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Microsoft

70-246 PRACTICE EXAM

Private Cloud Monitoring and Operations with System Center 2012

Product Questions: 153/7CS

Case Study: 1
A.Datum
Overview
A. Datum Corporation is an accounting company that has 3,000 employees.
A. Datum has two main offices and five branch offices. The main offices are located in London and New York. The branch offices are located in Asia. All offices connect to each other by using a WAN link. Each office connects directly to the Internet.
Existing Environment
Active Directory Environment
The network contains an Active Directory forest named adatum.com. The forest contains a single domain. All domain controllers run Windows Server 2012.
Each office contains five domain controllers. Each office is configured as an Active Directory site.
System Center 2012 Infrastructure A. Datum has a System Center 2012 infrastructure that contains six servers. The servers are configured as shown in the following table.

Server name	Role
LON-SQL1	Database server for all System Center 2012 components
LON-VMM1	System Center 2012 Virtual Machine Manager (VMM) server that has all features installed
LON-SM1	System Center 2012 Service Manager server that has all features installed
LON-OR1	System Center 2012 Orchestrator server that has all features installed
LON-OM1	System Center 2012 Operations Manager management server
LON-AC1	System Center 2012 App Controller

System Center 2012 is used to maintain a private cloud named Cloud1. Cloud1 consists of 10 Hyper-V hosts in the London office. Cloud1 hosts the following applications:

- A custom accounting application named App1. App1 consists of four virtual machines. Two of the virtual machines have Microsoft SQL Server 2012 installed. The other two virtual machines have the Web Server (IIS) server role installed. App1 is deployed by using a service template.
- A custom marketing application named App2. App2 consists of two virtual machines. One virtual machine has SQL Server 2012 installed. The other virtual machine has the Web Server (IIS) server role installed. App2 is deployed by using virtual machine templates.
- System Center 2012 Configuration Manager
- Microsoft SharePoint Server 2010

- Microsoft Exchange Server 2010
- Microsoft Lync Server 2010

Problem Statements

The virtual machine template used to deploy web servers for App2 does not include the Network Load Balancing (NLB) feature. A. Datum plans to scale out App2 to use NLB.

Requirements

Business Goals

A. Datum plans to make App1 available to its customers by hosting the application in either A. Datum's data center or in a Windows Azure public cloud named Cloud2.

A. Datum wants to minimize hardware and software purchasing costs, whenever possible.

Planned Changes

A. Datum plans to implement the following changes:

- Implement Operations Manager.
- To App1, add a server that has Microsoft BizTalk Server deployed.
- Deploy a new instance of App1 to the New York office. The instance must comply with the Sarbanes-Oxley Act.
- Implement Configuration Manager and integrate Configuration Manager and VMM. Configuration Manager will be used to manage updates for the Hyper-V hosts.

Technical Requirements

A. Datum identifies the following technical requirements:

- Create a runbook that will be used by Service Manager to create an instance of a virtual machine. The virtual machine will be based on a virtual machine template named VMT1. Users must be able to request the creation of instances of the virtual machine from a self-service portal.
- Ensure that the users in the sales department can use a self-service portal to request that a new instance of App1 be created in Cloud1 for a customer. The new instance must only be created if the sales department manager approves the request.
- Ensure that if an Exchange Server 2010 service unexpectedly stops, a series of automatic actions is performed to remediate the service failure. The status of each performed action must be logged in an incident.
- Monitor App1 to ensure that client computers in the New York office can connect to an instance of App1 hosted in the London office. The monitoring solution must perform tasks that emulate a user accessing App1.
- Ensure that database administrators can access alerts, state information, and performance counters for all of the SQL Server servers in Cloud1 from a SharePoint webpage.
- Ensure that the instances of the App2 hosted in Cloud1 are monitored from a graphical diagram that displays all of the components of App2.
- Automatically create and assign incidents in Service Manager when an alert is generated in Operations Manager.
- Ensure that users can receive alert notifications from Operations Manager as Microsoft Lync instant messaging (IM) messages.

