



**Exam : 646-590**

**Title : Cisco Lifecycle Services Advanced Wireless**

**Ver : 08.15.07**

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**QUESTION 1**

The preliminary discovery document is created by the preliminary technical discovery activity as part of the technology strategy development service component. Which three tasks in the preliminary technical discovery activity focus on the preliminary discovery document? (Choose three.)

- A. Conduct Solution Value Assessment
- B. Document Existing Topology, Hardware and software
- C. Document Logical Level Functionality Requirements
- D. Document Departmental Business Initiatives Requirements
- E. Identify Wireless Technologies To address Business and technical requirements
- F. Analyze Customer Technical and Operational Requirements for system

Answer: B,E,F

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**QUESTION 2**

In the design phase, which template or tool is used to complete the schedule station reviews with user group task?

- A. Low Level Design
- B. Operational Assessment Checklist
- C. Bill of Materials
- D. As Built Documentation
- E. Business Requirements Document

Answer: E

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**QUESTION 3**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested in implement phase activities. You are required to put them in the correct exestuation order.

Steps, Select from these	Steps, place here
Develop Escalation Plan	Place first step here
Develop Communications Plan	Place second step, if any, here
Develop Project Management Plan	Place third step, if any, here
Internal Kickoff Meeting	Place fourth step, if any, here
Kickoff Meeting	Place 5th step, if any, here

Answer:

Steps, Select from these

Steps, place here

Develop Project Management Plan
Develop Communications Plan
Develop Communications Plan
Internal Kickoff Meeting
Kickoff Meeting

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**QUESTION 4**

Which one of these choices consists of a task or tasks included in the system migration service component of the implement phase?

- A. Define Requirements for Monitoring Service Level Measurements
- B. Confirm Project milestones and cutover Roles and Responsibilities
- C. Determine Project schedule, Develop Resource Plan, Establish Project Budget
- D. Assess implementation readiness at each site, define timelines for Post-Implementation Testing, Execute Contingency Plans as required
- E. Verify that escalation path is in place for difficulties with test cases

Answer: D

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**QUESTION 5**

Which three of these tasks go into developing a migration strategy? (Choose three.)

- A. Review Low Level Design with Emphasis on Order of Implementation Activities
- B. Review Migration Plan and Implementation schedule
- C. Identify Core infrastructure implementation Requirements and Timeline
- D. Verify High level site-specific installation Requirements
- E. Develop Test Plan, Test Cases and Execution Methodology
- F. Define Failure Recovery Procedure and Risk Mitigation Strategy

Answer: A,C,F

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**QUESTION 6**

Which templates, tools or reference materials are used in the Business case development service component of the prepare phase? (Choose two.)

- A. Value Assessment Worksheet
- B. ROI required information checklist
- C. Financial justification case study
- D. Preliminary Discovery Document-Gap Analysis
- E. Income Statement
- F. Statement of change in financial Position

Answer: B,C

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**QUESTION 7**

Which of these is a deliverable to the customer in the implement phase?

- A. WLAN operations Assessment Report
- B. An Executed WLAN migration plan
- C. Security Vulnerability and Recommendations Report
- D. WLAN Location-based Service Assessment Report
- E. Technology Assessment Report
- F. WLAN Operations Readiness Assessment Report

Answer: B

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**QUESTION 8**

During the System acceptance testing, which template is used to capture the network elements to be tested and the tests that will be completed after solution implementation?

- A. Technical Requirements Document
- B. High Level Design
- C. Bridge Traffic Analyzer
- D. IPCC Enterprise Configuration Checklist
- E. Network Ready For Use

Answer: E

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**QUESTION 9**

In the design phase, which tasks is conducted during the creating of a site specific network implementation plan activity?

- A. Finalize calls flows and Route Plans
- B. Create Installation, Commission and Network connectivity Test Tasks and Checklist
- C. Review Customer Remediation Responsibilities
- D. Determine shipping Dates and Logistics

Answer: B

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**QUESTION 10**

Which service component within the prepare phase helps to increase the chances that the

proposed system will meet the customer requirements and expectations?

- A. WLAN Wire Network Integration Assessment
- B. Business Requirements Development
- C. Technology Strategy Development
- D. High Level Design Development
- E. Proof Of Concepts
- F. Business Case Development

Answer: E

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**QUESTION 11**

Which of these is a key deliverable in the design phase?

- A. As-Built Solution Binder, Operations Support Plan Report, Change Management Status Report
- B. Business Requirements Document, Preliminary Discovery Document, Technology Requirements Document, Financial Analysis and Business Case
- C. Low Level Design, Staging Plan, Operations Plan, Migration Plan
- D. WLAN Site Readiness Assessment Report, voice over WLAN Assessment Report, Operations Readiness Assessment Report
- E. Escalation Plan, Communication Plan, Staff Training Plan

Answer: C

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**QUESTION 12**

Which of these service components are part of the plan phase?

- A. WLAN Tuning assessment
- B. WLAN site readiness assessment (RF survey)
- C. Voice Over WLAN assessment
- D. Migration plan development
- E. WLAN location-based services assessment
- F. WLAN performance and troubleshooting assessment

Answer: B,C,E

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**QUESTION 13**

In plan phase, which two tasks are associated with the conduct operational assessment activity? ( Choose two.)

- A. Obtain and review operational procedures and policies
- B. Document plan to remediate operational issues
- C. Document systems, Processes, flow-through, tools, people, skill and best practices
- D. Identify operations personnel and stakeholders for interviews
- E. Conduct Operations personnel and stakeholders interviews

Answer: C,E

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**QUESTION 14**

Informal basic training is conducted for helpdesk, admin, operations staff and end users. Which two templates will help to accomplish this task? (Choose two.)

- A. Network Ready for Use Template
- B. WLAN Assessment Report
- C. End User Training Template
- D. Executive Interview Template
- E. Staff training Template
- F. Change Management Process Template

Answer: C,E

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**QUESTION 15**

Which of these service components are part of the plan phase?

- A. WLAN Tuning assessment
- B. WLAN performance and troubleshooting assessment
- C. WLAN location-based services assessment
- D. Voice Over WLAN assessment
- E. WLAN site readiness assessment (RF survey)
- F. Migration plan development

Answer: C,D,E

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**QUESTION 16**

DRAG DROP

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested Migration Plan Development service components. You are required to put them in the correct exestuation order.

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**Steps, Select from these**

- Develop Migration Strategy
- Develop Implementation Schedule
- Present a Migration Plan
- Gather and Verify Migration Requirements
- Define Migration Team Roles and Responsibilities

**Steps, place here**

- Place first step here*
- Place second step, if any, here*
- Place third step, if any, here*
- Place fourth step, if any, here*
- Place 5th step, if any, here*

Answer:

**Steps, Select from these**

**Steps, place here**

- Gather and Verify Migration Requirements
- Develop Migration Strategy
- Define Migration Team Roles and Responsibilities
- Develop Implementation Schedule
- Present a Migration Plan

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**QUESTION 17**

Which one of these choices consists of a task or tasks included in the system migration service component of the implement phase?

