Exam : 646-392

Title : Cisco Lifecycle Services Express (LCSE)

Ver : 10.10.07

QUESTION 1
In the plan phase, which of the following is a deployment project management task?

A. analyze current infrastructure and propose new solution
B. review logical, system, and user design
C. develop backup/recovery plan
D. collect and verify project management plan requirements
E. obtain and review security procedures

Answer: D

QUESTION 2
Which service component belongs to the operate phase?

A. Systems Migration
B. Operations Implementation
C. Staging Plan Development
D. Configuration Management
E. Systems Acceptance Testing

Answer: D

QUESTION 3
In the implement phase, solution implementation involves which of the following task?

A. execute test cases
B. configure core products
C. analyze high-level design and technology requirements of the customer
D. perform preliminary Site Assessment

Answer: B

QUESTION 4
Which definition best describes the staging plan development service component within the design phase?

A. assesses the current state of the operations and network management infrastructure of the customer, including people, processes and tools, to identify issues and opportunities
B. helps improve the performance and functionality of the infrastructure operations and network management system
C. includes the development and execution of proof-of-concept tests, validates the infrastructure high-level design, and identifies any design enhancements
D. provides a step-by-step plan detailing the installation and service-commission requirement tasks to be staged in a controlled implementation environment that emulates a customer network

E. helps improve the infrastructure security system of the customer
F. assesses the ability of the site facilities to accommodate the proposed infrastructure

Answer: D

QUESTION 5
In the plan phase, network readiness assessment addresses which customer need?

A. in-depth assessment of the operational environment to support the operation of current and planned solutions
B. readiness of their existing system infrastructure to support a proposed solution
C. technologies that best support business requirements and objectives
D. comprehensive design specific to the operations and network management processes and tools of the system

Answer: B

QUESTION 6
Which two operations technology strategy development activities within the prepare phase are performed recommending people, processes, and tools supporting the operations and management of a system to the customer? (Choose two.)

A. define and document the appropriate service-level requirements associated with availability, capacity, and security that correlate with the technology service delivery goals
B. identify and assess the operational requirements that address and meet the business objectives and goals of the customer
C. define the requirements for monitoring service-level measurements
D. analyze documented business and technology requirements of the customer
E. examine and evaluate existing operations and network management process flows and existing operations and network management designs

Answer: B,D

QUESTION 7
In the operate phase, the task of analyzing process exceptions belongs to which service component?

A. Service Assurance
B. Problem Management
C. Incident Management
D. Security Administration
E. Change Management

Answer: A

QUESTION 8
In the operate phase, the task accounting for all system assets and configurations is part of which service component?

A. Configuration Management
B. Problem Management
C. Incident Management
D. Change Management

Answer: A

QUESTION 9
The project kick-off in the plan phase provides an opportunity to complete which two of the following tasks? (Choose two.)

A. deliver low-level design document
B. confirm project and milestone dates
C. perform preliminary application discovery
D. confirm project roles and responsibilities
E. understand workflow between departments
F. perform detailed analysis of customer requirements

Answer: B,D

QUESTION 10
Within the design phase, a network deployment that lacks documented details and tasks related to deploying and commissioning a network infrastructure is likely to benefit from the deliverables in which service component?

A. Implementation Plan Development
B. Business Requirements Document
C. Detailed Design Development
D. Migration Plan Development
E. Staging Plan
F. Implementation Plan

Answer: A

QUESTION 11
Low level design, site readiness report, project management plan, network implementation plan, and systems acceptance test plan are pre-requisites for which service component in the design phase?

A. Business Plan
B. Staff Plan Development
C. Migration Plan Development

D. Project Kick-off
E. Staging Plan
F. Implementation Kick-off Meeting

Answer: C

QUESTION 12
Which of the following is a benefit of the operations plan service component within the design phase?

A. helps to accelerate the implementation of an advanced technology
B. finalizes the location and number of pieces of equipment to be staged
C. helps identify and reduce costly delays and problems in the implementation process
D. helps the customer understand the overall costs to build and operate the network
E. ensures that the final design meets the business and technical requirements of the customer
F. helps reduce disruptions caused by unexpected events during network operations

Answer: F

QUESTION 13
Which of the following tasks belongs in the system monitoring service component of the operate phase?

A. notify interested parties of problems identified, and escalate per-customer requirements
B. provide help desk support
C. discuss progress of customer remediation plan responsibilities
D. verify configuration management database

Answer: A

QUESTION 14
In the implement phase, as-built documentation provides which of the following?

A. installs and tests advanced technology system components in nonproduction lab environment
B. technical assistance to customers in resolving complex issues and hardware replacement when needed
C. information indicating customer-specific design requirements and configurations
D. response plan and logistics that will allow customers to respond to support requests on day of solution launch and beyond

Answer: C

QUESTION 15
In the implement phase, staging involves installation and testing the customer's solution components in a non-production lab environment. Which of the following defines the benefit to the partner?

A. Staging validates the system and proactively identifies and resolves any network implementation issues. It demonstrates to the customer that the partner will deploy a quality network in an efficient manner and mitigates risk that the incorrect software or hardware is delivered to the installation site.
B. Staging validates that the system is operational to the customer and provides the customer with increased confidence in the implemented system.
C. Proper migration allows the customer to adopt the new hardware or software solution without an unacceptable disruption of their network services.
D. A properly planned and executed Day 1 support plan improves the customer's and their end-users' satisfaction with the implemented solution.

Answer: A

QUESTION 16
Network readiness assessment is an important service component in the plan phase. Which task is part of network readiness assessment?

A. developing Site Readiness Assessment Report
B. conducting a discovery workshop to gather data and initiate network implementation plan development
C. documenting network availability and redundancy requirements
D. accounting for all advanced technology system assets and configurations
E. assessing current infrastructure and applications and their readiness to support proposed advanced technology system
F. conducting Operations Readiness Assessment

Answer: E

QUESTION 17
In the operate phase, the action of isolating the incident belongs to which service component?

A. Change Management
B. System Monitoring
C. Incident Management
D. Security Administration
E. Problem Management

Answer: C

QUESTION 18
Which two service components are part of the plan phase? (Choose two.)

