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Vendor: Cisco

Exam Code: 642-770

Exam Name: Operational Foundations for Cisco Service Provider Core Networks

Version: Demo

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QUESTION NO: 1

According to the ITIL® v3 framework, which four categories are used to prioritize a Request for Change? (Choose four.)

- A. standard
- B. immediate (emergency)
- C. medium
- D. high
- E. intermediate
- F. low

Answer: B,C,D,F

Explanation:

QUESTION NO: 2

Which two opportunities for improvement are realized by trending the metrics for the total number of trouble tickets by severity per period (total and by support queue)? (Choose two.)

- A. better incident resource allocation
- B. collection of information relating to the incidents for higher-tier analysis
- C. understanding the effects of the incident management process improvements
- D. identifying the rate of change

Answer: A,C

Explanation:

QUESTION NO: 3

According to the ITIL® v3 framework, which four measurements or measurement modifications can contribute to improvement opportunities in traffic patterns or threshold crossing alarms? (Choose four.)

- A. Implementing hold-down timers on specific alerts that more accurately reflect the impact of an event on performance.
- B. Identify service take-up trends in monitoring network traffic to determine the adoption and

growth of services offered across the network.

- C. Evaluate the impact the rate of incidents have on change.
- D. Evaluate the impact the rate of incidents have on performance.
- E. Evaluate the impact the rate of change has on performance.
- F. Evaluate the impact the rate of configuration item inconsistencies have on change.

Answer: A,B,D,E

Explanation:

QUESTION NO: 4

You have just completed a comprehensive study of the traffic patterns in your network. As you review the results, you discover a remote office that has not had any particular problems. However, the volume of voice quality related tickets has increased in the last two weeks. Which two possible causes would the traffic study show? (Choose two.)

- A. The route to this office is suboptimal and during peak traffic may cause a delay in packet delivery.
- B. The circuit to this office has excessive errored seconds continuously through the day.
- C. The circuit to this office is significantly oversubscribed.
- D. QoS is missing from the circuit configuration to this site.
- E. The circuit to this location experiences brief periods of congestion and excessive retransmits during these periods.

Answer: A,D

Explanation:

QUESTION NO: 5

What are the three most important concepts to remember about successful troubleshooting? (Choose three.)

- A. The best troubleshooters are born with a "gut" feel for solving problems.
- B. The network system you are troubleshooting must be well defined with knowledge and documentation.
- C. Network engineers that are effective troubleshooters succeed because of their ability to use diagnostic systems and software.
- D. The most successful troubleshooters develop a process, use it consistently, and constantly improve its effectiveness.
- E. Divide and conquer. Do not try to fix it, but narrow it down to its root cause.

Answer: B,D,E

Explanation:

QUESTION NO: 6

Which four common tools are used to troubleshoot networks using the Operations, Administration, and Maintenance methodology? (Choose four.)

- A. ping
- B. bash
- C. traceroute
- D. nslookup
- E. pong
- F. snoop

Answer: A,C,D,F

Explanation:

QUESTION NO: 7

Which two are benefits of proactive network maintenance? (Choose two.)

- A. gives an opportunity to prevent an outage
- B. gives an opportunity to resolve network incidents
- C. gives an opportunity to reduce change incidents
- D. gives an opportunity to update network devices

Answer: A,D

Explanation:

QUESTION NO: 8

Which four methods are used to notify operations that a parameter has exceeded a predetermined baseline value? (Choose four.)

- A. SNMP trap
- B. LEDs on processor
- C. threshold crossing alert

- D. syslog message
- E. configuration snapshot
- F. console alarm
- G. LEDs on line cards

Answer: A,C,D,F

Explanation:

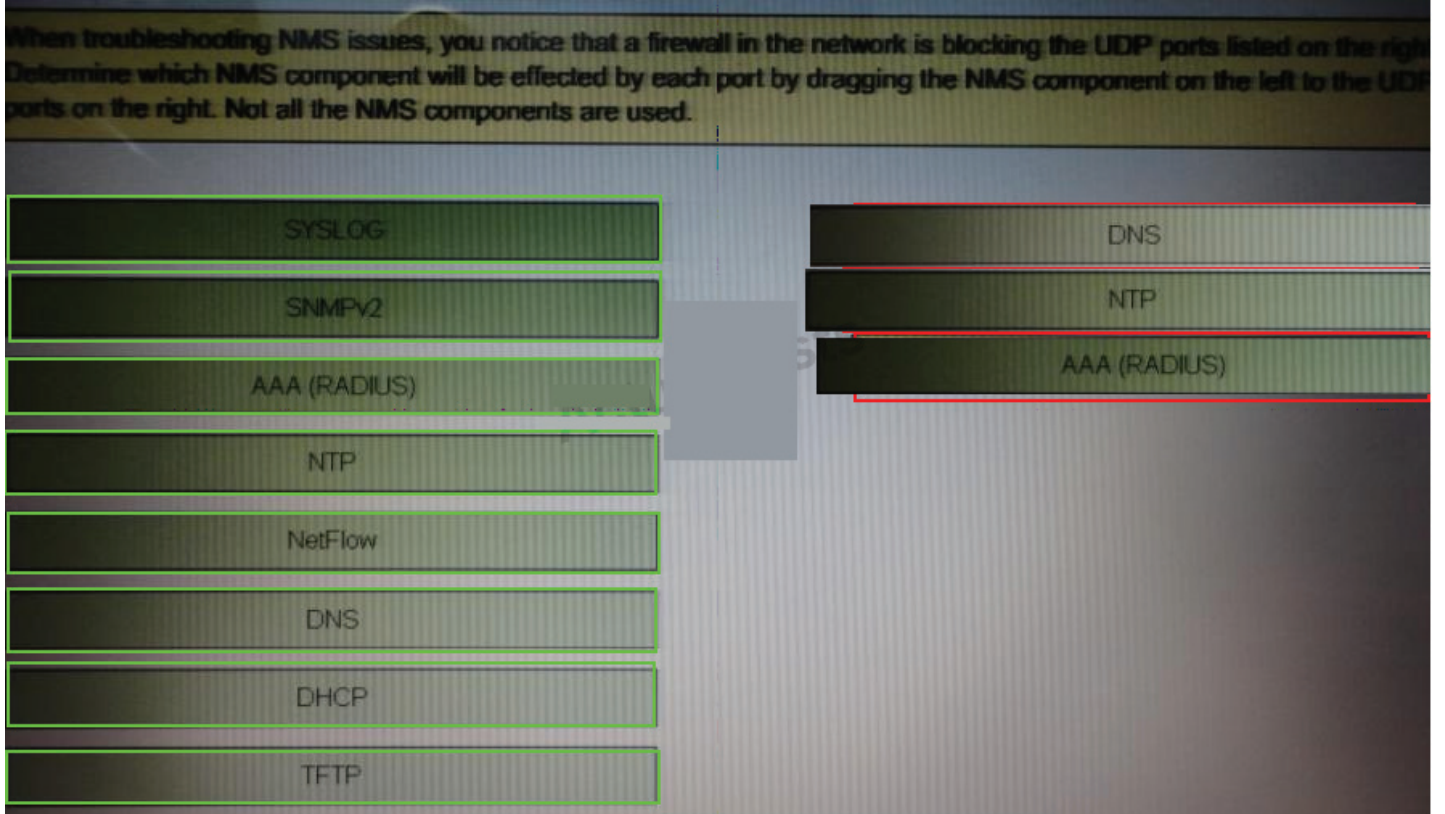
QUESTION NO: 9 DRAG DROP

When troubleshooting NMS issues, you notice that a firewall in the network is blocking the UDP ports listed on the right. Determine which NMS component will be effected by each port by dragging the NMS component on the left to the UDP ports on the right. Not all the NMS components are used.