- A. Verify that escalation path is in place for difficulties with test cases
- B. Define Requirements for Monitoring Service Level Measurements
- C. Determine Project schedule, Develop Resource Plan, Establish Project Budget
- D. Confirm Project milestones and cutover Roles and Responsibilities
- E. Assess implementation readiness at each site, define timelines for Post-Implementation Testing, Execute Contingency Plans as required

Answer: E

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**QUESTION 18**

Which document is a prerequisite to developing successfully migration plan?

- A. Proof of Concept Report
- B. High Level Design
- C. Business Plan
- D. Low Level Design
- E. System Readiness Report

Answer: D

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**QUESTION 19**

Which of these service components occur in the design phase?

- A. WLAN wired Network Integration Assessment, WLAN location-based service assessment, security Architecture Assessment
- B. Detailed Design Validation, Operation Plan, System Acceptance Test Plan Development
- C. System Calibration, Project Planning Staff Training
- D. High Level Design Development, proof of concept, Business Requirements Development

Answer: B

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**QUESTION 20**

Consider these activities: "Security review of the WLAN infrastructure", "Performing an infrastructure audit", and "Creating a performance baseline and executing a series of system performance analyses to provide a holistic view of the converged network of the customer". Which one of these service components involves these activities?

- A. Operations Assessment
- B. Security Administration
- C. Security Assessment
- D. Technology Assessment
- E. Business Case Alignment

Answer: D

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**QUESTION 21**

Which three tasks in the implement phase are contained in the IPC project Plan Template? (Choose three.)

- A. Define and Document Project Scope
- B. Identify Risks and Risk Mitigation Plans
- C. Determine Vertical Approach and Strategy
- D. Log Network Events
- E. Develop Backup/Recovery Plan
- F. Determine Project Schedule



Answer: A,B,F

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**QUESTION 22**

What are the benefits for a customer with a WLAN infrastructure if their Cisco Partner does Professional Migration Planning?

- A. Shorter project duration
- B. Reduced cost of the overall project
- C. Reduced effort to produce a fallback plan
- D. Reduced need for administration and paperwork
- E. Accelerated adoption of WLAN and avoidance of network disruptions

Answer: E

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**QUESTION 23**

Producing a technology assessment report involves which of these tasks?

- A. Compare customer processes with operational leading practices for WLAN and identify Gaps
- B. Review System Component Configurations to verify that they meet customer performance, capacity, traffic, quality of service and resiliency guidelines
- C. Establish Escalation Notification
- D. Determine Security Procedures and Policy Gaps
- E. Collect Performance, Utilization and availability data for reporting

Answer: B

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**QUESTION 24**

Which two of these are outputs from the technology assessment service component? (Choose two.)

- A. As-Built Solution Binder
- B. Create a System Baseline by running performance, capacity, traffic, QoS and Resiliency Reports
- C. Incident Identification and Resolution Reports
- D. Operations Support Plan
- E. Optimization Report
- F. Remediation Plans as a Result of performing an infrastructure Audit and security review of the WLAN infrastructure

Answer: B,F

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**QUESTION 25**

Which of these is a deliverable to the customer in the implement phase?

- A. An Executed WLAN migration Plan
- B. WLAN Operations Readiness Assessment Report
- C. Technology Assessment Report
- D. WLAN operations Assessment Report
- E. WLAN Location-Based Services Assessment Report
- F. Security Vulnerability and Recommendations Report

Answer: A

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**QUESTION 26**

During which phase should you be assisting your customer in identifying post-implementation systems improvements, as well as introducing opportunities for selling additional services to your customer?

- A. Implement
- B. Optimize
- C. Operate
- D. Prepare
- E. Design
- F. Plan

Answer: B

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**QUESTION 27**

Which document is a prerequisite to developing a successful migration plan?

- A. Business Plan
- B. Low Level Design
- C. Proof of Concept
- D. High Level Design
- E. System Readiness Report

Answer: B

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**QUESTION 28**

Which of these tasks is associated with the operations assessment?

- A. Perform Device Discovery and Enter Documentation in knowledge management system
- B. Monitor Availability of critical network elements
- C. Product service level Reporting and Analyze Process exceptions
- D. Compare customer operational personnel, processes and tools to leading industry practices; Identify and Document Gaps for potential improvement in Operating Wireless Solution
- E. Survey all environments, RF and physical details of Specified Sites
- F. Operate change control board Tasked with the evaluation of requested changes

Answer: D

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**QUESTION 29**

Considering all technologies, including WLAN, which of these best describes services stacks in the Cisco Lifecycle Services approach?

- A. The Required set of services needed to successfully deploy and support Cisco Advanced Technologies
- B. Optional Services that increase the likelihood of successful advanced technology deployment
- C. The minimum set of services that a customer needs to successfully deploy and operate a Cisco Technology or solution
- D. The identification of Cisco Advanced Technologies to best support business requirements and objectives

Answer: C

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**QUESTION 30**

Which three of the following templates, tools or reference materials are used in the project planning service component of the implement phase? (Choose three.)

- A. Communications Plan
- B. WLAN Project Plan
- C. Operations Support Plan
- D. Escalation Plan
- E. Partner Knowledge Management Feedback Process
- F. Remediation Plan

Answer: A,B,D

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**QUESTION 31**

Which two of these are outputs from the technology assessment service component? (Choose two.)

- A. Remediation Plans as a Result of performing an infrastructure Audit and security review of the WLAN infrastructure
- B. Operations Support Plan
- C. Optimization Report
- D. Incident Identification and Resolution Reports
- E. Create a System Baseline by running performance, capacity, traffic, QoS and Resiliency Reports
- F. As-Built Solution Binder

Answer: A,E

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**QUESTION 32**

In the optimize phase, which task is associated with the Operations Assessment Service Component?

- A. Analyzes and Document Hard Dollar, Productivity and Business Initiatives Gains
- B. Obtain Security Procedures and policies
- C. Identify Gaps between existing and best practices
- D. Establish call volume baselining
- E. Document Memory and CPU utilization

Answer: C

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**QUESTION 33**

You, as a Cisco Partner are implementing a Voice over WLAN project for a large Enterprise Campus. Which of these skill profiles should be the lead engineer on this project?

- A. Enterprise WLAN Expert
- B. Switching Expert
- C. Cisco Security Expert
- D. Enterprise Voice Expert
- E. Routing Expert

Answer: A

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**QUESTION 34**

The first activity in the service component of planning project kickoff in the plan phase is "Project management through PDI phases of deployment". Which one of these groups of tasks are associated with the planning project kickoff service component?

- A. Develop comprehensive project management plan, including detailed set of deployment tasks, roles and responsibilities work breakdown structure, project schedule, costs, budget, risk management and communication plan, Manage project lifecycle
- B. Confirm project and milestone dates; project roles and responsibilities, sites and logistics
- C. Interview sponsors to review project parameters model, success metrics, objectives and timeframes. Propose and gain agreement on governance model to communicate with key sponsors
- D. Review Program delivery document and assign project manager, identify project sponsors from the vendor, customer and partner

Answer: A

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**QUESTION 35**

Which three of the following templates, tools or reference materials are used in the project planning service component of the implement phase? (Choose three.)