A. Account Planning
B. Site Readiness Assessment
C. Operations Readiness Assessment
D. Proof of Concept
E. Proposal Development

Answer: B,C

QUESTION 19
Which of the following is a key objective of operations readiness assessment in the plan phase?

A. install and test system components in a nonproduction environment
B. assess existing network infrastructure and applications to verify its ability to support the proposed system
C. assess the ability of site facilities to accommodate the proposed solution
D. assess the current state of operations and network management infrastructure, including people, processes, and tools, to identify issues and opportunities

Answer: D

QUESTION 20
Which one of the following describes the task for completing a network readiness assessment in the plan phase?

A. understanding workflow between departments
B. determining network elements that will be tested
C. performing preliminary application discovery
D. performing a needs analysis
E. assessing current infrastructure and applications as well as their readiness to support proposed advanced technology system.

Answer: E

QUESTION 21
Which three high-level design development activities within the prepare phase are performed to create a design that addresses the business and technical needs of the customer? (Choose three.)

A. validate the features and functionality of the technology
B. produce a documented High-level Design
C. document and categorize business requirements in terms of performance, availability, capacity, and security

D. analyze business and technology requirements
E. identify appropriate products, features, and functionalities that address business and technical requirements and goals

Answer: B,D,E

QUESTION 22
Which of the following is a task in the operations implementation service component of the implement phase?

A. update and document logical and physical topology maps
B. review Operation Design Document
C. operations and network management system staging, installation, and configuration
D. develop backup/recovery plan

Answer: C

QUESTION 23
The change management service component in the operate phase provides which possible benefit?

A. notifies interested parties of problems identified, and escalates per customer requirements
B. improves system service quality and reduces disruptions
C. contributes to reducing operating costs by providing a consistent framework for making necessary changes in an efficient and accountable manner
D. promotes productivity and efficiency in operations processes by enhancing control over the configuration of network devices and providing access to vital configuration data
E. ensures the accuracy, completeness, and timeliness of information on the network

Answer: C

QUESTION 24
In the design phase, conducting an onsite discovery workshop to gather data about the critical elements required for a predictable deployment are activities for which service component?

A. Implementation Plan
B. Business Requirements Document
C. Project Kick-off
D. Business Plan
E. Staging Plan Development
F. Migration Plan Development

Answer: E

QUESTION 25
In the design phase, performing a needs analysis to identify the resource requirements and skills needed to deliver and support a network infrastructure is an activity of which service component?

A. Implementation Kick-off Meeting
B. Project Kick-off
C. Migration Plan
D. Implementation Plan
E. Staging Plan
F. Staff Plan Development

Answer: F

QUESTION 26
Select the task most likely to be a part of the staging plan in the design phase.

A. deliver detailed design presentation
B. host Implementation Kick-off Meeting
C. create hardware and software configuration checklist
D. identify staff development requirements
E. determine Cisco and partner roles and responsibilities
F. determine critical timelines

Answer: C

QUESTION 27
Presenting and reviewing test results with the customer and determining how the test results impact the design are activities of which service component within the design phase?

A. Detailed Design Development
B. Systems Acceptance Test Plan Development
C. Business Plan
D. Project Kick-off
E. Detailed Design Validation
F. Business Requirements Document

Answer: E

QUESTION 28
Which of the following best describes customer benefits in delivering network readiness assessment services in the plan phase?

A. ensures that the eventual design will meet the business and technology requirements

originally put forth by the customer

B. ensures that the customer understands the steps of the implementation

C. ensures that the customer has the documentation needed to understand the details of the network that will be used when planning for future changes to the system

D. helps improve Return on Investment (ROI) and speed migration by enabling customer to identify, understand, and plan for necessary infrastructure changes and resource requirements

E. helps achieve business goals by identifying and aligning Advanced Technologies (AT) to business requirements

F. helps minimize expensive, time-consuming, network-intrusive redesign by establishing a well-engineered detailed design early in the network lifecycle

Answer: D

QUESTION 29

Which of the following phases represent the Cisco Lifecycle Services approach?

A. Prepare, Plan, Design, Implement, Operate, and Optimize

B. Initiation, Planning, Analysis, Design, Development, Implementation, Operations, and Maintenance

C. Presales, Project Planning, Development, Implementation, Operations Testing, and Operations Sign-off

D. Project Planning, Site Assessment, Risk Assessment, Solution Selection and Acquisition, Testing, and Operations

E. Analysis, Design, Deployment, Testing, Implementation, and Production

Answer: A

QUESTION 30

Which service component within the prepare phase provides a high-level, conceptual architecture of the proposed system that addresses the business requirements of the customer?

A. Technology Strategy Development

B. Business Requirements Development

C. High-level Proof of Concept

D. High-level Technology Strategy

E. High-level Design Development

Answer: E

QUESTION 31

Which service component within the prepare phase validates the features and functionality documented in the high-level design of a solution?

A. Proof of Concept

B. Technology Strategy Development
C. Business Requirements Development
D. Operations Technology Strategy Development
E. High-level Design Development
F. Business Case Development

Answer: A

QUESTION 32
Which of the following definitions best describes business requirements development within the prepare phase?

A. part of the high-level design activity that addresses business and technical requirements of the customer
B. a service component activity that analyzes business requirements and recommends the appropriate technology strategy
C. part of the systems design activity that identifies and documents business requirements to help deploy network technologies
D. a set of service component activities that assesses and documents the business requirements of a customer

Answer: D

QUESTION 33
Which task is included in the systems migration service component of the implement phase?

A. execute the Network Migration Plan
B. monitor the system to identify occurrences of service-level metrics dropping below a defined threshold
C. provide onsite technical support per Implementation Plan
D. customize Ongoing Support Hand-off Kit

Answer: A

QUESTION 34
Which of the following three tasks are executed in the security administration component of the operate phase? (Choose three.)

A. utilization monitoring
B. identity management
C. customer operational account creation
D. security incident management
E. security problem escalation
F. security configuration management

Answer: B,D,F

QUESTION 35
Developing a baseline network element configuration for networking and applications
devices to be implemented in a network is a deliverable for which service component in
the design phase?