- Monitor the availability of the SharePoint Server 2010 server farm from the New York office.
- Ensure that administrators can undo changes made to the custom rules created in Operations Manager.
- Ensure that help desk users can contact the affected users of an incident by using IM.
- Add the new BizTalk Server server to App1 by using a service template.

Question: 1

You need to implement a solution to meet the IM requirements for the help desk users.
What should you do?

A. Install Unified Communications Managed API 3.0 Runtime on LON-SM1.
B. Install the Lync 2010 client on LON-SM1.
C. Create a Service Manager workflow.
D. Create an IM channel.

Answer: B

Explanation:
Ref: http://technet.microsoft.com/en-us/library/hh495482.aspx

Question: 2

You need to implement the alert notifications. The solution must meet the technical requirements. A Lync Server administrator enables an account named ADATUM\IMUser for Unified Communications. What should you do next?

A. Configure ADATUM\IMUser as a Run As Account. Install the Lync Management Pack. Create a notification subscriber and an IM channel.
B. Create a mailbox for the ADATUM\IMUser account Install the Exchange Server Management Pack. Create a notification subscriber and an SMTP channel.
C. Create a mailbox for the ADATUM\IMUser account. Install Microsoft Visual C++ 2008 Runtime. Create a notification subscriber and an SMTP channel.
D. Configure ADATUM\IMUser as a Run As Account. Install Unified Communications Managed API 3.0 Runtime. Create a notification subscriber and an IM channel.

Answer: D

Question: 3

You need to recommend a solution to remediate the Exchange Server 2010 service failures.
The solution must meet the technical requirements.
What should you include in the recommendation?

A. Create a service request workflow that triggers a dependent activity.
B. Create an incident event workflow that triggers a dependent activity.
C. Create an incident event workflow that triggers a runbook activity.
D. Create a service request workflow that triggers a runbook activity.

Answer: C

Question: 4

You need to recommend a solution to meet the monitoring requirements for App2.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

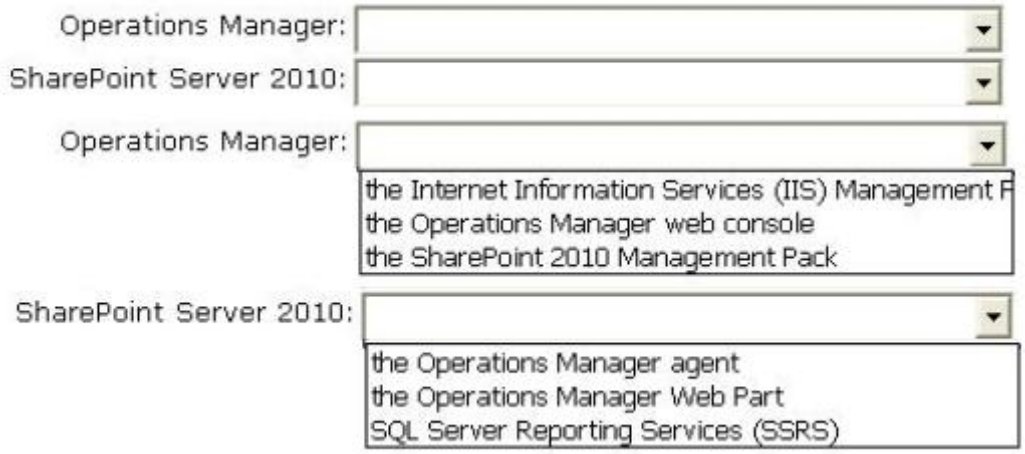
A. An aggregate rollup monitor
B. A distributed application
C. A dependency rollup monitor
D. Service monitors