- A. Operations Support Plan
- B. Escalation Plan
- C. Remediation Plan
- D. Communications Plan
- E. Partner Knowledge Management Feedback Process
- F. WLAN Project Plan

Answer: B,D,F

**QUESTION 36**

**DRAG DROP**

You work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested Migration Plan Development service components. You are required to put them in the correct order.

<b>Steps, Select from these</b>	<b>Steps, place here</b>
Define Migration Team Roles and Responsibilities	Place first step here
Develop Migration strategy	Place second step, if any, here
Present a Migration Plan	Place third step, if any, here
Gather and Verify Migration Requirements	Place fourth step, if any, here
Define Migration Team Roles and Responsibilities	Place 5th step, if any, here

Answer:

<b>Steps, Select from these</b>	<b>Steps, place here</b>
	Gather and Verify Migration Requirements
	Develop Migration strategy
	Define Migration Team Roles and Responsibilities
	Develop Implementation Schedule
	Present a Migration Plan

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**QUESTION 37**

Which of these tasks is associated with system acceptance testing?

- A. Define Technical Escalation Procedures and Define Change order Escalation Procedures
- B. Verify that Escalation Path is in place for difficulties with test cases. Conduct a physical inspection with customer representative of the site workspace. To Ensure that installation occurred under Relevant standards
- C. Produce Service level Reporting Results and Analyze Process Exceptions
- D. Define project visibility Progress Reports and Procedures
- E. Monitor availability of Critical Network Elements and Develop Backup and Recovery plan

Answer: B

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**QUESTION 38**

Which service component within the prepare phase helps to increase the changes that the proposed system will meet the customer requirements and expectations?

- A. Business Case Development
- B. Proof of Concept
- C. High Level Design Development
- D. Business Requirements Development
- E. Technology Strategy Development
- F. WLAN Wired Network Integration Assessment

Answer: B

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**QUESTION 39**

Within the prepare phase, which two tasks are required to begin the prepare for business requirements workshop activity? ( Choose two.)

- A. Identify key stakeholders for the business requirements development workshop
- B. Document User-level functionality Requirements
- C. Send invitations
- D. Document Corporate Business Initiatives Requirements
- E. Conduct a solution value assessment
- F. Document Vertical Business Initiatives Requirements

Answer: A,C

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**QUESTION 40**

The first activity in the service component of planning project kickoff in the plan phase is "Project management through PDI phases of deployment". Which one of these groups of tasks are associated with the planning project kickoff service component?

- A. Review Program delivery document and assign project manager, identify project sponsors from the vendor, customer and partner
- B. Interview sponsors to review project parameters model, success metrics, objectives and timeframes. Propose and gain agreement on governance model to communicate with key sponsors
- C. Confirm project and milestone dates; project roles and responsibilities, sites and logistics
- D. Develop comprehensive project management plan, including detailed set of deployment tasks, roles and responsibilities work breakdown structure, project schedule, costs, budget, risk management and communication plan, Manage project lifecycle

Answer: D

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**QUESTION 41**

Which three of these activities are associated with the Operations Assessment service component? (Choose three.)

- A. Conduct Gap Analysis
- B. Set up Customer for Operational Support
- C. Prepare for Operational Assessment
- D. Monitor WLAN System to identify Occurrences of service-level metrics dropping below a defined threshold
- E. Conduct Operational Assessment
- F. Track Events and Report on System Availability, Resource Capacity and Performance

Answer: A,C,E

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**QUESTION 42**

Which three of these tasks occur in incident Management? (Choose three.)

- A. Correlate and Analyze symptoms to Determine Probable cause
- B. Define Service level requirements and priority for each device
- C. Establish escalation notification plan
- D. Devise and Recommended Workaround solution if means of resolving is unknown
- E. Gather symptom information including traces, logs and events
- F. Populate ongoing support handoff kit

Answer: A,D,E

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**QUESTION 43**

Which three of these activities will provide input to the security vulnerability and Recommendations Report? (Choose 3)

- A. Identify Critical deficiencies by analyzing and reviewing data and comparing test result with current operational requirements

- B. Verify information Regarding the processes, procedures and systems used to deliver an Operational Network and Network Management
- C. Analyze Customer Operational Infrastructure
- D. Identify Customer Support Model for WLAN
- E. Explore external Visible IP address space to identify Number of Active Computers and Their operating Systems
- F. Analyze and Document Vulnerabilities

Answer: A,E,F

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**QUESTION 44**

Assessing the skills and knowledge Required to support the customer-proposed WLAN systems, and Developing Training Requirements for each job Role in the WLAN support model are some of the activities of which service component in the design phase?

- A. Staff Plan Development
- B. Staging
- C. Project Kickoff
- D. Implementation Kickoff Meeting
- E. Implementation Plan Development

Answer: A

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**QUESTION 45**

"Assessing the existing network infrastructure to support the proposed WLAN system" is an activity conducted as part of which service component in the plan phase?

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

Answer: E

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**QUESTION 46**

Which of these tasks is associated with Project Planning?

- A. Identify customer and partner stakeholders, define technical escalation procedures, review communications plan, identify risks and mitigation plan
- B. Explain Customer Responsibilities with support model, Conduct an Engagement Profitability assessment, Assemble WLAN system components in staging area
- C. Verify site remediation plan execution, integrate WLAN authentication into overall security architecture, compile As-Built Documentation
- D. Verify and Track Site-Specific BOM Procurement Guidelines, Rack and stack WLAN controllers, integrate with Third-party applications



E. Understand how customers measures ROI, identify Key Stakeholders and Business Owners

Answer: A

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**QUESTION 47**

Which of these activities comprises the service component of WLAN site Readiness Assessment (RF Survey)?

- A. Perform Automated scan of Ports to determine potential vulnerabilities; produce network map of devices, operating system and services being offered to the network research and confirm registration of target IP address space.
- B. Execute a Series of system performance analyses to provide a holistic view of the converged network of the customer, perform an infrastructure audit, complete security review of WLAN infrastructure
- C. Collect and Verify Information About Current Operations support infrastructure, identify customer support for WLAN analyze customer operational infrastructure
- D. Conduct Customer Site survey, Perform Site Gap analysis, Develop site requirements specification Report, Gather and Verify Customer Network Information, Perform Gap Analysis

Answer: D

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**QUESTION 48**

Which of these best describes what happens in the design phase?

- A. The new WLAN solution is installed in the customer network while minimizing disruptions and potential vulnerabilities
- B. The business and technical requirements of the customer are analyzed and evaluated to identify products or solutions that best meet the customer needs
- C. A detailed design for the WLAN solution is developed, ensuring that the solution meets the customer business requirements while attempting to anticipate and prevent potential network bottlenecks and failures
- D. The current network, staff and processes of the customer are assessed and tested to determine if the proposed WLAN solution can be supported
- E. A newly implemented WLAN solution operates efficiently, has high availability and meets customer expectations for performance and reliability

Answer: C

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**QUESTION 49**

Which three of these activities occur in the problem management service component of the operate phase? (Choose three.)

