



**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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