Answer: B

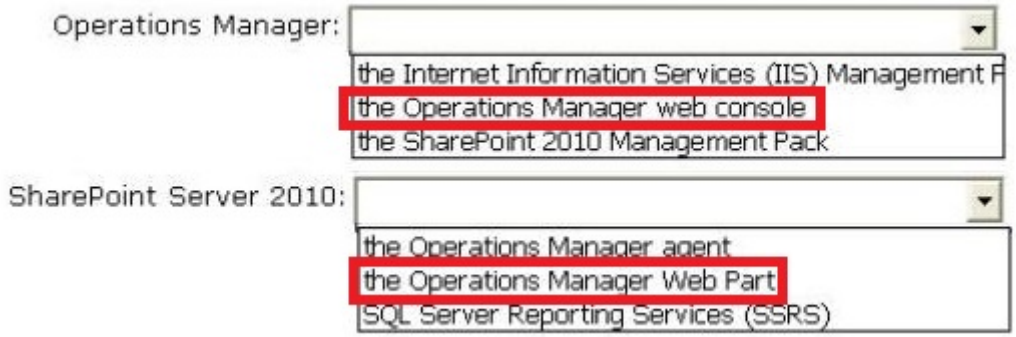
Explanation:
"Ensure that the instances of the App2 hosted in Cloud1 are monitored from a graphical diagram that displays all of the components of App2"

Question: 5

HOTSPOT
You need to recommend a solution to meet the monitoring requirements for the database administrators.
Which components should you recommend deploying in Operations Manager and SharePoint Server 2010? (To answer, select the appropriate components in the answer area.)



Answer:



Explanation:

http://technet.microsoft.com/en-us/library/hh212924.aspx -
Using SharePoint to View Operations Manager Data
· How to Deploy the Operations Manager Web Part
Before you can add the Operations Manager Web Part to a SharePoint page, the Web Part must be deployed to the SharePoint site.
The Operations Manager web console must be installed on a management server:
How to Add the Operations Manager Web Part to a SharePoint Page
After you deploy the Operations Manager web part to a SharePoint site, you can add the web part to pages.
When you add the web part, you configure it to display a specific dashboard view. For the configuration, you will need the URI for the dashboard view that you want displayed.
How to Configure the Web Part to Connect to a Web Console
After the web part is deployed and activated, you must configure the web part to connect to a web console or environment. You can add more environments at any time. Use the following procedure to configure the environment for a web part.
To configure the environment for a web part by using the user interface
1. On the SharePoint central administration site, in the Site Actions dropdown menu, click View All Site Content.
2. In Lists, click Operations Manager Web Console Environments.
3. Click Add new item.
4. In the Name field, enter a unique name.
5. In the HostURI field, enter the URI to a server hosting the Operations Manager web console. For example: http://ServerName/OperationsManager/
6. Click Save.

Question: 6

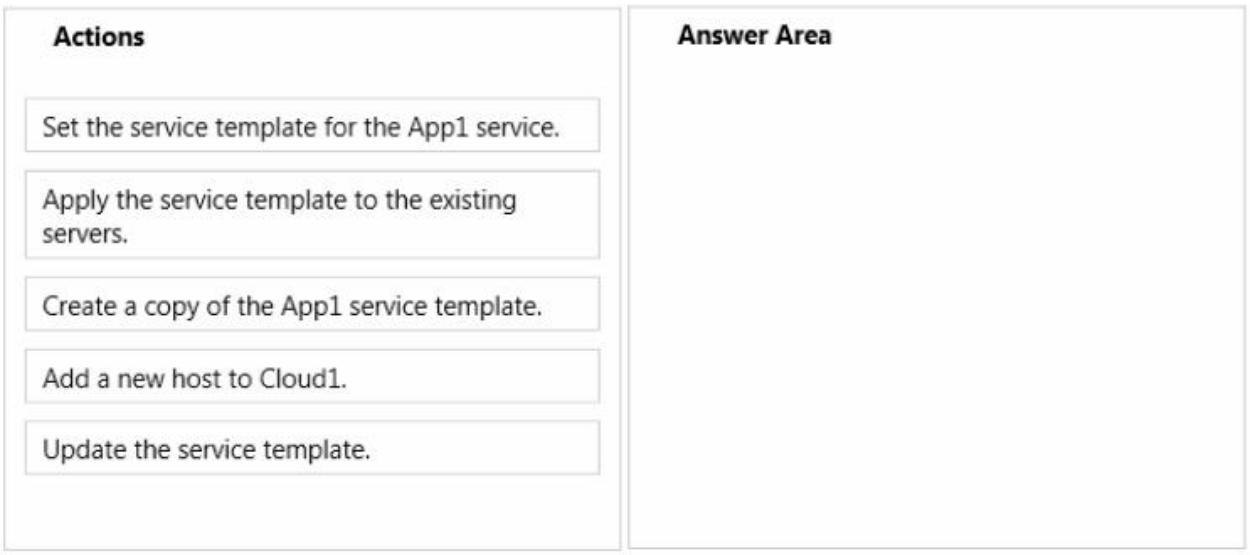
You need to recommend a solution to ensure that the sales department managers can create instances of App1 in Cloud1.
What should you include in the recommendation?