- A. Conduct Post-Change Evaluations
- B. Classify Groups of Known Incidents as a problem

- C. Provide Hardware and Software support to Resolve Incidents
- D. Document Any issues encountered during software upgrade, as well as methods used to resolve the issues
- E. Recover From incident outage
- F. Track Events and Report on System Availability, Resource Capacity and performance

Answer: B,C,D

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**QUESTION 50**

Which service component within the prepare phase helps to increase the chances that the proposed system will meet the customer requirements and expectations?

- A. WLAN Wired Network Integration Assessment
- B. Technology Strategy Development
- C. Proof of Concept
- D. Business Requirements Development
- E. Business Case Development
- F. High Level Design Development

Answer: C

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**QUESTION 51**

What are the benefits for a customer with a WLAN infrastructure if their Cisco partner does professional migration planning?

- A. reduced need for administration and paperwork
- B. accelerated adoption of WLAN and avoidance of network disruptions
- C. reduced effort to produce a fallback plan
- D. reduced cost of the overall project
- E. shorter project duration

Answer: B

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**QUESTION 52**

Which of these is a key deliverable in the design phase?

- A. Business Requirements Document, Preliminary Discovery Document, Technology Requirements Document, Financial Analysis and Business Case
- B. As-Built Solution Binder, Operations Support Plan Report, Change Management Status Report
- C. Escalation Plan, Communications Plan, Staff Training Plan
- D. Low Level Design, Staging Plan, Operations Plan, Migration Plan
- E. WLAN Site Readiness Assessment Report, Voice over WLAN Assessment Report, Operations Readiness Assessment Report

Answer: D

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**QUESTION 53**

The first activity in the service component of Planning Project Kickoff in the plan phase is "project management through PDI phases of deployment". Which one of these groups of tasks are associated with the Planning Project Kickoff service component?

- A. Develop comprehensive project management plan, including detailed set of deployment tasks, roles and responsibilities, work breakdown structure, project schedule, costs, budget, risk management, and communication plan.  
Manage project lifecycle.
- B. Interview sponsors to review project parameters model, success metrics, objectives, and timeframes. Propose and gain agreement on governance model to communicate with key sponsors.
- C. Review program delivery document and assign project manager; identify project sponsors from the vendor, customer, and partner.
- D. Confirm project and milestone dates; project roles and responsibilities, sites, and logistics.

Answer: A

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**QUESTION 54**

Which of these best describes what happens in the design phase?

- A. The business and technical requirements of the customer are analyzed and evaluated to identify products or solutions that best meet the customer needs.
- B. The current network, staff, and processes of the customer are assessed and tested to determine if the proposed WLAN solution can be supported.
- C. The new WLAN solution is installed in the customer network while minimizing disruptions and potential vulnerabilities.
- D. A newly implemented WLAN solution operates efficiently, has high availability, and meets customer expectations for performance and reliability.
- E. A detailed design for the WLAN solution is developed, ensuring that the solution meets the customer business requirements while attempting to anticipate and prevent potential network bottlenecks and failures.

Answer: E

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**QUESTION 55**

Which of these best describes the structure of Cisco Lifecycle Services? (Choose the best answer.)

- A. Phases, Services, Tasks, Tools, and References
- B. Solution Strategies, Service Levels, Activities, and Tasks
- C. Service Components, Activities, Tasks, and Subtasks

- D. Phases, Service Components, Activities, Tasks, Templates, Tools, and Reference Materials
- E. Service Activities, Tools, Solutions, Components

Answer: D

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**QUESTION 56**

What type of information is identified in the plan phase of a wireless project to ensure appropriate staff resources?

- A. Existing Technical and Operations Requirements Documentation
- B. Customer Technical and Operational Processes for WLAN System
- C. Gap Analysis
- D. Skills and Knowledge Requirements for WLAN Support Role

Answer: D

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**QUESTION 57**

Which three of these activities are part of Migration Plan Development? (Choose three.)

- A. Define Migration Team Roles and Responsibilities
- B. Develop Migration Strategy
- C. Validate Design WLAN Infrastructure
- D. Develop Test Plan for New Operational Processes
- E. Develop Implementation Schedule
- F. Collect and Verify Site-Specific Implementation Requirements

Answer: A,B,E

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**QUESTION 58**

Which three of these activities do you perform to complete an Operations Readiness Assessment in the plan phase? (Choose three.)

- A. Review Building Blueprints and Coverage Requirements for Voice over WLAN Deployment
- B. Analyze Customer Operational Infrastructure
- C. Develop Operational Methods and Procedures for the WLAN System
- D. Produce Network Map of Devices, Operating System, and Services Being Offered to Network
- E. Collect and Verify Information About Current Operations Support Infrastructure
- F. Identify Skills and Knowledge Requirements for Supporting Proposed WLAN System

Answer: B,E,F

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**QUESTION 59**

Which document is a prerequisite to developing a successful Migration Plan?

- A. Low Level Design
- B. System Readiness Report
- C. Proof of Concept Report
- D. High Level Design
- E. Business Plan

Answer: A

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**QUESTION 60**

Which two templates, tools, or reference materials are used in the Business Case Development service component of the prepare phase? (Choose two.)

- A. Statement of Change in Financial Position
- B. Financial Justification Case Study
- C. Value Assessment Worksheet
- D. ROI Required Information Checklist
- E. Income Statement
- F. Preliminary Discovery Document-Gap Analysis

Answer: B,D

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**QUESTION 61**

Which of these service components occur in the implement phase?

- A. Security Assessment, Operations Assessment, Supplier Management
- B. Change Management, Security Administration, Technology Assessment, Operations Plan
- C. Operations Readiness Assessment, Systems Requirements Validation, Planning Project Kickoff, Service Assurance
- D. Staging, System Calibration, Systems Acceptance Testing, Ongoing Support Handoff Meeting

Answer: D

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**QUESTION 62**

Which one of these choices consists of a task or tasks included in the System Migration service component of the implement phase?

- A. Present and Discuss Final Low Level Design
- B. Define Requirements for Monitoring Service Level Measurements
- C. Determine Project Schedule, Develop Resource Plan, Establish Project Budget
- D. Verify that Escalation Path Is In Place for Difficulties with Test Cases
- E. Confirm Project Milestones and Cutover Roles and Responsibilities
- F. Assess Implementation Readiness at Each Site, Define Timelines for Post-Implementation Testing, Execute Contingency Plans as Required

Answer: F

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**QUESTION 63**

Which of these tasks is associated with Project Planning?

- A. Verify Site Remediation Plan Execution, Integrate WLAN Authentication into Overall Security Architecture, Compile As-Built Documentation
- B. Identify Customer and Partner Stakeholders, Define Technical Escalation Procedures, Review Communications Plan, Identify Risks and Mitigation Plans
- C. Verify and Track Site-Specific BOM Procurement Guidelines, Rack and Stack WLAN Controllers, Integrate with Third-Party Applications
- D. Explain Customer Responsibilities with Support Model, Conduct an Engagement Profitability Assessment, Assemble WLAN System Components in Staging Area
- E. Understand How Customers Measure ROI, Identify Key Stakeholders and Business Owners

Answer: B

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**QUESTION 64**

Consider these activities: "Security review of the WLAN infrastructure", "Performing an infrastructure audit", and "Creating a performance baseline and executing a series of system performance analyses to provide a holistic view of the converged network of the customer". Which one of these service components involves these activities?

