architect is helping a company with a new service design process. The architect is concerned that the company may see delays in problem resolution that can impact customer satisfaction. What did the architect observe that may have led to this concern?

A. Virtual, service-centric IT organizational structure

B. Single private cloud deployment for services

C. Siloed, domain-centric IT organization structure

D. Decreased number of touch points

Correct Answer: C

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 is designing their service catalog. They plan to manage access to offered services based on the job functions of their consumers. What is this an example of?

A. Role-based access control

B. Single sign-on

C. Security profiles

D. Resource monitoring

Correct Answer: A

QUESTION 6

In a hypothetical future scenario, a CFO wants the corporation\\\'s intelligent lighting system to turn on only when humans are present, as well as change color depending on the time of day and local weather conditions.

What emerging 3rd Platform technologies would enable the desired capabilities?

A. Big data analytics and augmented humans

B. Internet of Things and sensor networks

C. Sensor networks and big data analytics

D. Augmented humans and Internet of Things

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Correct Answer: B

QUESTION 7

Which IT Governance principle should cloud services adhere to?

A. Asset valuation

B. Data classification

C. Strategic alignment

D. Risk profiling

Correct Answer: C

QUESTION 8

An IT organization adopted the ITaaS model to offer services to their business units. They want to assess their readiness for creating and operating cloud services. What would be an appropriate assessment for them to perform related to governance?

A. Assess the readiness of the current service catalog

B. Determine the cost information needed for charging any service

C. Assess the skills of the IT staff to determine training needs

D. Assess the compliance needs and requirements for any service

Correct Answer: A

QUESTION 9

An enterprise is beginning its journey to ITaaS. An assessment of their current environment has already been completed. It has been determined that a change made -- even to a small part of the infrastructure -- requires the entire monolith to be rebuilt and deployed . As a cloud architect, what would you use to redesign the monolith to resolve this issue?

A. Highly modular, component based suite of services

B. Tightly coupled, services architectural style

C. Tightly integrated, open architectural style

D. Highly modular, monolithic architectural style

Correct Answer: A

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QUESTION 10

An organization is deploying services in an existing private cloud. The lines of business have concerns about service performance in planned services. How should IT address these performance concerns?

A. Cloud architect defines appropriate performance in the cloud design.

B. Service manager defines appropriate performance in the SLA.

C. Cloud administrator defines appropriate performance in the SLA.

D. Cloud administrator defines appropriate performance in the cloud design.

Correct Answer: B

QUESTION 11

When should risk be evaluated as part of the governance process?

A. After the strategy phase of the lifecycle

B. Before deploying applications in the cloud

C. During user acceptance testing

D. During the initial planning stage

Correct Answer: A

QUESTION 12

In the evolution of converged infrastructure, what are Turn-Key Clouds?

A. Engineered systems designed to deliver discreet components in a predictable manner with a single personality

B. Single-personality infrastructure for customers that lack the expertise in house to deploy and manage Converged Systems

C. Factory fabricated systems that offer a complete cloud with multiple personas on top of common hardware

D. Multi-persona factory fabricated systems with integrated cloud deployment models that are able to scale storage and compute independently

Correct Answer: C

QUESTION 13

The CTO of a company has engaged your services to transform the IT department to run ono pre-assembled infrastructure. As the internal team lacks experience in this field, they are searching for simple infrastructure solution which IT can place in a single cloud layer on.

Which infrastructure solution would you direct them towards?

A. Converged infrastructure blocks

B. Turn-key racks

C. Application system racks

D. Web-scale appliances

Correct Answer: B

QUESTION 14

DRAG DROP

A company has an incident process in place for the cloud services that they support. What is the correct order of steps for an incident process?

Select and Place:

Answer Area

Automated remediation created and added to known error database	STEP 1
Incident is assigned to first line support	STEP 2
Adjust billing if a violation occurs with the service contract	STEP 3
Incident resolution developed	STEP 4
User attempts to resolve incident via the support knowledge base	STEP 5

Correct Answer:

Answer Area

QUESTION 15

An IT organization within a healthcare company has embarked on a strategic transformation by adopting the IT Value Transformation road map. They have been successful in bringing out several IT services by adopting cloud computing. These services have helped the company release new products quickly into the market. However, the IT organization is still perceived internally as a cost center.

What is the IT organization neglecting?

A. Seeking more business opportunities for IT services

B. Reducing the cost of IT services even more

C. Linking IT spending to specific business outcomes

D. Improving the utilization of compute, network, and storage resources.

Correct Answer: C

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