A. A subscription in App Controller and a task in Service Manager
B. A dashboard in Operations Manager and a distributed application
C. A task in Operations Manager and a distributed application
D. A service offering in Service Manager and a runbook in Orchestrator

Answer: D

Question: 7

DRAG DROP
You create a virtual machine template for the BizTalk Server server.
You need to recommend a method to update App1. The method must meet the technical requirements.
Which four actions should you perform in sequence? (To answer, move the appropriate four actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Box 1:

Create a copy of the App1 service template.

Box 2:

Update the service template.

Box 3:

Set the service template for the App1 service.

Box 4:

Apply the service template to the existing servers.

Explanation:

Based on ppt from Microsoft in https://www.google.com.br/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0CBwQFjAA&url=http%3A%2F%2Fdownload.microsoft.com%2Fdocuments%2Fuk%2Fenterprise%2FService-Centric-Management-and-Self-Service-with-System-Center-Virtual-Machine-Manager-2012.pptx&ei=0K22U9wroaewBNXegdgO&usg=AFQjCNHw8saeCMlW8ufAx_twL45rfF7-nA&sig2=wm3MSug_SN4uLcV0S_Dw4A

We have the steps to Update an template. The first step maybe (copy) also can be clarified here How to Create an Updated Service Template in VMM

The slide number 28 I think describe the exact steps:

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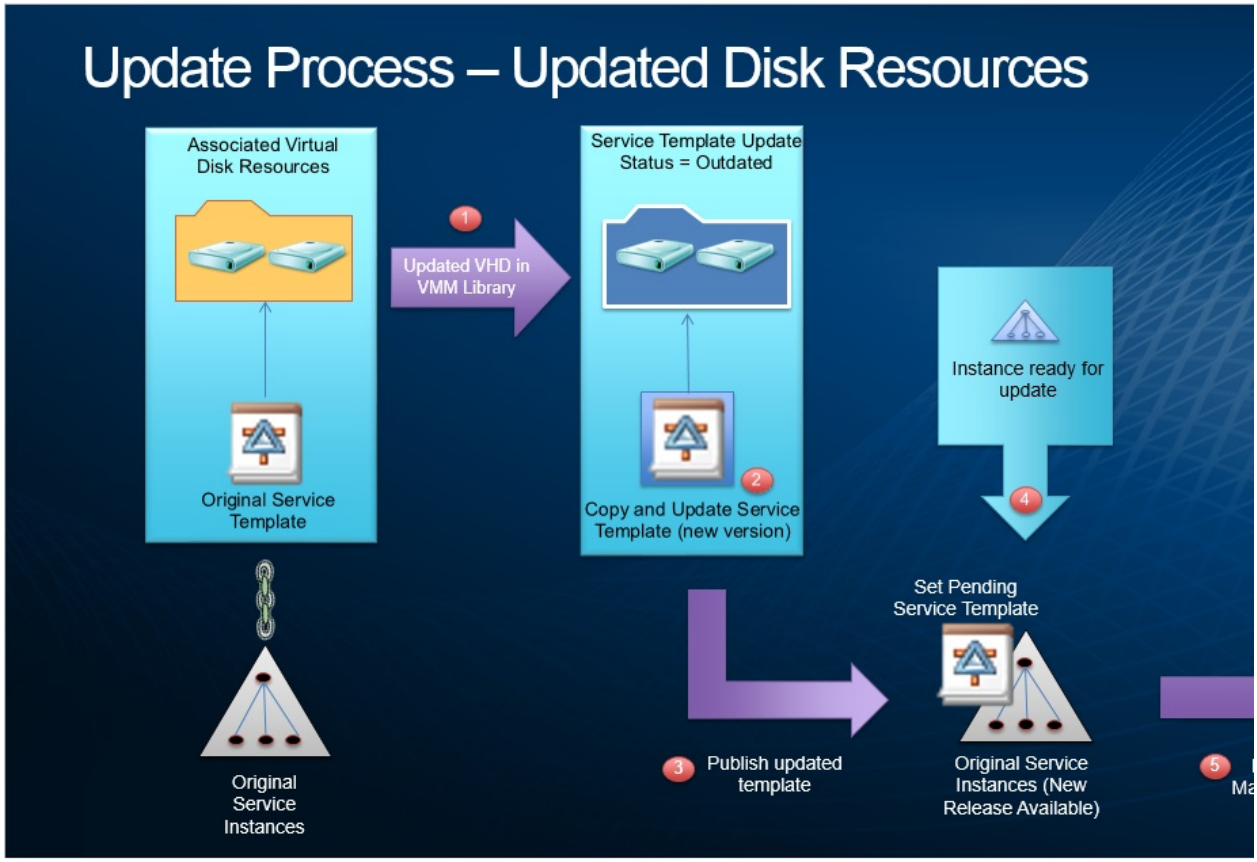


Question: 8

You need to implement a solution to meet the monitoring requirements for App1.
Which template should you use?

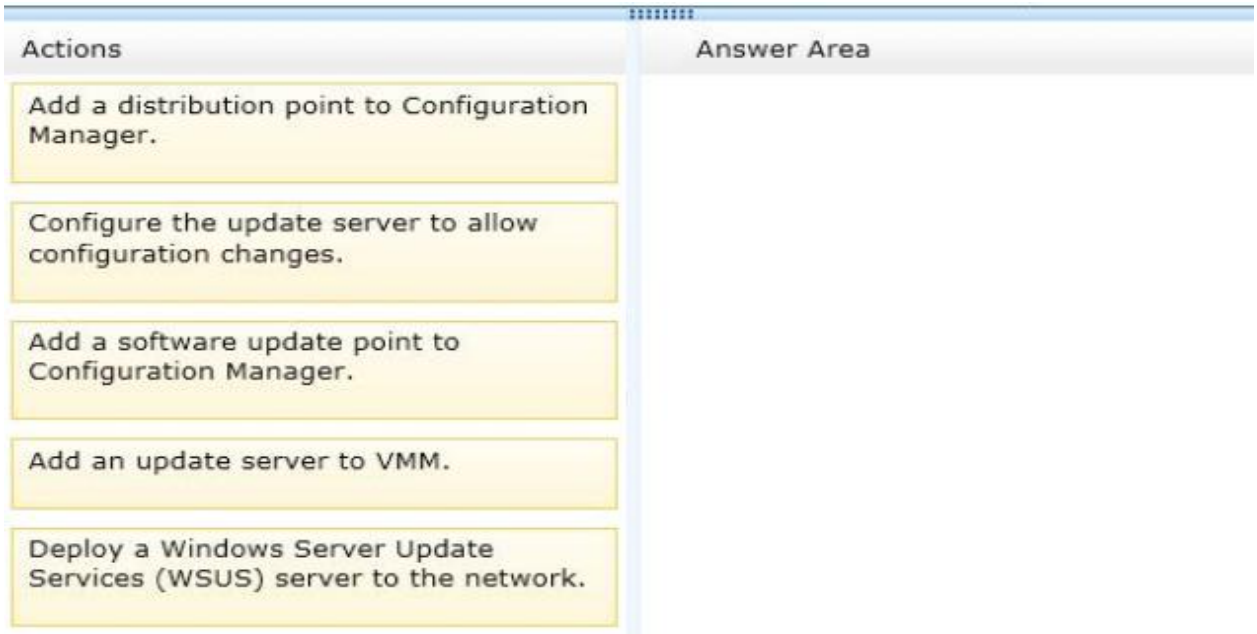
A. TCP Port
B. Web Application Transaction Monitoring
C. Windows Service
D. Process Monitoring

