



**Vendor:** Cisco

**Exam Code:** 350-060

**Exam Name:** CCIE SP Operations Written Exam, v1.0

**Version:** DEMO

## QUESTION 1

### Drag and Drop Question

The objective of incident management is to restore normal service as quickly as practicable. Please drag-and-drop the nine steps on the left to the right in the proper order.

categorization	first step
initial diagnosis	second step
closure	third step
prioritization	fourth step
resolution recovery	fifth step
investigation diagnosis	sixth step
identification	seventh step
functional escalation	eighth step
logging	ninth step

### Answer:

The objective of incident management is to restore normal service as quickly as practicable. Please drag-and-drop the nine steps on the left to the right in the proper order.

categorization	identification
initial diagnosis	logging
closure	categorization
prioritization	prioritization
resolution recovery	initial diagnosis
investigation diagnosis	functional escalation
identification	investigation diagnosis
functional escalation	resolution recovery
logging	closure

## QUESTION 2

### Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure, including LAN, WAN, Firewalls, and QoS.

Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to place and receive calls.

It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which four initial questions should you ask to help isolate the problem? (Choose four).

- A. How did the customers call the sen/ice desk without dial tone?
- B. Are some or all VoIP customers affected?
- C. Do affected customers have anything in common (e.g., country/area code, geographical area)?
- D. What changes were made last night?
- E. Does the call manager use a Solaris or Linux operating system?
- F. Is the latest anti-virus software installed on the call manager?
- G. What time did customers first report the problem?

**Answer:** BCDG

### QUESTION 3

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure, including LAN, WAN, Firewalls, and QoS.

Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to place and receive calls.

It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which three troubleshooting steps should you perform from the network side to help isolate the problem? (Choose three.)

- A. Verify that you can ping both the primary and secondary call managers.
- B. Request syslog files from both call manager servers.
- C. Call a telephone number from a trouble ticket to verify that a connection can be made.
- D. Check to see if the NOC operators missed alarms from the NMS system during the night.
- E. Determine if any network changes (e.g., IOS updates) were made prior to the first customer calls.
- F. Run a load test to verify QoS during peak network activity.

**Answer:** ABE

#### QUESTION 4

Scenario:

Your company hosts a Voice Over IP (VoIP) service for its customers. Your Voice Operations center is responsible for all VoIP applications, including servers, gateways, and provisioning. The NOC is responsible for the network infrastructure, including LAN, WAN, Firewalls, and QoS.

Your Voice Operations Center started receiving calls in the early morning from customers who did NOT have dial tone and could NOT place or receive calls. The Operations Center was UNABLE to find any problems with their applications. At this point, they switched from the primary call manager to the secondary call manager to attempt to resolve the problem. This resolved the problem and customers had dial tone and were able to place and receive calls.

It is now after 8:00 AM and both the Voice Operations Center and NOC are fully staffed for peak activity hours. The tickets opened earlier are escalated and you are assigned to work with the Voice Operations Center to find and fix the problem. You review the trouble tickets and then join the scheduled teleconference to resolve the problem.

As a NOC member, which troubleshooting strategy should you suggest to the Voice Operations Center to help them isolate the problem to the call manager server or network?

- A. Stress test call manager servers with a traffic generator to increase network load until packets are dropped.
- B. Log into each call manager and attempt to ping some of the end points.
- C. Verify that no calls were dropped during the switchover from primary to secondary call manager server.
- D. Focus efforts on primary call manager as there are no network incidents.

**Answer: D**

#### QUESTION 5

You are working for a large service provider. The engineering team has requested that operations roll out new four-port 10-Gigabit Ethernet line cards in every 7600 Series Router chassis in the network in advance of announcing new services that will use these high-speed interfaces. During the meeting, engineering and the certification lab state that they have fully tested the new line cards with no problems identified. Realizing that it has been over a year since the Cisco IOS Software was last upgraded in the network and a Cisco IOS upgrade is required, what questions should you ask of the engineering team before proceeding with scheduling maintenance windows to upgrade the network? (Choose two.)

- A. What configuration changes are required to support the new services?
- B. Does the Cisco IOS Software have to be upgraded before inserting the new line cards?
- C. How long will the outage be while the software is upgraded?
- D. Is the memory on the supervisor engines sufficient to support the new Cisco IOS release and line cards?

