Vendor: Cisco

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Exam Name: Operational Foundations for Cisco Service Provider Core Networks (OFCN)

Version: DEMO

QUESTION 1
What is the primary purpose of the change approval process?

A. provide a common forum for users and the technical community
B. achieve continuous improvement in the change control process
C. assess and mitigate risk
D. knowledge capture and documentation accuracy

Answer: C

QUESTION 2
What do you call a process that collects and compiles a series of measurements, taken at regular intervals that are representative of a current status and health of the network?

A. trend analysis
B. baselining
C. exception reporting
D. SNMP monitoring

Answer: B

QUESTION 3
According to the ITIL@v3 framework, what is the primary purpose of knowledge management?

A. to gather, analyze, store, and share knowledge and information within an organization
B. to maintain information about the configuration items needed to deliver a service
C. to improve efficiency by reducing the need to rediscover knowledge
D. to track problems

Answer: C

QUESTION 4
According to the ITIL@v3 framework, which service transition process is responsible for planning and coordinating the resources to deploy a major release within predicted cost, time, and quality estimates?

A. change management
B. transition planning and support
C. release and deployment management
D. service validation and testing
E. knowledge management
F. transition architecture and engineering

Answer: B

QUESTION 5
You have just solved a troublesome network event. From a troubleshooting perspective, what is your next step?

A. Secure the device you performed the change on.
B. Document the problem and what you did to correct it.
C. Close the ticket.
D. Notify the service desk.

Answer: B

QUESTION 6
What is the best way to mitigate a problem using any process or troubleshooting method?

A. Always start with an accurate description of the problem and as much supporting information as possible.
B. Always use a divide and conquer approach to eliminate possibilities until you reach the correct solution.
C. Be proactive, identify problems and remedy them before you have to troubleshoot them.
D. Always have a positive approach.

Answer: C

QUESTION 7
You need to add a new DNS server to your Linux server. Where would you have to add the new
DNS entry in the operating system?

A. /etc/hosts
B. /etc/hosts.conf
C. /etc/sysconfig/network
D. /etc/nsswitch.conf
E. /etc/dns.conf
F. /etc/resolv.conf

Answer: F

QUESTION 8
You are troubleshooting a P1 outage and need to capture traffic between your Cisco core and
data center switches. What must be enabled before the capture of packets can be done?

A. portspan
B. capture port
C. spanport
D. snoop port
E. portsnoop

Answer: C

QUESTION 9
You are troubleshooting a DNS problem and need to capture and analyze UDP packets on an
IBM server running AIX 6.1 software.
Which built-in utility can you use to capture and view packets that enter and exit this server?

A. tcpdump
B. udpdump

C. snoop
D. sniff
E. capture
F. Wireshark

Answer: A

QUESTION 10
According to the ITIL@v3 framework, how should special types of incidents, such as redundant power supply failure, be handled?

A. Treat the incident as an outage and follow the appropriate process.
B. Treat the incident as an operational issue and follow the appropriate process.
C. Treat the incident as a service issue and use the appropriate escalation guidelines.
D. Treat the incident as a critical issue and trigger management escalation.

Answer: B

QUESTION 11
According to the ITIL@v3 framework, which event status is given the highest priority?

A. warning
B. informational
C. exception
D. critical

Answer: C

QUESTION 12
How are unauthorized devices installed in the network identified?

A. by running change management reports
B. by generating incident management reports
C. by generating service asset and configuration reports
D. by generating service level reports

Answer: C

QUESTION 13
How would you identify and assign change risk?

A. by reviewing impact and probability
B. by reviewing impact and priority
C. by reviewing severity and impact
D. by reviewing severity and probability

Answer: A

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