A. Staging Plan
B. Project Kick-off
C. Detailed Design Development
D. Implementation Plan Development
E. Systems Acceptance Test Plan Development

Answer: D

QUESTION 36
Which of the following definitions best describes services stack within the Cisco
Lifecycle Services approach?

A. the minimum set of services required to operate and optimize Cisco Advanced
Technologies
B. the identification of Advanced Technologies to best support business requirements and
objectives
C. the minimum set of services that a customer needs to successfully deploy and operate
a Cisco technology or solution
D. the required set of services needed to successfully deploy and support Cisco Advanced
Technologies

Answer: C

QUESTION 37
Developing a plan that identifies specific activities required to take existing services and
network architectures and implement them on a new platform or as new services is an
activity of which service component in the design phase?

A. Detailed Design Development
B. Business Requirements Document
C. Implementation Plan
D. Business Plan
E. Staging Plan
F. Migration Plan Development

Answer: F

QUESTION 38
Assessing the task performance of functional groups and comparing it with recommended best practices and the requirements of the standard operating procedures of the customer are parts of the analysis of which service component within the design phase?

A. Migration Plan
B. Project Kick-off
C. Implementation Kick-off Meeting
D. Staff Plan Development
E. Implementation Plan
F. Staging Plan

Answer: D

QUESTION 39
Which service component within the design phase does the following describe? Consider the customer's defined business requirements and the associated performance, availability, resiliency, maintainability, resource capacity, and security criteria used to measure and assure the delivery of the required services.

A. Project Kick-off
B. Staging Plan
C. Business Plan
D. Detailed Design Validation
E. Implementation Plan

Answer: E

QUESTION 40
Which service component within the prepare phase provides a financial justification for the customer in evaluating adoption of a technology?

A. Technology Strategy Development
B. Proof of Concept
C. Operations Technology Strategy Development
D. Business Case Development
E. High-level Design Development
F. Business Requirements Development

Answer: D

QUESTION 41
In the design phase, which service component includes developing and documenting the test case(s) used to verify that a deployed infrastructure meets the operational, functional, and interface requirements?

A. Business Plan
B. Implementation Plan
C. Systems Acceptance Test Plan Development
D. Staging Plan
E. Detailed Design Development

Answer: C

QUESTION 42
During the implement phase, systems acceptance testing does which of the following for the customer?

A. executes the migration plan by migrating network services from an existing state to a future state
B. provides an objective means of measuring system operability and functionality
C. installs, configures, tests, and commissions tools and processes in accordance with the operations implementation plan
D. provides information indicating the customer-specific design requirements and configurations

Answer: B

QUESTION 43
In the design phase, which service component provides the customer with a comprehensive design specific to addressing operations and network management processes and tools?

A. Staging Plan
B. Business Plan
C. Project Kick-off
D. Business Requirements Document
E. Detailed Design Development
F. Implementation Plan

Answer: E

QUESTION 44
Which one of the following describes the task for completing an operations readiness assessment in the plan phase?

A. reviewing hardware and software configuration staging plan
B. developing backup/recovery plan
C. entering documentation into knowledge management system
D. determining network elements that will be tested
E. creating an escalation plan
F. obtaining and reviewing operation procedures and policies

Answer: F

QUESTION 45
In the implement phase, what is the possible customer benefit of implementation support (Day 1)?

A. assures customer of a fully operational system and that there is support, if needed.
B. increases revenue or lowers operating costs or does both by helping to ensure that the implemented system is working to the measures defined in the system acceptance test plan
C. provides instructions on how to get technical support when needed
D. provides documentation needed to understand the details of network that will be useful when planning for future changes to the system

Answer: A

QUESTION 46
Which service component within the prepare phase helps customers make a sound decision by providing information relating to financial justification and benefits?

A. High-level Design Development
B. Business Requirements Development
C. Business Case Development
D. Proof of Concept
E. Operations Technology Strategy Development
F. Technology Strategy Development

Answer: C

QUESTION 47
Which service component within the prepare phase recommends the appropriate technology to address a business requirement of the customer?

A. Business Requirements Development
B. Proof of Concept
C. Business Case Development
D. High-level Design Development
E. Operations Technology Strategy Development
F. Technology Strategy Development

Answer: F

QUESTION 48
Helping to reduce operating costs for a customer by enhancing IT staff productivity is a benefit of which service component within the design phase?

A. Detailed Design Development
B. Implementation Plan Development
C. Staff Plan Development
D. Staging Plan Development
E. Security Design Development
F. Migration Plan Development

Answer: C

QUESTION 49
Which services component within the prepare phase provides financial justification and business benefits for a customer to review and evaluate before investing in the technology?

A. Business Case Development
B. Technology Strategy Development
C. Statement of Work Development
D. Business Requirements Development
E. Executive Summary Development

Answer: A

QUESTION 50
Which three business requirement development activities are performed within the prepare phase before creating a technology strategy? (Choose three.)

A. document and categorize the business requirements of the customer in terms of performance, availability, capacity and security
B. identify and assess the business requirements of the customer
C. produce a documented technology strategy
D. compare the capabilities of available technologies to the stated business requirements of the customer
E. present and validate documented business requirements

Answer: A,B,E

QUESTION 51
Which three tasks are performed in the system monitoring service component of the operate phase? (Choose three.)

A. track events and report on system availability, resource capacity, and performance
B. define an operations plan supporting the configuration management database
C. notify interested parties of problems identified, and escalate per-customer requirements
D. monitor system to identify occurrences of service-level metrics dropping

E. verify configuration management database
F. analyze process exceptions

Answer: A,C,D

QUESTION 52
In the implement phase, project close-out involves which of the following tasks?

A. customize ongoing support hand-off kit
B. deliver education based on Staff Planning Development reports
C. conduct Engagement Profitability Assessment
D. execute network migration plan

Answer: C

QUESTION 53
Which three business case development activities within the prepare phase are performed providing financial justification and business benefits for the customer to review and evaluate before investing in the technology? (Choose three.)

A. review business and technical requirements of the customer
B. present Business Requirements
C. review High-level Design
D. develop a financial analysis
E. document and present project management budgetary requirements
F. collect and verify project management budgetary requirements

Answer: A,C,D

QUESTION 54
Which two tasks are part of site readiness assessment in the plan phase? (Choose two.)