**Answer: AD**

#### QUESTION 6

A trouble ticket has been escalated from the service desk to you as a Tier 2 NOC engineer. The customer is complaining about slow application response time. The problem is between end-user workstations and a CRM application hosted on a redundant pair of servers in a data center. What are the two initial actions to further troubleshoot the network? (Choose two.)

- A. Ping the CRM server from multiple locations and compare round-trip times.

- B. Ask the IT department to fail over the CRM application to its backup server.
- C. Reboot the end-user workstations.
- D. Review recent network changes that were made prior to receiving complaints.

**Answer:** AD

#### QUESTION 7

Several customers are complaining about slow network throughput when trying to access a company document management system. This slow throughput is impacting business for these customers due to lost productivity. The service desk followed normal procedures, was unable to resolve the problem, and escalated the trouble ticket to you, the Tier 2 NOC engineer. You have done your own analysis and believe that you have found the root cause but are not entirely certain.

Which three steps should you take to verify your resolution? (Choose three.)

- A. Implement your fix at one location to verify that it fixes the problem.
- B. Determine what the expected throughput is compared to what is being observed.
- C. Identify when the problem started and correlate to recent change activity.
- D. Determine what specific locations have the problem.
- E. Create a contingency plan in case your analysis is wrong.

**Answer:** BCD

#### QUESTION 8

You are working as a Tier 3 NOC engineer at a large service provider. Supporting the core network is part of your job responsibility. An escalation has come to you after Tier 2 determines that a problem lies within the core of the network and is affecting every customer. You have analyzed the information in the trouble ticket, performed your own troubleshooting, and have determined that a BGP session is flapping between two core routers. Which two steps should you take before escalating to the router vendor? (Choose two.)

- A. Verify that the routers are sending keepalives.
- B. Determine if there is a Layer 2 or 3 transport problem.
- C. Enable path MTU discovery.
- D. Restart the BGP router process.

**Answer:** AB

#### QUESTION 9

You are working at a large service provider supporting the core MPLS network. You have determined that a line card in one of the core routers has failed. Which two steps should you take before requesting that a technician be dispatched to the location to replace the card? (Choose two.)

- A. Reboot the router.
- B. Reboot the line card.
- C. Send syslog messages and SNMP traps of the failed line card to the vendor for analysis.
- D. Administratively shut down all interfaces on the failed line card.
- E. Remove all configuration for links on the failed line card.

**Answer:** BC

**QUESTION 10**

You are working at a service provider supporting the core network. While proactively monitoring syslog, you notice that two power supplies have failed on one of the core routers. The router has five power hot-swappable supplies in total. Three are required to be working to support the power draw of the router. At this point, the router is still functioning correctly. It is now several hours before peak traffic will be present on the network. The next safe time for performing physical maintenance is not until after the peak traffic window. Which two steps should you take to minimize network impact during peak traffic? (Choose two.)

- A. Redirect traffic away from the router.
- B. Dispatch a technician to swap power supplies with onsite spares.
- C. Implement a provisioning freeze so that no new network links are activated.
- D. Check the syslogs of other network devices in the same location for failed power supplies.

**Answer:** AD

**QUESTION 11**

Users have complained recently about their experience with a collaboration tool that is being used on different international locations on your network. The collaboration tool uses IP precedence of "4" for all the traffic that runs over your network. Upon investigating the problem, you noticed that the tool worked fine most of the time. You observed that video frames would freeze occasionally for a short time, and some collaboration features had slow responses. The IT department has been engaged, and they believe that the problem is with the network transport. You tried end-to-end extended pings by using the ToS value of 128 and noticed a high round-trip time on some of the ping packets. To the best of your knowledge, all the routers in the forwarding path are distributed architecture, hardware-based forwarding devices, and the entire path is QoS-enabled.

What should be the next three steps in identifying the root cause? (Choose three.)

- A. Check RP CPU utilization for all routers in the data path.
- B. Look for queue buildup on interfaces that are being traversed by this traffic.
- C. Perform application profiling and correct ToS usage by using sampled NetFlow.
- D. Verify that the ACLs are not misconfigured and causing a problem.
- E. Use MEMORY-POOL-MIB for verifying free memory.
- F. Deploy IP SLAs as a proactive measure to correlate IP delay variations to certain times of the day.

**Answer:** BCF

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