Answer: B

Explanation:
The Web Application Transaction Monitoring template lets you test a website or web-based application by sending requests over HTTP, validating their response, and measuring their performance. This can be a simple test to determine if the website is responding, or it can be a complex set of requests to simulate a user who is performing such actions as logging on to the site and browsing through a set of pages.

Question: 9

DRAG DROP
You need to implement the planned integration of Configuration Manager and VMM.
You install Configuration Manager and create a collection that includes all of the Hyper-V hosts.
Which four additional actions should you perform in sequence? (To answer, move the appropriate four actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Box 1: Deploy a Windows Server Update Services (WSUS) server to the network.
Box 2: Add an update server to VMM.
Box 3: Configure the update server to allow configuration changes.
Box 4: Add a software update point to Configuration Manager.

Explanation:
Note:
* Scenario:
/ Implement Configuration Manager and integrate Configuration Manager and VMM. Configuration Manager will be used to manage updates for the Hyper-V hosts
*(box 1) In order to use System Center 2012 – Virtual Machine Manager (VMM) to manage updates, you can either install a dedicated Windows Server Update Services (WSUS) server or use an existing WSUS server.
* (box 2)
To add a Windows Server Update Server to VMM
1. In the VMM console, open the Fabric workspace.
2. On the Home tab, in the Add group, click Add Resources, and then click Update Server.
The Add Windows Server Update Services Server dialog box opens.
3. In Computer name, enter the fully qualified domain name (FQDN) of the WSUS server (for example, VMMServer01.contoso.com).
4. Specify which TCP/IP port that the WSUS website listens on for connections (for example, port 8530).
5. Enter credentials for connecting to the WSUS server. The account must have administrator rights on the WSUS server.
6. If necessary, select the Use Secure Socket Layer (SSL) to communicate with the WSUS server and clients check box.
7. Click Add.
*
After you add the update server to VMM, you can configure a proxy server for synchronization and change the update categories, products, and supported languages that WSUS synchronizes by updating the properties of the update server in VMM.
* (box 3)
In VMM, you update the properties of the update server to configure a proxy server for use during synchronizations and to change the update categories, products, and supported languages that are synchronized by the WSUS server.

* (box 4) Install and configure a software update point
The software update point is required on the central administration site and on the primary sites to enable the software updates compliance assessment and to deploy software updates to clients. The software update point is optional on secondary sites.
* Software Updates in System Center 2012 Configuration Manager provides a set of tools and resources that can help you to manage, deploy, and monitor software updates in the enterprise.
Reference: How to Add an Update Server to VMM; Configuring Software Updates in Configuration Manager

Question: 10

You need to recommend which Orchestrator integration packs must be deployed to reduce the amount of development effort required to deploy an instance of VMT1.
Which Orchestrator integration packs should you recommend?