A. reviewing logical, system, and user design
B. conducting a site survey
C. obtaining and reviewing operational procedures and policies
D. developing a Site Readiness Assessment Report
E. defining the requirements for monitoring service-level measurements

Answer: B,D

QUESTION 55
In the implement phase, the operations implementation service component includes which of the following tasks?

A. provides the customer with information indicating the customer-specific design requirements and configurations

B. provides an objective means of measuring system operability and functionality
C. installs, configures, tests, and commissions tools and processes in accordance with the customer's operations implementation plan
D. provides technical assistance to customers in resolving complex issues and for replacement hardware when needed

Answer: C

QUESTION 56
Which service component belongs to the operate phase?

A. Operations Implementation
B. Systems Acceptance Testing
C. Systems Migration
D. Configuration Management
E. Staging Plan Development

Answer: D

Explanation:
Configuration Management provides and maintains reliable, current information about system hardware, software, and applications. It checks whether changes in system infrastructure have been recorded correctly. This service also monitors the status to help ensure that it has an accurate picture of the component version.
First is to add, change, replace, or remove configuration items that have appropriate documentation. The next task is to store historical versions of the configurations for rollback and accounting. The second activity within Configuration Management is verifying the configuration management database. This activity entails auditing the system to verify the existence of recorded configuration items.

QUESTION 57
Which two tasks are executed in the service assurance service component within the operate phase? (Choose two.)

A. analyze process exceptions
B. prepare a service readiness report
C. send internal/external surveys
D. review remediation plan from operational assessment

Answer: A,C

Explanation:
During the operate phase of the network lifecycle, activities are described for day-to-day management and monitoring of the newly implemented system.
The Cisco Lifecycle Services approach can provide both partners and customers with

multiple benefits. Documented and repeatable business processes may contribute to increased productivity, customer satisfaction, and reduced risks.

QUESTION 58
Which two service components are part of the plan phase? (Choose two.)

A. Proof of Concept
B. Site Readiness Assessment
C. Proposal Development
D. Operations Readiness Assessment
E. Account Planning

Answer: B,D

Explanation:
During the Plan phase of the Network Lifecycle, the project team needs to assess the current network, site and operations readiness which will aid in the design of the proposed technologies. In addition, the project team needs to plan for project management resources, as well as assess security vulnerability of the current system.

QUESTION 59
Which three high-level design development activities within the prepare phase are performed to create a design that addresses the business and technical needs of the customer? (Choose three.)

A. analyze business and technology requirements
B. document and categorize business requirements in terms of performance, availability, capacity, and security
C. identify appropriate products, features, and functionalities that address business and technical requirements and goals
D. produce a documented High-level Design
E. validate the features and functionality of the technology

Answer: A,C,D

Explanation:
The Prepare phase includes the following sections:
1. Account Qualification and Planning
2. Business Requirement Development
3. Technology Strategy Development
4. High-level Design Development
5. Business Case Development
6. Proof of Concept

QUESTION 60
In the implement phase, the ongoing support hand-off meeting provides which of the

following benefits?

A. improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
B. provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation
C. establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer's issues

Answer: B

Explanation:
During the implement phase of the Network Lifecycle, service activities and components are performed to ensure the new solution is integrated without disrupting the network or creating points of vulnerability.
In implementation you will complete the activities and tasks that were not completed in the Staging service component. Within Implementation there are six activities that must be completed.
1. The first step is to Prepare for implementation.
2. Secondly, Install, configure, and integrate system components
Next, Complete Implementation Plan Test Cases. Document implemented components, devices and applications. Develop an Implementation Report.
Finally, hold a Post Implementation Hand Off Meeting. In the Prepare for Implementation activity, you will verify a site remediation plan has been executed successfully. Verify received equipment against the Bill of Materials or B-O-M. Catalogue, tag and add components, devices and applications to the customer's inventory. Assemble system components in the staging area. Perform basic out-of-box testing to verify all systems boot up. Activity two is to Install, configure, and integrate (advanced technology) system components. In this activity you should: Install hardware and software. ; Complete cabling and other physical connectivity. Verify all hardware/software versions and upgrade, as appropriate; verify all systems boot up. Configure hardware and software, and Commission system.
In the Complete Implementation Plan Test Cases activity, you should test system connectivity. The fourth activity, Document implemented components, devices and applications, includes compiling the as built documentation.
Activity five is developing an Implementation Report. In this activity you should: Describe the network implementation at a high level. Assess the compliance of implementation elements into existing design parameters and also the completeness of implementation. Check the conformance of the implementation to Cisco's leading practices. Describe new features and functionality, and configuring changes. Recommend changes to the existing network implementation. Lastly, during the Post Implementation

Hand Off Meeting activity, you will discuss all the steps that were completed during implementation with the customer.

QUESTION 61
Which service component within the design phase provides the customer a comprehensive design specific to the operations and network management processes and tools of a system?

A. Implementation Plan
B. Detailed Design Development
C. Project Kick-off
D. Business Requirements Document
E. Business Plan
F. Staging Plan

Answer: B

Explanation:
During the Design phase of the Network Lifecycle, the Project Team needs to ensure the network design meets business requirements, while attempting to foresee and prevent potential network bottlenecks.
In the first activity, you perform a Detailed Analysis of the customer requirements. Secondly, you continue to develop the Detailed Design to finally, present the Detailed Design.

QUESTION 62
During the implement phase, systems acceptance testing does which of the following for the customer?

A. installs, configures, tests, and commissions tools and processes in accordance with the operations implementation plan
B. provides information indicating the customer-specific design requirements and configurations
C. executes the migration plan by migrating network services from an existing state to a future state
D. provides an objective means of measuring system operability and functionality

Answer: D

Explanation:
During the implement phase of the Network Lifecycle, service activities and components are performed to ensure the new solution is integrated without disrupting the network or creating points of vulnerability.

QUESTION 63
Developing a plan that identifies specific activities required to take existing services and

network architectures and implement them on a new platform or as new services is an
activity of which service component in the design phase?

