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QUESTION 1

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

A. Conducting Operations Readiness Assessment

B. Developing Site Readiness Assessment Report

C. Documenting network availability and redundancy requirements

D. Conducting a discovery workshop to gather data and initiate network implementation plan development

E. Accounting for all advanced technology system assets and configurations

F. Assessing current infrastructure and applications and their readiness to support proposed advanced technology system

Correct Answer: F

QUESTION 2

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. Implementation Plan

B. Business Requirements Document

C. Detailed Design Development

D. Business Plan

E. Project Kick-off

F. Staging Plan

Correct Answer: C

QUESTION 3

Which Service Component within the prepare phase helps customers make a sound decision by providing information relating to financial justification and benefits?

A. Operations Technology Strategy Development

B. Business Requirements Development

C. Proof of Concept

D. Business Case Development

E. Technology Strategy Development

Correct Answer: D

QUESTION 4

In the optimize phase, the call processing assessment activity contains the establish call volume baselining task. Which template or tool documents the call volumes?

A. Microsoft Performance and Event Monitor

B. Continuous Improvement Plan

C. CDR analysis and Reporting Tool

D. Bridge Traffic Analyzer

E. Operational Assessment Checklist

Correct Answer: C

QUESTION 5

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

A. Detail Design Development

B. Implementation Plan

C. Staging Plan

D. Business Plan

E. System Acceptance Test Plan Development

Correct Answer: E

QUESTION 6

Which three service components belong to the operate phase? Select three.

A. Change Management

B. Operations Implementation

C. System monitoring

D. Incident Management

E. Operations Assessment

Correct Answer: ACD

QUESTION 7

Within the conduct business requirements workshop activity, which three templates and/or tools assists with the document vertical business initiatives requirement tasks? (Choose three.)

A. Account planning tool

B. Business Requirements Documents

C. Initiative Interview Templates

D. Site Survey

E. Value Assessment Worksheet

F. Vertical industry Snapshots

Correct Answer: BCF

QUESTION 8

Which tasks uses the continuous improvement plan for the service assurance component within the operate phase?

A. Document Serial Numbers

B. Analyze Process Exceptions

C. Produce Service Level Reporting

D. Conduct Engagement Profitability Assessment

E. Document New System Requirements

Correct Answer: B

QUESTION 9

Which device level design detailed development activity is associated with the create template for each user group task that includes type of phone, required applications and soft key configuration?

A. Design Network Management and Operation Infrastructure

B. Conduct Station Reviews

C. Design Database Integration

D. Design Call Control System

E. Host Feature/Function Design Workshop

F. Design ISN Configuration

Correct Answer: B

QUESTION 10

Your work as a network technician at Certkiller .com. Your boss, Mrs. Certkiller, is interested in Readiness

Assessment activities. You are required to select the correct five.

Choose five.

A. Circuit analysis

B. Onsite operational assessment

C. Call processing Assessment

D. Perform Application Assessment Gap Analysis

E. Security Analysis

F. Data and Voice Infrastructure Site Surveys

G. Traffic Analysis

H. Perform Voice and Data Gap Analysis

Correct Answer: AEFGH

QUESTION 11

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

A. Send internal/external surveys

B. Prepare a service readiness report

C. Analyze process exceptions

D. Review remediation plan from operational assessment

Correct Answer: AC

QUESTION 12

Within which phase would you find information about managing system trouble?

A. Optimize

B. Implement

C. Operate

D. Plan

E. Prepare

Correct Answer: C

QUESTION 13

Which two of the following activities are parts of the Cisco Unified Communications systems requirements validation?(choose two)

A. Perform Voice and Data Gap Analysis

B. Validation Preparation

C. Collect and Verify Requirements

D. Conduct Circuit Analysis

Correct Answer: BC

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. End User Training Template

B. Executive Interview Template

C. Change Management Process Template

D. Network Ready for Use Template

E. Staff training Template

F. WLAN Assessment Report

Correct Answer: AE

QUESTION 15

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. Staging Plan

B. Staff Plan Development

C. Implementation Kick-off Meeting

D. Business Plan

E. Migration Plan Development

F. Project Kick-off

Correct Answer: E

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