A. The System Center Integration Pack for System Center 2012 Virtual Machine Manager and the System Center Integration Pack for System Center 2012 Service Manager
B. The System Center Integration Pack for System Center 2012 Service Manager and the System Center Integration Pack for System Center 2012 Configuration Manager
C. The System Center Integration Pack for System Center 2012 Operations Manager and the System Center Integration Pack for System Center 2012 Service Manager
D. The System Center Integration Pack for System Center 2012 Virtual Machine Manager and the System Center Integration Pack for System Center 2012 Operations Manager

Answer: A

Question: 11

You need to make changes to the virtual machine template used to deploy web servers for App2. The changes must resolve the NLB issue.
Which setting should you modify for the virtual machine template?

A. Capabilities Profiles
B. Guest OS Profiles
C. Application Profiles
D. Hardware Profiles

Answer: D

Explanation:
http://technet.microsoft.com/en-us/library/hh335098.aspx
Configure the network adapter to use a logical network with static IP address assignment, static MAC addresses, and, depending on the hypervisor that you want to deploy the service to, enable MAC address spoofing.

Question: 12

You need to recommend a solution to manage the changes made to the custom rules. The solution must meet the technical requirements.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Export the Operations Manager operational database.
B. Back up the Operations Manager folder.
C. Back up the Operations Manager data warehouse database.
D. Export the custom management packs.

Answer: D

Question: 13

You need to recommend a solution to monitor the SharePoint Server 2010 server farm.
The solution must meet the technical requirements.
What should you include in the recommendation?

A. A distributed application
B. A synthetic transaction
C. A subscription
D. An event rule

Answer: B

Question: 14

You need to recommend a solution to meet the compliance requirements for the new instance of App1 in the New York office.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

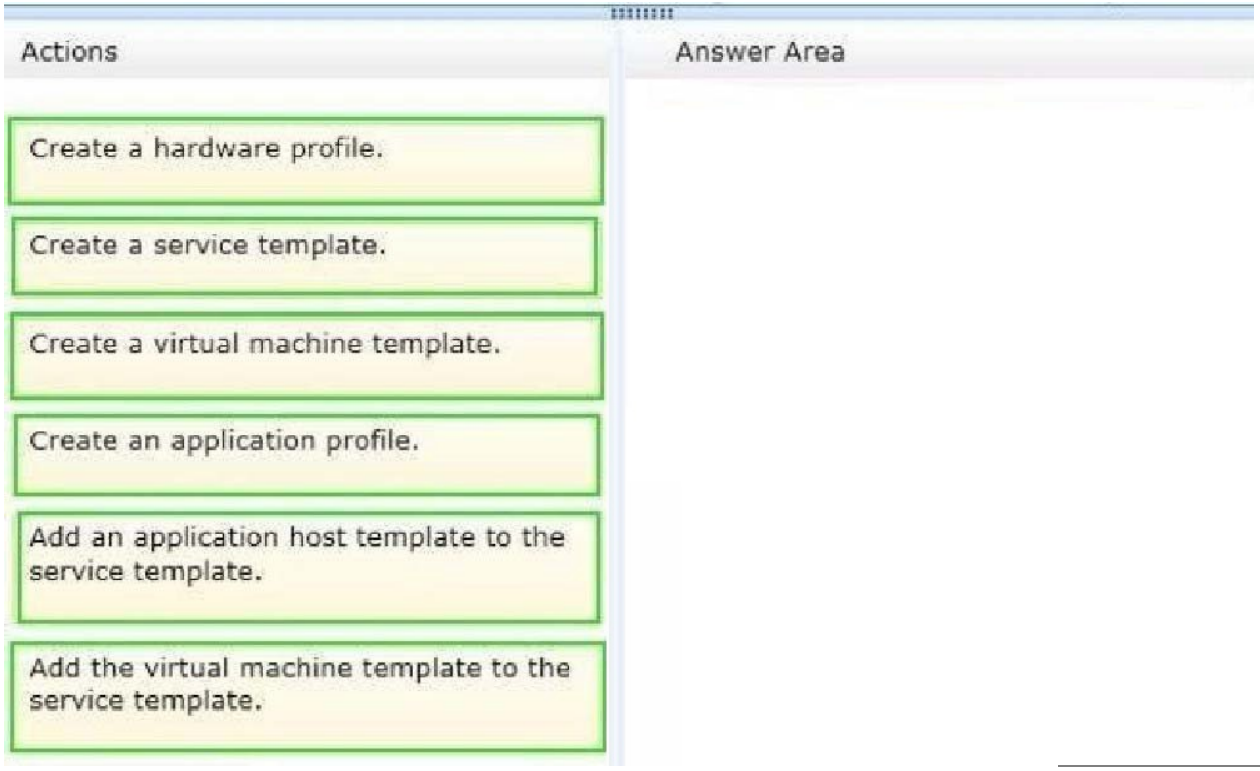
A. A security template
B. The Audit Collection Services (ACS)
C. A custom management pack
D. The Process Pack for IT GRC