A. Business Plan
B. Detailed Design Development
C. Migration Plan Development
D. Business Requirements Document
E. Implementation Plan
F. Staging Plan

Answer: C

Explanation:
It is important to review the high-level description of the design requirements, and
capabilities, as well as the features and functionality of the existing and proposed
network and services. As well, the network services to be migrated will need to be
reviewed. Followed by the review of migration site details, a key task will be to review
the detailed failure recovery procedure and the risk mitigation strategy. And lastly, the
preparation of the Network Migration plan.

QUESTION 64
Select the task most likely to be a part of the staging plan in the design phase.

A. identify staff development requirements
B. create hardware and software configuration checklist
C. deliver detailed design presentation
D. host Implementation Kick-off Meeting
E. determine critical timelines
F. determine Cisco and partner roles and responsibilities

Answer: B

Explanation:
During the Design phase of the Network Lifecycle, the Project Team needs to ensure the
network design meets business requirements, while attempting to foresee and prevent
potential network bottlenecks.
This service component provides a comprehensive, implementation-ready detailed
design. A detailed design considers business requirements and associated performance,
availability, resiliency, maintainability, resource-capacity, and security criteria.
You should do in this phase:
1. Identify the Detailed Design Development process.
2. Identify key activities and tasks for Detailed Design Development.
3. Identify how to address potential customer objections that may be raised regarding
Detailed Design Development.

QUESTION 65
Your Certkiller trainee, Certkiller, asks you which of the following two service
components are part of the plan phase? (Choose two.)

A. Systems Acceptance Test Plan Development
B. Migration Plan Development
C. Security Readiness Assessment
D. Business Case Development
E. Network Readiness Assessment

Answer: C,E

Explanation:
During the implement phase of the Network Lifecycle, service activities and components
are performed to ensure the new solution is integrated without disrupting the network or
creating points of vulnerability.
In implementation you will complete the activities and tasks that were not completed in
the Staging service component. Within Implementation there are six activities that must
be completed.
1. The first step is to Prepare for implementation.
2. Secondly, Install, configure, and integrate system components
Next, Complete Implementation Plan Test Cases. Document implemented components,
devices and applications. Develop an Implementation Report.
Finally, hold a Post Implementation Hand Off Meeting. In the Prepare for
Implementation activity, you will verify a site remediation plan has been executed
successfully. Verify received equipment against the Bill of Materials or B-O-M.
Catalogue, tag and add components, devices and applications to the customer's inventory.
Assemble system components in the staging area. Perform basic out-of-box testing to
verify all systems boot up. Activity two is to Install, configure, and integrate (advanced
technology) system components. In this activity you should: Install hardware and
software. ; Complete cabling and other physical connectivity. Verify all
hardware/software versions and upgrade, as appropriate; verify all systems boot up.
Configure hardware and software, and Commission system.
In the Complete Implementation Plan Test Cases activity, you should test system
connectivity. The fourth activity, Document implemented components, devices and
applications, includes compiling the as built documentation.
Activity five is developing an Implementation Report. In this activity you should:
Describe the network implementation at a high level. Assess the compliance of
implementation elements into existing design parameters and also the completeness of
implementation. Check the conformance of the implementation to Cisco's leading
practices. Describe new features and functionality, and configuring changes. Recommend
changes to the existing network implementation. Lastly, during the Post Implementation
Hand Off Meeting activity, you will discuss all the steps that were completed during
implementation with the customer.

QUESTION 66
Which definition best describes the staging plan development service component within the design phase?

A. assesses the current state of the operations and network management infrastructure of the customer, including people, processes and tools, to identify issues and opportunities
B. provides a step-by-step plan detailing the installation and service-commission requirement tasks to be staged in a controlled implementation environment that emulates a customer network
C. assesses the ability of the site facilities to accommodate the proposed infrastructure
D. includes the development and execution of proof-of-concept tests, validates the infrastructure high-level design, and identifies any design enhancements
E. helps improve the infrastructure security system of the customer
F. helps improve the performance and functionality of the infrastructure operations and network management system

Answer: B

Explanation:
During the Design phase of the Network Lifecycle, the Project Team needs to ensure the network design meets business requirements, while attempting to foresee and prevent potential network bottlenecks.
This service component provides a comprehensive, implementation-ready detailed design. A detailed design considers business requirements and associated performance, availability, resiliency, maintainability, resource-capacity, and security criteria.
You should do in this phase:
1. Identify the Detailed Design Development process.
2. Identify key activities and tasks for Detailed Design Development.
3. Identify how to address potential customer objections that may be raised regarding Detailed Design Development.

QUESTION 67
In the implement phase, project planning comprises which of the following tasks?

A. confirm project and milestone dates, as well as project and cutover roles and responsibilities
B. install, configure, and provision core products
C. update and document logical and physical topology maps and serial numbers
D. confirm deployment team, craft project plan, create communication and escalation plans

Answer: D

Explanation:
Complete test cases in the staging plan
1. Image software and load configuration according to technology

2. Perform basic out-of-box testing to verify:

3. All units power up

4. All systems boot up

The first activity in the Staging process is to Install System Components. There are three tasks associated with Installing System Components.

They are: Verify received equipment against Bill of Materials. Catalogue, tag, add components, devices and applications to customer's inventory. Assemble components in staging area.

Next, you will complete test cases in the Staging Plan Development. To complete the test cases, two tasks should be performed. You should image the software and load the configuration according to the technology. Also, you will want to perform basic out-of-box testing to verify that all systems boot up.

QUESTION 68

In the design phase, performing a needs analysis to identify the resource requirements and skills needed to deliver and support a network infrastructure is an activity of which service component?

A. Project Kick-off
B. Implementation Plan
C. Staff Plan Development
D. Implementation Kick-off Meeting
E. Migration Plan
F. Staging Plan

Answer: C

QUESTION 69

Which service component within the prepare phase provides a high-level, conceptual architecture of the proposed system that addresses the business requirements of the customer?

A. Business Requirements Development
B. High-level Technology Strategy
C. High-level Design Development
D. High-level Proof of Concept
E. Technology Strategy Development

Answer: C

QUESTION 70

What is a possible benefit that a customer may perceive from the system monitoring service component within the operate phase?

