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**QUESTION 1**

You are working in a large service provider NOC as a Tier 2 NOC engineer. A ticket has been escalated to you regarding an intermittent and apparently random problem with packet loss. The network has multiple redundant paths on which IP traffic can flow. The service desk has performed standard troubleshooting procedures but cannot isolate the problem.

Which two types of information should you gather before escalating to Tier 3? (Choose two.)

- A. Contact the carrier that is providing the underlying circuits. Request the service desk of the carrier to troubleshoot, because the problem must lie in the network of the carrier.
- B. Perform an extended ping with varying packet sizes to see if the problem is related to a path MTU issue.
- C. Use traceroute and specify multiple source interfaces to see if one specific route is causing the issue.
- D. Perform a switchover of the route processors of one of the core routers that traffic passes through.

Correct Answer: BC

QUESTION 2

You are working at a service provider NOC and have received a call from a customer who is complaining about slow network throughput between several branch offices. After following normal processes, you are unable to resolve the problem and must decide whether or not to escalate to the next level of support. Which two pieces of information should you gather to describe the slow throughput problem before escalating to the next level of support? (Choose two.)

- A. list of procedures that you have already performed
- B. number of offices that are impacted
- C. reason(s) why the network is running slowly
- D. times of the day that the network appears to be slow

Correct Answer: BD

QUESTION 3

You work on an incident ticket regarding a customer complaint about Internet connection. After investigating the incident, you identify the problem as being caused by a port that was mistakenly shut down. What should you do first?

- A. Escalate this incident as a problem.
- B. Make sure that this incident is managed and that it is being fixed as soon as possible.
- C. Set a maintenance window to do a no shutdown command on the port.
- D. Try to identify other potential problems in the network that are similar to the one that has just been identified.

Correct Answer: B



QUESTION 4

According to ITIL?v3 framework, when working on a service-affecting incident, what function or process is responsible for keeping the customer updated on the status of the incident?

- A. problem management
- B. field operations
- C. service desk
- D. incident management

Correct Answer: C

QUESTION 5

According to ITIL?v3 framework, the Reactive Problem Management process contains these steps:

Detection, Logging, Categorization, Investigation and Diagnosis, Workarounds, Raising a Known Error Record, Resolution, Closure, Major Problem Review, and Errors Detected in the Development Environment. Which step is missing from

this list?

- A. Escalation
- B. Notification
- C. Severity
- D. Prioritization

Correct Answer: D

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