- A. Security Administration
- B. Business Case Alignment
- C. Security Assessment
- D. Operations Assessment
- E. Technology Assessment

Answer: E

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**QUESTION 65**

One of the service components of the operate phase involves Incident Management. Recovering from an Incident Outage involves which of these activities?

- A. Review Case Information. Manage Hardware Replacement Process. Identify Software or Software Configuration Issues. Define Recommended Software Version and Install Guidelines.
- B. Analyze Event Logs. Report on Availability, Performance, and Utilization. Record Events as Incidents Within a Ticketing System.
- C. Gather Symptom Information Including Traces, Logs, and Events. Correlate and Analyze Symptoms to Determine Probable Cause. Correlate to Similar Incidents.
- D. Submit Change Management Activities. Monitor and Rectify Known Incidents to Resolution. Provide Hardware and Software Support to Resolve Incidents. Return

WLAN System to Service.

Answer: D

---

**QUESTION 66**

Which of these tasks should be completed at a Wireless Strategy Development meeting?

- A. Present Site Readiness Assessment and RF Site Survey Reports
- B. Identify Network Infrastructure Gaps and Remediation Plan
- C. Analyze of Proposed Wireless LAN System, with Respect to Availability, Capacity, Security, and Integration with Legacy Architecture
- D. Identify and Assess Technologies to Meet the Customer Requirements and Goals

Answer: D

---

**QUESTION 67**

Developing a migration strategy during Migration Plan Development involves which of these tasks?

- A. Review Low Level Design with Emphasis on Order of Implementation Activities Within a Customer Network. Identify Core Infrastructure Implementation Requirements and Timelines. Define a Strategy for Staging and Installation at Each Network Site. Define Failure Recovery Procedure and Risk Mitigation Strategy.
- B. Verify Site-Specific Implementation Human Resource Requirements for Each Site and/or Lines of Business. Verify Contact, Location, and Considerations for Each Site and/or Lines of Business. Verify High Level Site-specific Installation Requirements.
- C. Identify Facility and Infrastructure Requirements for Testing. Identify Tools Required for Executing the Test Cases. Create Test Schedule. Define Test Case Priorities, Test Lab Topology, Roles and Responsibilities, Testing Processes, and Severity Levels.
- D. Design a Test Case for Each Testable Solution Requirement, or Category of Requirements, in the System Requirements Validation Report. Develop the Test Cases which Include Test Case Objective, Procedure, Expected Result, Pass/Fail Criteria.

Answer: A

---

**QUESTION 68**

Which of these activities comprises the service component of WLAN Site Readiness Assessment (RF Survey)?

- A. Perform Automated Scan of Ports To Determine Potential Vulnerabilities; Produce Network Map of Devices, Operating System, and Services Being Offered To the Network; Research and Confirm Registration of Target IP Address Space
- B. Conduct Customer Site Survey, Perform Site Gap Analysis, Develop Site Requirements Specification Report, Gather

and Verify Customer Network Information, Perform Gap Analysis  
C. Execute a Series of System Performance Analyses To Provide a Holistic View of the Converged Network of the Customer, Perform an Infrastructure Audit, Complete Security Review of WLAN Infrastructure  
D. Collect and Verify Information About Current Operations Support Infrastructure, Identify Customer Support for WLAN, Analyze Customer Operational Infrastructure

Answer: B

---

**QUESTION 69**

Which three of these activities occur in the Problem Management service component of the operate phase? (Choose three.)

- A. Classify Groups of Known Incidents As a Problem
- B. Track Events and Report on System Availability, Resource Capacity, and Performance
- C. Provide Hardware and Software Support to Resolve Incidents
- D. Conduct Post-Change Evaluations
- E. Document Any Issues Encountered During Software Upgrade, as Well as Methods Used to Resolve the Issues
- F. Recover from Incident Outage

Answer: A,C,E

---

**QUESTION 70**

Which three of these activities are associated with Detailed Design Development-Design Workshop? (Choose three.)

- A. Design Project Kickoff
- B. Develop Operations Readiness Assessment Report
- C. Develop Technology Assessment Report
- D. Design WLAN Infrastructure
- E. Design Interfaces to Third Party Systems and Databases (for example, for Location Based Services Appliance)
- F. Design WLAN Security Architecture

Answer: D,E,F

---

**QUESTION 71**

Which three of these activities will provide input to the Security Vulnerability and Recommendations Report? (Choose 3.)

- A. Explore External Visible IP Address Space to Identify Number of Active Computers and Their Operating Systems
- B. Analyze Customer Operational Infrastructure



- C. Identify Customer Support Model for WLAN
- D. Analyze and Document Vulnerabilities
- E. Verify Information Regarding the Processes, Procedures, and Systems Used To Deliver an Operational Network and Network Management
- F. Identify Critical Deficiencies by Analyzing and Reviewing Data and Comparing Test Results with Current Operational Requirements

Answer: A,D,F

---

**QUESTION 72**

Producing a technology assessment report involves which of these tasks?

- A. Compare Customer Processes With Operational Leading Practices for WLAN, and Identify Gaps
- B. Establish Escalation Notification Plan
- C. Review System Component Configurations To Verify that They Meet Customer Performance, Capacity, Traffic, Quality of Service, and Resiliency Guidelines
- D. Collect Performance, Utilization, and Availability Data for Reporting
- E. Determine Security Procedures and Policy Gaps

Answer: C

---

**QUESTION 73**

Detailed Design Validation should produce a comprehensive design that incorporates which one of these?

- A. Verify Solution Acceptance Requirements
- B. Availability, Security, Capacity, and Network and Operations Management
- C. Gather and Verify Migration Requirements
- D. Site-Specific Implementation Requirements
- E. Plan To Implement New Operational Processes
- F. Identify WLAN Products that Meet Customer Requirements

Answer: B

---

**QUESTION 74**

Compiling a Business Case Alignment Report highlights which one of these?

- A. Uncovers operational inefficiencies, improves productivity, and reduces resolution time for technical issues
- B. Produces a network map of devices, operating system, and services being offered to the network
- C. Identifies critical deficiencies by analyzing and reviewing data and comparing test

results with current operational requirements

D. Ensures that the wireless network is ready and technical details are properly specified and implemented to reduce

the possibility of errors or delays

E. Reduces the risk and complications of deploying, managing, and operating wireless network infrastructures

F. Areas in which current WLAN system is not meeting objectives and requirements identified in the prepare phase

Answer: F

---

**QUESTION 75**

Which two of these templates, tools, or reference materials are used in the Service Assurance service component of the operate phase? (Choose two.)

A. Security Assessment Checklist

B. Trouble Ticket System

C. Operations Readiness Assessment

D. Continuous Improvement Plan

E. As Built Solution Binder

Answer: B,D

---

**QUESTION 76**

Which three of these tasks occur in the System Monitoring service component? (Choose three.)

A. Report on Availability, Performance, and Utilization

B. Log and Correlate Events

C. Employ a Case Management System

D. Determine Security Procedures and Policy Gaps

E. Provide Event Notification when Threshold Exceeded

F. Perform Vulnerability Assessment on WLAN System

Answer: A,B,E

---

**QUESTION 77**

Which two of these are outputs from the Technology Assessment service component? (Choose two.)