A. troubleshoots system by analyzing device config file
B. helps remediate system availability issues by assessing availability trends and

proactive alerts
C. helps limit change-related incidents by managing the change process consistently
D. promotes productivity and efficiency in operations processes by enhancing control over the configuration of network devices and providing access to vital configuration data

Answer: B

QUESTION 71
In the design phase, conducting an onsite discovery workshop to gather data about the critical elements required for a predictable deployment are activities for which service component?

A. Business Requirements Document
B. Business Plan
C. Staging Plan Development
D. Implementation Plan
E. Migration Plan Development
F. Project Kick-off

Answer: C

Explanation:
Complete test cases in the staging plan
1. Image software and load configuration according to technology
2. Perform basic out-of-box testing to verify:
3. All units power up
4. All systems boot up
The first activity in the Staging process is to Install System Components. There are three tasks associated with Installing System Components.
They are: Verify received equipment against Bill of Materials. Catalogue, tag, add components, devices and applications to customer's inventory. Assemble components in staging area.
Next, you will complete test cases in the Staging Plan Development. To complete the test cases, two tasks should be performed. You should image the software and load the configuration according to the technology. Also, you will want to perform basic out-of-box testing to verify that all systems boot up.

QUESTION 72
Which service component within the prepare phase helps customers make a sound decision by providing information relating to financial justification and benefits?

A. Business Requirements Development
B. Technology Strategy Development
C. Operations Technology Strategy Development
D. High-level Design Development

E. Business Case Development
F. Proof of Concept

Answer: E

QUESTION 73
Your Certkiller trainee, Certkiller, asks you which of the following best describes
customer benefits in delivering network readiness assessment services in the plan phase?

A. helps achieve business goals by identifying and aligning Advanced Technologies
(AT) to business requirements
B. helps improve Return on Investment (ROI) and speed migration by enabling customer
to identify, understand, and plan for necessary infrastructure changes and resource
requirements
C. ensures that the customer understands the steps of the implementation
D. helps minimize expensive, time-consuming, network-intrusive redesign by
establishing a well-engineered detailed design early in the network lifecycle
E. ensures that the customer has the documentation needed to understand the details of
the network that will be used when planning for future changes to the system
F. ensures that the eventual design will meet the business and technology requirements
originally put forth by the customer

Answer: B

QUESTION 74
In the plan phase, which of the following is a deployment project management task?

A. review logical, system, and user design
B. analyze current infrastructure and propose new solution
C. obtain and review security procedures
D. collect and verify project management plan requirements
E. develop backup/recovery plan

Answer: D

Explanation:
Reference: Page 2, Diamond 1, of the "Plan, Deployment Project Management", Web
Training for Cisco Life Service Express
Not A: This is correct in the beginning of the design phase.

QUESTION 75
In the operate phase, the task of analyzing process exceptions belongs to which service
component?

A. Problem Management
B. Service Assurance

C. Change Management
D. Incident Management
E. Security Administration

Answer: B

QUESTION 76
Which service component within the prepare phase recommends the appropriate technology to address a business requirement of the customer?

A. Business Requirements Development
B. Technology Strategy Development
C. Operations Technology Strategy Development
D. High-level Design Development
E. Business Case Development
F. Proof of Concept

Answer: B

QUESTION 77
The project kick-off in the plan phase provides an opportunity to complete which two of the following tasks? (Choose two.)

A. confirm project and milestone dates
B. perform detailed analysis of customer requirements
C. understand workflow between departments
D. confirm project roles and responsibilities
E. perform preliminary application discovery
F. deliver low-level design document

Answer: A,D

QUESTION 78
Which three tasks are performed in the system monitoring service component of the operate phase? (Choose three.)

A. monitor system to identify occurrences of service-level metrics dropping
B. notify interested parties of problems identified, and escalate per-customer requirements
C. verify configuration management database
D. track events and report on system availability, resource capacity, and performance
E. define an operations plan supporting the configuration management database
F. analyze process exceptions

Answer: A,B,D

QUESTION 79
Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes services stack within the Cisco Lifecycle Services approach?

A. the required set of services needed to successfully deploy and support Cisco Advanced Technologies
B. the identification of Advanced Technologies to best support business requirements and objectives
C. the minimum set of services that a customer needs to successfully deploy and operate a Cisco technology or solution
D. the minimum set of services required to operate and optimize Cisco Advanced Technologies

Answer: C

QUESTION 80
Your Certkiller trainee, Certkiller, asks you which of the following is a key objective of operations readiness assessment in the plan phase?

A. assess the ability of site facilities to accommodate the proposed solution
B. assess existing network infrastructure and applications to verify its ability to support the proposed system
C. assess the current state of operations and network management infrastructure, including people, processes, and tools, to identify issues and opportunities
D. install and test system components in a nonproduction environment

Answer: C

QUESTION 81
Which two operations technology strategy development activities within the prepare phase are performed recommending people, processes, and tools supporting the operations and management of a system to the customer? (Choose two.)

A. analyze documented business and technology requirements of the customer
B. identify and assess the operational requirements that address and meet the business objectives and goals of the customer
C. define and document the appropriate service-level requirements associated with availability, capacity, and security that correlate with the technology service delivery goals
D. examine and evaluate existing operations and network management process flows and existing operations and network management designs
E. define the requirements for monitoring service-level measurements

Answer: A,B

QUESTION 82

Which services component within the prepare phase provides financial justification and business benefits for a customer to review and evaluate before investing in the technology?

A. Business Requirements Development
B. Technology Strategy Development
C. Business Case Development
D. Executive Summary Development
E. Statement of Work Development

Answer: C

QUESTION 83

In the implement phase, the operations implementation service component includes which of the following tasks?

A. installs, configures, tests, and commissions tools and processes in accordance with the customer's operations implementation plan
B. provides an objective means of measuring system operability and functionality
C. provides the customer with information indicating the customer-specific design requirements and configurations
D. provides technical assistance to customers in resolving complex issues and for replacement hardware when needed

Answer: A

QUESTION 84

Your Certkiller trainee, Certkiller, asks you which of the following three tasks are executed in the security administration component of the operate phase? (Choose three.)

