



Vendor: Cisco

Exam Code: 640-760

Exam Name: Supporting Cisco Service Provider IP NGN
Operations (SSPO)

Version: DEMO

QUESTION 1

While looking at a Cisco CRS syslog, you see this message:

```
%ROUTING-FIB-1-FIBTBLINIT
```

Based on the message alone, should you consider it a high-priority message?

- A. Yes, because router syslog messages require immediate action.
- B. Yes, because the severity of the syslog message requires immediate action.
- C. No, because router syslog messages are informational only.
- D. No, because the severity of the syslog message is informational only.

Answer: B

QUESTION 2

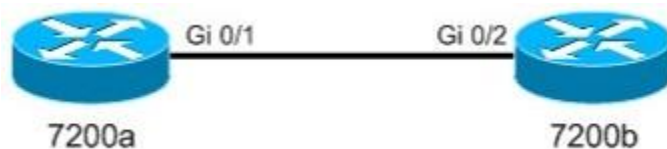
According to the ITIL@v3 framework, how does problem management contribute to network availability?

- A. by maintaining optimal levels of service quality
- B. by developing and documenting workarounds to known problems
- C. by providing inputs for calculating SLA penalties
- D. by restoring normal service operation as quickly as possible

Answer: B

QUESTION 3

Refer to the Gigabit Ethernet link in the exhibit. Which of the following IP address schemes would allow for IP reachability across this link?



- A. Router A with IP 10.1.1.0/31 to Router B with IP 10.1.1.1/31
- B. Router A with IP 10.1.1.1/31 to Router B with IP 10.1.1.2/31
- C. Router A with IP 10.1.1.7/30 to Router B with IP 10.1.1.8/30
- D. Router A with IP 10.1.1.255/31 to Router B with IP 10.1.1.253/31

Answer: A

QUESTION 4

Which one of these items is used to define key elements for successfully building obtainable service levels?

- A. critical success factors
- B. key performance indicators
- C. key quality indicators
- D. metrics

Answer: A

QUESTION 5

What action should you take if the NMS is receiving temperature alarms from a router?

- A. Check the fan tray to ensure that all of the fans are functioning properly.
- B. Check the line card to ensure that it is not generating excessive heat.
- C. Check the interfaces to ensure that they are not generating excessive heat.
- D. Check the grounding wire to ensure that it is attached properly.

Answer: A

QUESTION 6

According to the ITIL@v3 framework, what five characteristics can you use to identify effective KPIs? (Choose five.)

- A. specific
- B. agreed
- C. realistic
- D. budget-based
- E. heuristic
- F. time-based
- G. measurable
- H. Boolean

Answer: ABCFG

QUESTION 7

Which one of the following statements is true for syslog messages?

- A. A syslog packet is limited to 1024 bytes.
- B. Syslog messages use UDP port 520.
- C. At the application layer, syslog sends acknowledgments.
- D. Syslog is a peer-to-peer protocol.

Answer: A

QUESTION 8

You are responsible for monitoring the IP network. You have noticed since the beginning of your shift that a particular interface on a network switch has been flapping, and it has finally gone down. You open an incident ticket. According to the ITIL@v3 framework, what should you do to determine if it is a recurring issue?

- A. Use Telnet to connect to the device and troubleshoot.
- B. Ping the device to verify connectivity.
- C. Perform a search of the known-error database.
- D. Clear the alarm from the event system to see if it recurs.
- E. Clear the interface counters and see if additional errors are incurred

Answer: C

QUESTION 9

Which of these items enables an agent to notify the management station of significant events by sending an unsolicited message?

- A. syslog message
- B. SNMP trap
- C. managed object code
- D. RMON notification

Answer: B

QUESTION 10

When connecting to the console port, you see this message:

```
%SYS-2-MALLOCFAIL: Memory allocation of 1028 bytes failed from  
0x6015EC84, Pool Processor, alignment 0
```

What two situations could cause this message? (Choose two.)

- A. The router does not have the minimum amount of I/O memory to support certain interface processors.
- B. The memory has fragmented into such small pieces that the router cannot find a usable available block.
- C. The router has temporarily or permanently used all available memory.
- D. The router ran out of "fast" memory, and will use its main DRAM instead.

Answer: BC

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