A. Optimization Report

B. Remediation Plans as a Result of Performing an Infrastructure Audit and Security Review of the WLAN Infrastructure

C. As-Built Solution Binder

D. Incident Identification and Resolution Reports

- E. Create a System Baseline by Running Performance, Capacity, Traffic, QoS, and Resiliency Reports.
- F. Operations Support Plan

Answer: B,E

---

**QUESTION 78**

**DRAG DROP**

Your boss at Certkiller .com, Mrs. Certkiller, is interested in Migration Plan Development service components. Put the activities in the correct order.

<b>Steps, Select from these</b>	<b>Steps, place here</b>
Define Migration Team Roles and Responsibilities	Place first step here
Gather and Verify Migration Requirements	Place second step, if any, here
Develop Migration Strategy	Place third step, if any, here
Present a Migration Plan	Place fourth step, if any, here
Develop Implementation Schedule	Place fifth step, if any, here

Answer:

**Steps, place here**

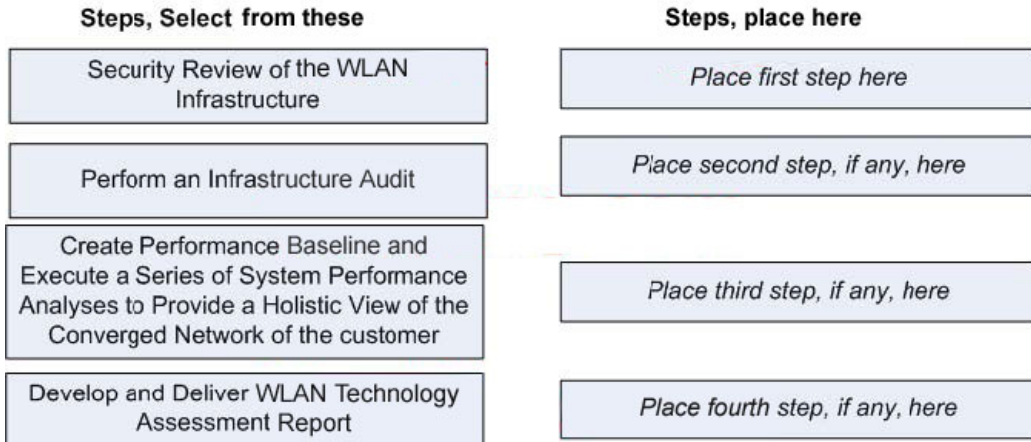
Gather and Verify Migration Requirements
Develop Migration Strategy
Define Migration Team Roles and Responsibilities
Develop Implementation Schedule
Present a Migration Plan

---

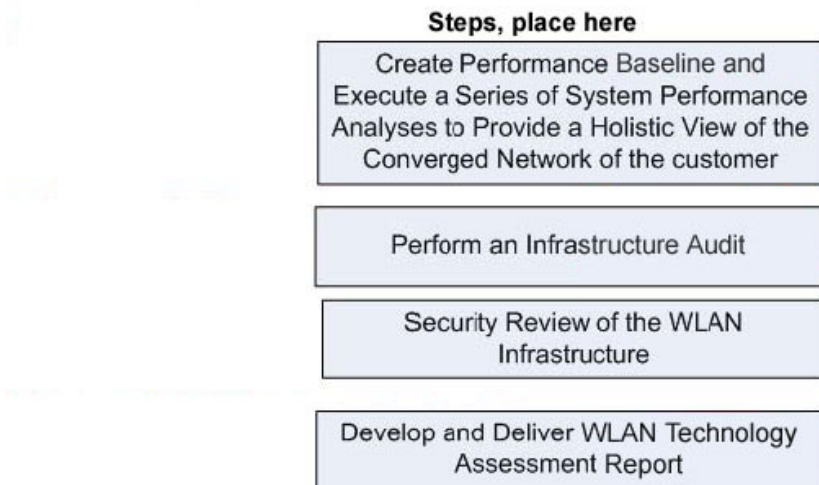
**QUESTION 79**

**DRAG DROP**

Your boss at Certkiller .com, Mrs. Certkiller, is interested in Migration WLAN Technology Assessment. Put the activities in the correct order to complete the assessment.



Answer:



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**QUESTION 80**

Which three of these tasks go into developing a migration strategy? (Choose three.)

- A. Identify Core Infrastructure Implementation Requirements and Timelines
- B. Review Low Level Design with Emphasis on Order of Implementation Activities
- C. Verify High Level Site-Specific Installation Requirements
- D. Define Failure Recovery Procedure and Risk Mitigation Strategy
- E. Develop Test Plan, Test Cases, and Execution Methodology
- F. Review Migration Plan and Implementation Schedule

Answer: A,B,D

---

**QUESTION 81**

Which type of information should be gathered in an Operational Readiness Report?

- A. Skills and Knowledge Requirements for the WLAN Support Role
- B. Technologies To Meet the Customer Requirements and Goals
- C. Preliminary Integration Requirements
- D. Site-Specific Hardware and Software Installation Tasks and Checklist

Answer: A

---

**QUESTION 82**

Identifying the correct set of hardware, operating system software releases, and hardware and software features and functionality is performed during which service component within the design phase?

- A. Project Kickoff
- B. Technology Strategy Development
- C. Staging Plan Development
- D. Detailed Design Development
- E. Implementation Plan Development
- F. Business Requirements Development

Answer: D

---

**QUESTION 83**

Which of these tasks is associated with System Acceptance Testing?

- A. Verify that Escalation Path Is in Place for Difficulties with Test Cases. Conduct a Physical Inspection with Customer Representative of the Site Workspace To Ensure that Installation Occurred Under Relevant Standards
- B. Define Technical Escalation Procedures and Define Change Order Escalation Procedures
- C. Produce Service Level Reporting Results and Analyze Process Exceptions
- D. Monitor Availability of Critical Network Elements and Develop Backup and Recovery Plan
- E. Define Project Visibility Progress Reports and Procedures

Answer: A

---

**QUESTION 84**

The preliminary discovery document is created by the preliminary technical discovery activity as part of the Technology Strategy Development service component. Which three tasks in the preliminary technical discovery activity focus on the preliminary discovery document? (Choose three.)

- A. Document Departmental Business Initiatives Requirements
- B. Document Existing Topology, Hardware, and Software
- C. Document Logical Level Functionality Requirements
- D. Identify Wireless Technologies To Address Business and Technical Requirements
- E. Conduct Solution Value Assessment
- F. Analyze Customer Technical and Operational Requirements for System

Answer: B,D,F

---

**QUESTION 85**

In the operate phase, the task of maintaining and archiving all configurations is part of which service component?

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

Answer: C

---

**QUESTION 86**

Which three of these activities are associated with the Operations Assessment service component: (Choose three.)

- A. Prepare for Operational Assessment
- B. Track Events and Report on System Availability, Resource Capacity, and Performance
- C. Conduct Operational Assessment
- D. Monitor WLAN System to Identify Occurrences of Service-Level Metrics Dropping Below a Defined Threshold
- E. Set Up Customer for Operational Support
- F. Conduct Gap Analysis

Answer: A,C,F

---

**QUESTION 87**

Which one of these describes some of the common challenges in the prepare phase of a wireless project?