A. customer operational account creation
B. utilization monitoring
C. security incident management
D. identity management
E. security configuration management
F. security problem escalation

Answer: C,D,E

QUESTION 85

Which two tasks belong to the project kick-off service component in the plan phase? (Choose two.)

A. confirm project and milestone dates
B. review solution features and functions

C. review logical, system, and user design
D. confirm project roles and responsibilities

Answer: A,D

QUESTION 86
Assessing the existing network infrastructure is a task conducted as part of which service component in the plan phase?

A. Operations Readiness Assessment
B. Detailed Design Development
C. Solution Implementation
D. Account Planning
E. Network Readiness Assessment

Answer: E

QUESTION 87
Your Certkiller trainee, Certkiller, asks you which of the following tasks belongs in the system monitoring service component of the operate phase?

A. discuss progress of customer remediation plan responsibilities
B. provide help desk support
C. notify interested parties of problems identified, and escalate per-customer requirements
D. verify configuration management database

Answer: C

QUESTION 88
Which three business requirement development activities are performed within the prepare phase before creating a technology strategy? (Choose three.)

A. identify and assess the business requirements of the customer
B. document and categorize the business requirements of the customer in terms of performance, availability, capacity and security
C. produce a documented technology strategy
D. compare the capabilities of available technologies to the stated business requirements of the customer
E. present and validate documented business requirements

Answer: A,B,E

QUESTION 89
Low level design, site readiness report, project management plan, network implementation plan, and systems acceptance test plan are pre-requisites for which

service component in the design phase?

A. Implementation Kick-off Meeting
B. Staff Plan Development
C. Staging Plan
D. Project Kick-off
E. Migration Plan Development
F. Business Plan

Answer: E

QUESTION 90
In the plan phase, network readiness assessment addresses which customer need?

A. readiness of their existing system infrastructure to support a proposed solution
B. comprehensive design specific to the operations and network management processes and tools of the system
C. in-depth assessment of the operational environment to support the operation of current and planned solutions
D. technologies that best support business requirements and objectives

Answer: A

QUESTION 91
Your Certkiller trainee, Certkiller, asks you which of the following is a task in the operations implementation service component of the implement phase?

A. operations and network management system staging, installation, and configuration
B. develop backup/recovery plan
C. review Operation Design Document
D. update and document logical and physical topology maps

Answer: A

QUESTION 92
Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes operations technology strategy development within the prepare phase?

A. a service component that recommends a strategy for people, processes, and tools to help support the operations and management of the advanced technology
B. a set of services activities that addresses the business and technical needs of the customer from a high-level, conceptual perspective
C. a proof-of-concept activity that validates the operations of the advanced technology and identifies any design enhancements
D. a technology strategy development activity that addresses people, processes, and tools requirements to help support the operations and management of the advanced technology

Answer: A

QUESTION 93

In the operate phase, the task of administering security policies belongs to which service component?

A. Problem Management
B. Configuration Management
C. Change Management
D. Incident Management
E. Security Administration

Answer: E

QUESTION 94

In the implement phase, as-built documentation provides which of the following?

A. technical assistance to customers in resolving complex issues and hardware replacement when needed
B. response plan and logistics that will allow customers to respond to support requests on day of solution launch and beyond
C. information indicating customer-specific design requirements and configurations
D. installs and tests advanced technology system components in nonproduction lab environment

Answer: C

QUESTION 95

Developing a baseline network element configuration for networking and applications devices to be implemented in a network is a deliverable for which service component in the design phase?

A. Detailed Design Development
B. Systems Acceptance Test Plan Development
C. Staging Plan
D. Implementation Plan Development
E. Project Kick-off

Answer: D

QUESTION 96

Your work as a network technician at Certkiller .com. Your boss Dr Bill asks you which one of the following describes the task for completing a network readiness assessment in the plan phase?

A. determining network elements that will be tested
B. performing a needs analysis
C. assessing current infrastructure and applications as well as their readiness to support proposed advanced technology system.
D. understanding workflow between departments
E. performing preliminary application discovery

Answer: C

QUESTION 97
Your work as a network technician at Certkiller .com. Your boss Dr Bill asks you which one of the following describes the task for completing an operations readiness assessment in the plan phase?

A. creating an escalation plan
B. reviewing hardware and software configuration staging plan
C. developing backup/recovery plan
D. obtaining and reviewing operation procedures and policies
E. entering documentation into knowledge management system
F. determining network elements that will be tested

Answer: D

QUESTION 98
Which three business case development activities within the prepare phase are performed providing financial justification and business benefits for the customer to review and evaluate before investing in the technology? (Choose three.)

A. review business and technical requirements of the customer
B. review High-level Design
C. develop a financial analysis
D. present Business Requirements
E. collect and verify project management budgetary requirements
F. document and present project management budgetary requirements

Answer: A,B,C

QUESTION 99
Your Certkiller trainee, Certkiller, asks you which of the following is a benefit of the operations plan service component within the design phase?

A. finalizes the location and number of pieces of equipment to be staged
B. helps reduce disruptions caused by unexpected events during network operations
C. helps to accelerate the implementation of an advanced technology
D. helps the customer understand the overall costs to build and operate the network
E. ensures that the final design meets the business and technical requirements of the

customer
F. helps identify and reduce costly delays and problems in the implementation process

Answer: B

QUESTION 100
In the implement phase, project close-out involves which of the following tasks?

A. customize ongoing support hand-off kit
B. conduct Engagement Profitability Assessment
C. execute network migration plan
D. deliver education based on Staff Planning Development reports

Answer: B

QUESTION 101
Network readiness assessment is an important service component in the plan phase.
Which task is part of network readiness assessment?

A. accounting for all advanced technology system assets and configurations
B. conducting a discovery workshop to gather data and initiate network implementation plan development
C. assessing current infrastructure and applications and their readiness to support proposed advanced technology system
D. documenting network availability and redundancy requirements
E. developing Site Readiness Assessment Report
F. conducting Operations Readiness Assessment

Answer: C

QUESTION 102
In the operate phase, the action of isolating the incident belongs to which service component?

A. Problem Management
B. System Monitoring
C. Change Management
D. Incident Management
E. Security Administration

Answer: D

QUESTION 103
Your Certkiller trainee, Certkiller, asks you which of the following definitions best describes business requirements development within the prepare phase?