SYSLOG	UDP 53
SNMPv2	UDP 123
AAA (RADIUS)	UDP 1812/1813
NTP	
NetFlow	
DNS	
DHCP	
TFTP	

Answer:

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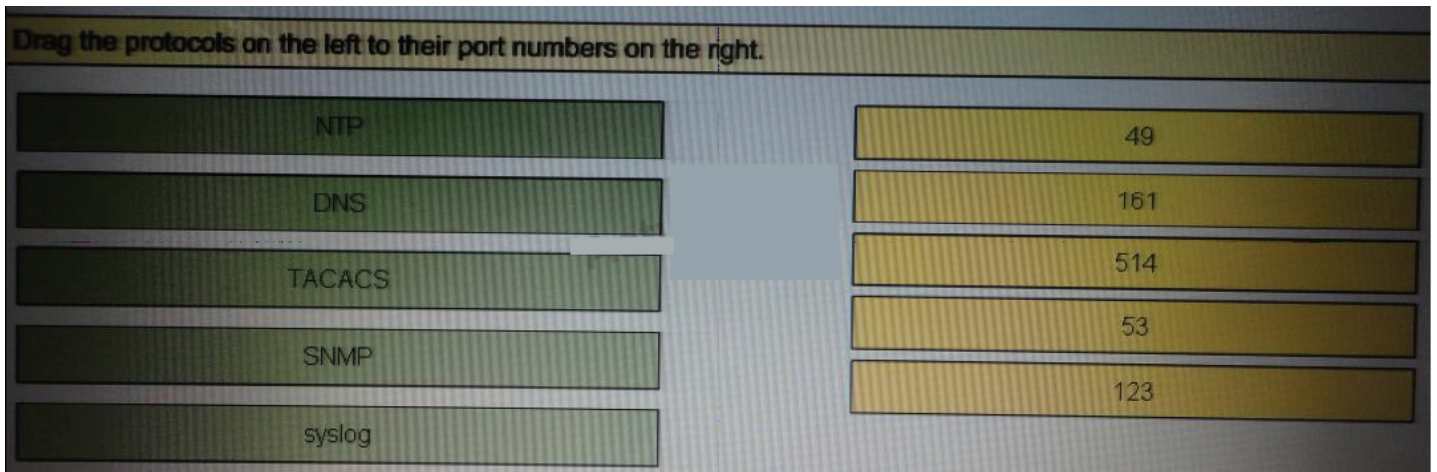
Explanation: DNSUDP 53

NTPUDP 123

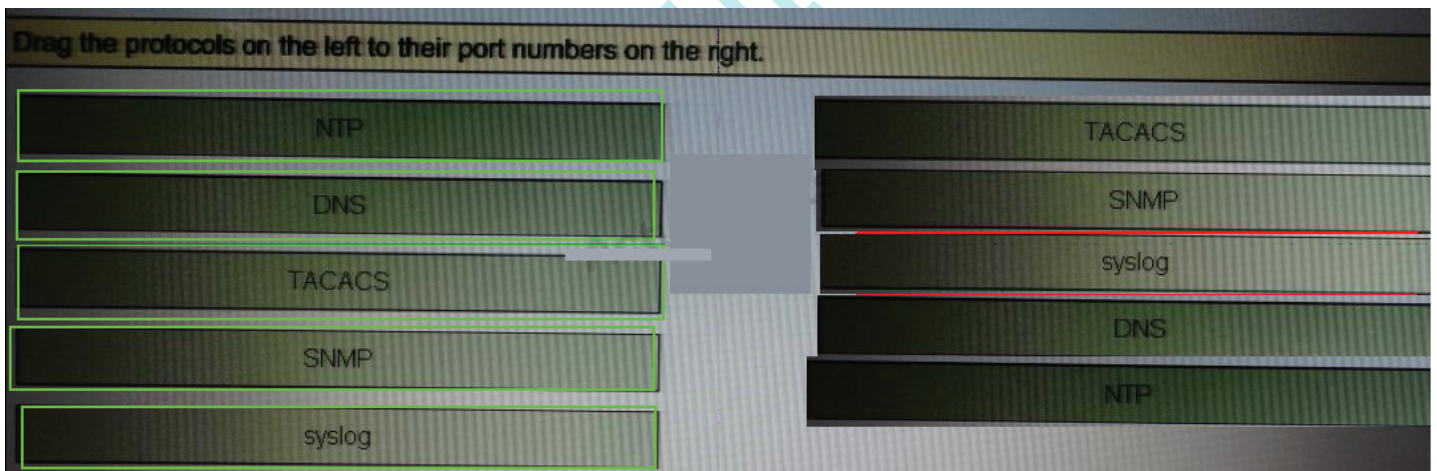
AAA (RADIUS)UDP 1812/1813

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QUESTION NO: 10 DRAG DROP



Answer:



Explanation: NTP123

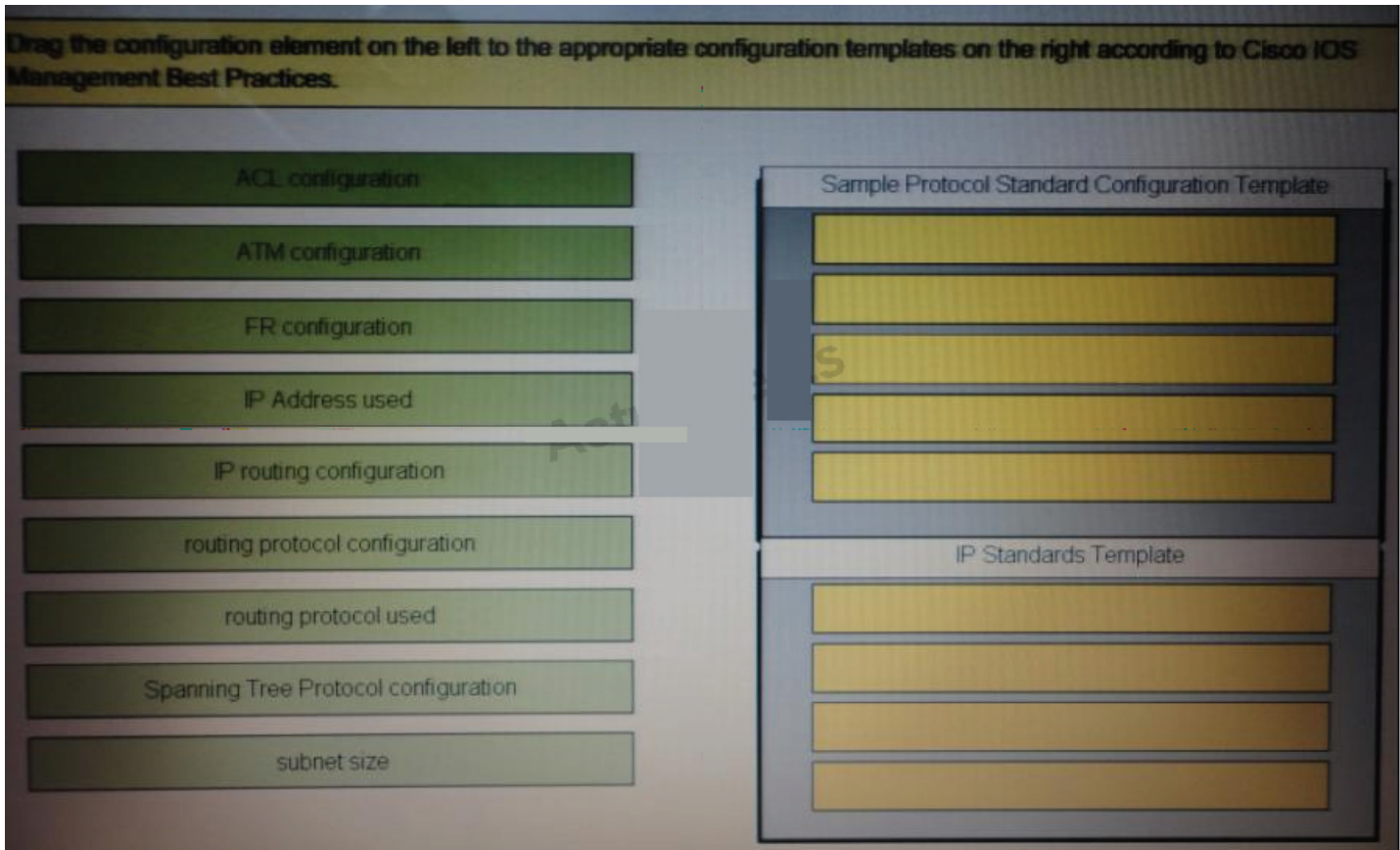
DNS53

TACACS49

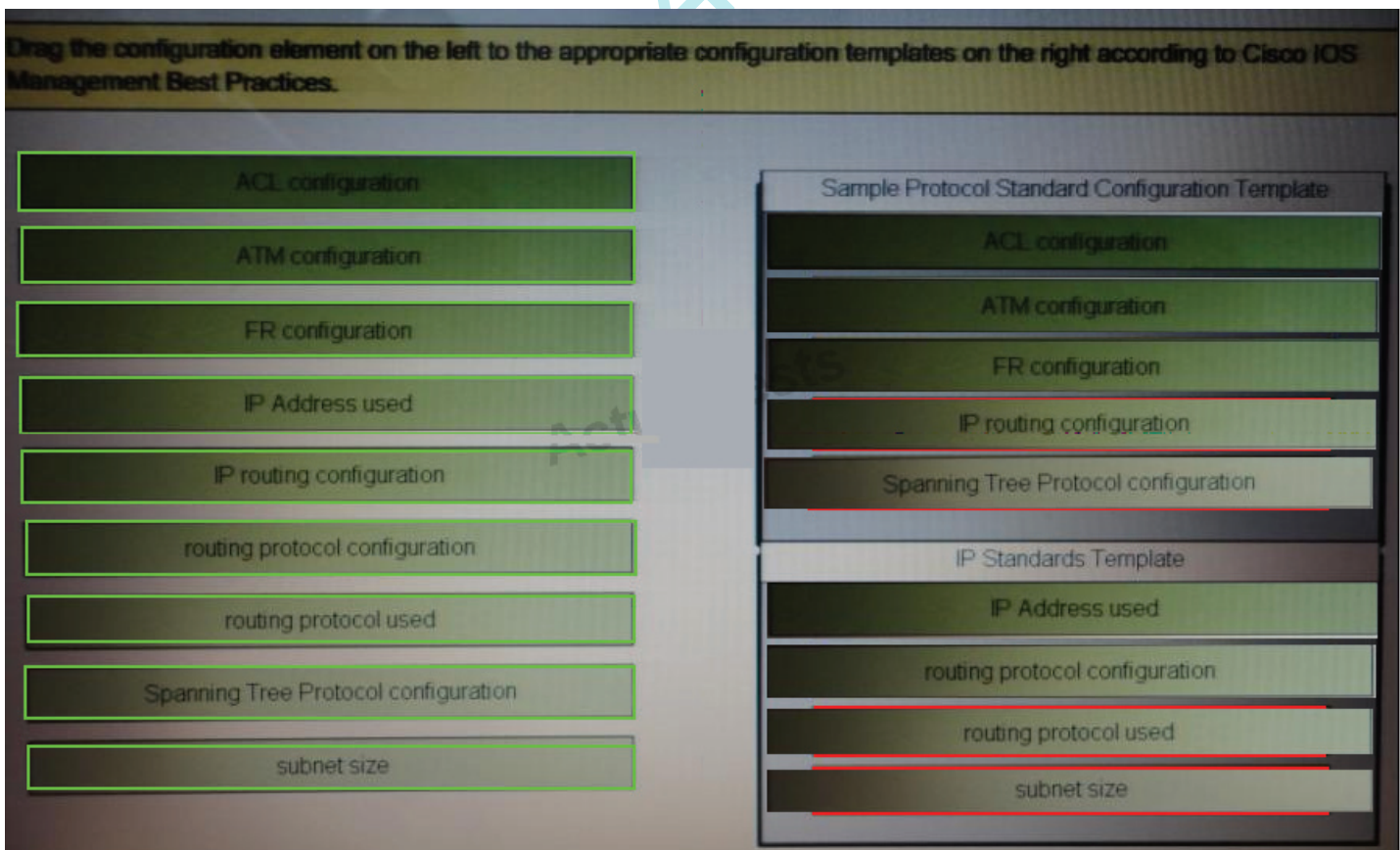
SNMP161

Syslog514

QUESTION NO: 11 DRAG DROP



Answer:



Explanation:

Sample Protocol Standard Configuration Template:

ACL Configuration

ATM Configuration

FR Configuration

IP Routing Configuration

Spanning Tree Configuration

IP Standards Template:

IP Address used

Routing Protocol Configuration

Routing Protocol used

Subnet Size

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