- A. Gather information about customer network, including network architecture, topologies, usage requirements, design goals, and security policy.
- B. Survey all environmental, RF, and physical details of specified sites.
- C. Identify key stakeholders and business owners for WLAN Business Requirement Development workshop.
- D. Assess high-level design, BOM, and system technical requirements.

Answer: C

---

**QUESTION 88**

The Cisco Lifecycle Services approach provides a framework for which of these? (Choose the best answer.)

- A. for partners to choose the right products for their customers
- B. determining a competitor strategy for adopting advanced technologies
- C. defining the correct strategy for advanced technology adoption
- D. for partners to have the discussion with customers about the minimum service components they need to perform in order to successfully deploy a technology solution
- E. for customers to choose the right products for their network

Answer: D

---

**QUESTION 89**

Select the task that is a part of Staging Plan Development in the design phase.

- A. Host Implementation Kickoff Meeting
- B. Identify Hardware and Software Implementation Tasks and Checklist
- C. Determine Cisco and Partner Roles and Responsibilities
- D. Identify Staff Development Requirements
- E. Deliver Detailed Design Presentation
- F. Determine Critical Timelines

Answer: B

---

**QUESTION 90**

Which three of these templates and tools are essential to completing the service component of Migration Plan Development? (Choose three.)

- A. Migration Plan
- B. Low Level Design
- C. Staging Plan
- D. Project Management Plan
- E. Escalation Plan
- F. As Built Solution Binder

Answer: A,B,D

---

**QUESTION 91**

Two tasks of the optimize phase in the technology assessment service component are: 1. define the system baseline, 2. compare the system baseline with previous baselines. Which three of the following templates and tools are important to these tasks? (Choose three.)

- A. Low Level Design
- B. Business Requirements Document
- C. Optimization Report
- D. Technology Requirements Document
- E. Incident identification and resolution reports

F. Operations Support Plan

Answer: A,B,D

---

**QUESTION 92**

Which of these is a deliverable to the customer in the implement phase?

- A. Security Vulnerability and Recommendations Report
- B. WLAN Operations Assessment Report
- C. WLAN Operations Readiness Assessment Report
- D. WLAN Location-Based Services Assessment Report
- E. an Executed WLAN Migration Plan
- F. Technology Assessment Report

Answer: E

---

**QUESTION 93**

Which three of the following templates, tools, or reference materials are used in the Project Planning service component of the implement phase? (Choose three.)

- A. WLAN Project Plan
- B. Operations Support Plan
- C. Communications Plan
- D. Escalation Plan
- E. Remediation Plan
- F. Partner Knowledge Management Feedback Process

Answer: A,C,D

---

**QUESTION 94**

One of the activities in the Voice over WLAN Assessment service component of the plan phase involves analysis of the existing WLAN environment. Which one of these choices includes some of the tasks in this activity?

- A. Identify Potential Interference Sources in the Designated Band, Determine Noise Floor and Signal Strength, Place Test Access Points in Proposed Locations.
- B. Verify Device Access Security in the Customer Network, Perform an RF Site Survey, Identify Network Infrastructure Gaps and Remediation Plan.
- C. Perform Gap Analysis According to Leading Practices, Compare Customer Processes with Operational Leading Practices for WLAN, Identify Legacy Application Integration Requirements.
- D. Analysis of Proposed WLAN System With Respect to Availability, Capacity, Security, and Integration with Legacy Architecture.



Answer: A

---

**QUESTION 95**

Which of these service components are part of the plan phase? Select three.

- A. WLAN Site Readiness Assessment (RF Survey)
- B. Migration Plan Development
- C. WLAN Performance and Troubleshooting Assessment
- D. WLAN Location-Based Services Assessment
- E. Voice over WLAN Assessment
- F. WLAN Tuning Assessment

Answer: A,D,E

---

**QUESTION 96**

Performing Systems Requirements Validation includes which three of these activities? (Choose three.)

- A. Design WLAN Security Architecture
- B. Establish Project Parameters, Identify Key Project Sponsors, Develop Project Governance Model
- C. Create and Present Remediation Plan to Customer
- D. Perform Site Gap Analysis
- E. Collect and Verify Customer Requirements
- F. Perform Validation for the High Level Design

Answer: C,E,F

---

**QUESTION 97**

You, as a Cisco partner, are implementing a Voice over WLAN project for a large Enterprise Campus. Which of these skill profiles should be the lead engineer on this project?

- A. Enterprise WLAN expert
- B. Cisco security expert
- C. switching expert
- D. routing expert
- E. Enterprise voice expert

Answer: A

---

**QUESTION 98**

What information should be included in the design of a WLAN network?

- A. Assistance In Provisioning and Managing Wireless Network Devices, Adding and

Removing Wireless Users, Making Changes to WLAN Devices, and Integrating Software and Hardware Upgrades  
B. Wireless Network Analysis and Performance Metrics  
C. A Wireless Network Implementation Plan, a Network Staging Plan, a Network Ready-For-Use Plan  
D. Company Business Goals, Wireless Security Policy, Service Requirements, Target Wireless Service Level Agreements, Bandwidth Requirements, and Wireless Regulations

Answer: C

---

**QUESTION 99**

Assessing the Skills and Knowledge Required to Support the Customer-Proposed WLAN Systems, and Developing Training Requirements for Each Job Role in the WLAN Support Model are some of the activities of which service component in the design phase?

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

Answer: F

---

**QUESTION 100**

Which of these tasks is associated with the Operations Assessment?

- A. Survey All Environments, RF, and Physical Details of Specified Sites
- B. Compare Customer Operational Personnel, Processes, and Tools to Leading Industry Practices; Identify and Document Gaps for Potential Improvement in Operating Wireless Solution
- C. Produce Service Level Reporting and Analyze Process Exceptions
- D. Perform Device Discovery and Enter Documentation in Knowledge Management System
- E. Operate Change Control Board Tasked With the Evaluation of Requested Changes
- F. Monitor Availability of Critical Network Elements

Answer: B

---

**QUESTION 101**

Tasks associated with High Level Design Development include, but are not limited to, which of these? (Choose three.)

- A. Select WLAN Products, Applications, and Platforms To Meet Customer Solution

Requirements

- B. Build Preliminary Logical Network Topology Map
- C. Determine Operational Support Service Requirements and Budgetary Pricing
- D. Analyze Customer Technical and Operational Requirements for System
- E. Gather and Validate ROI
- F. Generate Budgetary BOM

Answer: A,B,F

---

**QUESTION 102**

Which service component within the prepare phase helps to increase the chances that the proposed system will meet the customer requirements and expectations?

- A. Proof of Concept
- B. High Level Design Development
- C. Technology Strategy Development
- D. Business Case Development
- E. Business Requirements Development
- F. WLAN Wired Network Integration Assessment

Answer: A

---

**QUESTION 103**

What are two of the service components of the plan phase for WLAN? (Choose two.)