A. a set of service component activities that assesses and documents the business requirements of a customer
B. part of the systems design activity that identifies and documents business requirements to help deploy network technologies
C. a service component activity that analyzes business requirements and recommends the appropriate technology strategy
D. part of the high-level design activity that addresses business and technical requirements of the customer

Answer: A

QUESTION 104
Presenting and reviewing test results with the customer and determining how the test results impact the design are activities of which service component within the design phase?

A. Systems Acceptance Test Plan Development
B. Detailed Design Development
C. Project Kick-off
D. Business Requirements Document
E. Business Plan
F. Detailed Design Validation

Answer: F

QUESTION 105
In the implement phase, solution implementation involves which of the following task?

A. analyze high-level design and technology requirements of the customer
B. perform preliminary Site Assessment
C. configure core products
D. execute test cases

Answer: C

QUESTION 106
Which two tasks are part of site readiness assessment in the plan phase? (Choose two.)

A. obtaining and reviewing operational procedures and policies
B. defining the requirements for monitoring service-level measurements
C. conducting a site survey
D. reviewing logical, system, and user design
E. developing a Site Readiness Assessment Report

Answer: C,E

QUESTION 107
The change management service component in the operate phase provides which possible benefit?

A. contributes to reducing operating costs by providing a consistent framework for making necessary changes in an efficient and accountable manner
B. promotes productivity and efficiency in operations processes by enhancing control over the configuration of network devices and providing access to vital configuration data
C. ensures the accuracy, completeness, and timeliness of information on the network
D. notifies interested parties of problems identified, and escalates per customer requirements
E. improves system service quality and reduces disruptions

Answer: A

QUESTION 108
Which service component within the prepare phase provides a financial justification for the customer in evaluating adoption of a technology?

A. Business Requirements Development
B. Technology Strategy Development
C. Operations Technology Strategy Development
D. High-level Design Development
E. Business Case Development
F. Proof of Concept

Answer: E

QUESTION 109
In the design phase, which service component includes developing and documenting the test case(s) used to verify that a deployed infrastructure meets the operational, functional, and interface requirements?

A. Implementation Plan
B. Business Plan
C. Staging Plan
D. Detailed Design Development
E. Systems Acceptance Test Plan Development

Answer: E

QUESTION 110
Which service component within the design phase does the following describe? Consider the customer's defined business requirements and the associated performance, availability, resiliency, maintainability, resource capacity, and security criteria used to

measure and assure the delivery of the required services.

A. Business Plan
B. Staging Plan
C. Implementation Plan
D. Detailed Design Validation
E. Project Kick-off

Answer: C

QUESTION 111
Which two tasks are executed in the change management service component with the operate phase. (choose two)

A. Identify key tasks and activities for problem management
B. Account for all system assets and configurations
C. Define software fix /upgrade process
D. Establish escalation notification plan
E. Develop the migration plan

Answer: B, C

QUESTION 112
Which two tasks are executed in the change management service component with the operate phase. (choose two)

A. Identify key tasks and activities for problem management
B. Account for all system assets and configurations
C. Define software fix /upgrade process
D. Establish escalation notification plan
E. Develop the migration plan

Answer: B,C

QUESTION 113
In the implement phase, solution implementation involves which of the following task?
A: Analyze high-level design and technology requirements of the customer
B: Perform preliminary Site Assessment
C: Configure core products
D: Execute test cases

Answer: C

QUESTION 114
Which of the following is a key objective of operations readiness assessment in the

plan phase?
A: Assess the ability of site facilities to accommodate the proposed solution
B: Assess existing network infrastructure and applications to verify its ability to support the proposed system
C: Assess the current state of operations and network management infrastructure, including people, processes, and tools, to identify issues and opportunities
D: Install and test system components in a nonproduction environment

Answer: C

QUESTION 115
In the operate phase, the task of analyzing process exceptions belongs to which service component?
A: Problem Management
B: Service Assurance
C: Change Management
D: Incident Management
E: Security Administration

Answer: B

QUESTION 116
In the implement phase, the ongoing support hand-off meeting provides which of the following benefits?
A: Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
B: Provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation
C: Establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer's issues
D: Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources

Answer: B

QUESTION 117
Network readiness assessment is an important service component in the plan phase.
Which task is part of network readiness assessment?
A: Accounting for all advanced technology system assets and configurations

B: Conducting a discovery workshop to gather data and initiate network implementation plan development
C: Assessing current infrastructure and applications and their readiness to support proposed advanced technology system
D: Documenting network availability and redundancy requirements
E: Developing Site Readiness Assessment Report
F: Conducting Operations Readiness Assessment

Answer: C

QUESTION 118
63. Low level design, site readiness report, project management plan, network implementation plan, and systems acceptance test plan are pre-requisites for which service component in the design phase?
A: Implementation Kick-off Meeting
B: Staff Plan Development
C: Staging Plan
D: Project Kick-off
E: Migration Plan Development
F: Business Plan

Answer: E

QUESTION 119
64. Developing a baseline network element configuration for networking and applications devices to be implemented in a network is a deliverable for which service component in the design phase?
A: Detailed Design Development
B: Systems Acceptance Test Plan Development
C: Staging Plan
D: Implementation Plan Development
E: Project Kick-off

Answer: D

QUESTION 120
65. Assessing the existing network infrastructure is a task conducted as part of which service component in the plan phase?
A: Operations Readiness Assessment
B: Detailed Design Development
C: Solution Implementation
D: Account Planning
E: Network Readiness Assessment

Answer: E

QUESTION 121

66. In the implement phase, project planning comprises which of the following tasks?

A: Confirm project and milestone dates, as well as project and cutover roles and responsibilities

B: Install, configure, and provision core products

C: Update and document logical and physical topology maps and serial numbers

D: Confirm deployment team, craft project plan, create communication and escalation plans

Answer: D

QUESTION 122

Which two tasks are executed in the service assurance service component within the operate phase? (Choose two.)

A: Analyze process exceptions

B: Prepare a service readiness report

C: Send internal/external surveys

D: Review remediation plan from operational assessment

Answer: A, C