- A. Complete Business Case Development
- B. Complete System Requirements Validation
- C. Complete Implementation Plan Development
- D. Conduct Proof of Concept
- E. Complete the Proposal Development and Deliver Proposal for Customer
- F. Conduct Planning Project Kickoff Meeting

Answer: B,F

---

**QUESTION 104**

Which service component within the prepare phase identifies solution goals, business drivers and success criteria; assesses the customer business and technical requirements; and includes solution value assessment?

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

Answer: D

**QUESTION 105**

Which of these service components occur in the design phase?

- A. System Calibration, Project Planning, Staff Training
- B. WLAN Wired Network Integration Assessment, WLAN Location-Based Services Assessment, Security Architecture Assessment
- C. Detailed Design Validation, Operations Plan, Systems Acceptance Test Plan Development
- D. High Level Design Development, Proof of Concept, Business Requirements Development

Answer: C

---

**QUESTION 106**

Which of these best describes the ultimate goal of the network lifecycle? (Choose the best answer.)

- A. Ensure that the network solution deployed delivers the customer goals for reliability and availability.
- B. Reinforce customer confidence in partners selling Cisco products.
- C. Create pull for partner products and services by providing a framework to demonstrate to customers which services are needed to help improve their success with Cisco technology.
- D. Create a more effective sales strategy for partners.
- E. More clearly define the roles of AMs, SEs, and FEs.
- F. Maximize the number of services required to support advanced technologies.

Answer: A

---

**QUESTION 107**

Which three templates or tools are important in creating a site-specific network implementation plan? (Choose three.)

- A. Network Implementation Plan
- B. Operations Plan
- C. Site Readiness Assessment Report
- D. Acceptance Test Plan
- E. Low Level Design
- F. Staging Plan

Answer: A,C,E

---

**QUESTION 108**

Which three service components belong to the operate phase?

- A. Operations Plan
- B. Incident Management
- C. Security Administration
- D. Operations Implementation
- E. Systems Monitoring
- F. Operations Assessment

Answer: B,C,E

---

**QUESTION 109**

Which three service components are included in the optimize phase for WLAN? (Choose three.)

- A. Security Administration
- B. Change Management
- C. Technology Assessment
- D. Operations Assessment
- E. Operations Readiness Assessment
- F. Security Assessment

Answer: C,D,F

---

**QUESTION 110**

Which of these groups of service components occurs in the prepare phase?

- A. System Requirements Validation, WLAN Wired Network Integration Assessment, Operations Readiness Assessment
- B. Proposal Development, Customer Education, Services Assurance
- C. Security Assessment, Security Administration, Staging Plan Development
- D. High Level Design, Proof of Concept, Technology Strategy Development

Answer: D

---

**QUESTION 111**

"Assessing the existing network infrastructure to support the proposed WLAN system" is an activity conducted as part of which service component in the plan phase?

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

Answer: B

---

**QUESTION 112**

Considering all technologies, including WLAN, which of these best describes services stacks in the Cisco Lifecycle Services approach?

- A. the required set of services needed to successfully deploy and support Cisco Advanced Technologies
- B. the identification of Cisco 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. optional services that increase the likelihood of successful advanced technology deployment
- E. the minimum set of services required to operate and optimize Cisco Advanced Technologies

Answer: C

---

**QUESTION 113**

Which two customer needs does the service component System Acceptance Testing cover? (Choose two.)

- A. Regulatory Compliance of WLAN System
- B. WLAN Ready for Production Network Traffic
- C. Satisfaction of the Customer With the WLAN Integration
- D. Establishment of Network Connectivity over the WLAN
- E. Verification of Solution Requirement of Customer With Delivered WLAN System

Answer: B,E

---

**QUESTION 114**

Which three of these tasks occur in Incident Management? (Choose three.)

- A. Devise and Recommend Workaround Solution if Means of Resolving Is Unknown
- B. Populate Ongoing Support Handoff Kit
- C. Establish Escalation Notification Plan
- D. Correlate and Analyze Symptoms To Determine Probable Cause
- E. Gather Symptom Information Including Traces, Logs, and Events
- F. Define Service Level Requirements and Priority for Each Device

Answer: A,D,E

---

**QUESTION 115**

Which of these activities describes one of the tasks for completing a WLAN Wired Network Integration Assessment in the plan phase?

- A. Develop Application Readiness Assessment Report for Every Component or Subsystem, To Include Current Configuration, Configuration Best Practices, and Error Prevention
- B. Perform Availability Analysis To Identify Potential Infrastructure Design and Configuration Issues that Could Affect the Network Resiliency and Availability
- C. Identify Potential Interference Sources in the Designated Band
- D. Gather Information About the Network, Existing Security Policy, and Security Architecture for the Wired and WLAN Network
- E. Verify Information Regarding Processes, Procedures, and Systems Used To Deliver Operational and Network Management

Answer: B

---

**QUESTION 116**

Leveraging Lifecycle Services may help an account manager in which three of these ways? (Choose three.)

- A. Establish credibility with the customer.
- B. Rely more frequently on direct assistance from Cisco.
- C. Provide a step-by-step approach to successfully sell, deploy, and support a Cisco technology solution.
- D. Improve discount levels.
- E. Build customer confidence in the ability of the partner to successfully implement a technology solution.
- F. Offload post-sales support issues.

Answer: A,C,E

---

**QUESTION 117**

The Low Level Design and the Site Readiness Assessment report represent two of several documents which are important for completing which two key activities for the Implementation Plan Development service component? (Choose two.)

- A. Develop Operational Methods and Procedures for the WLAN System
- B. Collect and Verify Solution Acceptance Requirements
- C. Collect and Verify Site-Specific Implementation Requirements
- D. Create a Site-Specific Network Implementation Plan
- E. Develop a Plan To Implement New Operational Processes
- F. Develop Systems Acceptance Test Plan

Answer: C,D

---

**QUESTION 118**

Systems Engineers should possess which three of these recommended skills related to Lifecycle Services? (Choose three.)

- A. Account Prospecting
- B. Understanding How To Assess and Document a Wireless Network Topology
- C. Ensure that Post-Implementation Operational Goals are Met
- D. Preparation of Proposals and Business Cases
- E. Ensure Regular Software Updates on Existing Network Infrastructure
- F. Identification of Technical and Business Requirements and Mapping to Wireless Technologies and Applications

Answer: B,D,F

---

**QUESTION 119**

Which three tasks are executed in the Service Assurance service component within the operate phase? (Choose three.)

- A. Review Remediation Plan from Operational Assessment
- B. Send Internal and External Surveys
- C. Produce Service Level Reporting
- D. Prepare a Service Readiness Report
- E. Record and Classify Requests for Change
- F. Analyze Process Exceptions

Answer: B,C,F

---

**QUESTION 120**

DRAG DROP

Your boss at Certkiller .com, Mrs. Certkiller, is interested in the implement phase. Put the activities in the correct order of execution.

Steps, Select from these	Steps, place here
Kickoff Meeting	<i>Place first step here</i>
Develop Project Management Plan	<i>Place second step, if any, here</i>
Internal Kickoff Meeting	<i>Place third step, if any, here</i>
Develop Communications Plan	<i>Place fourth step, if any, here</i>
Develop Escalation Plan	<i>Place fifth step, if any, here</i>



Answer:

**Steps, place here**