Answer: D

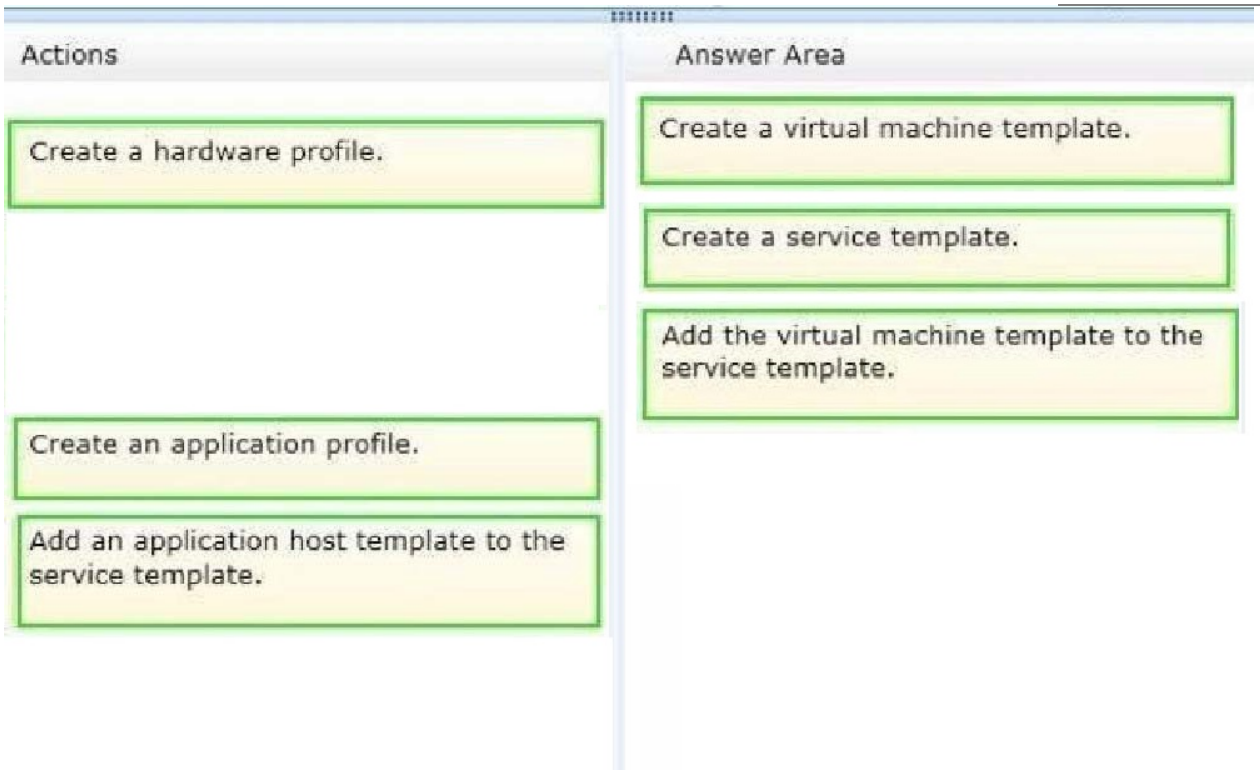
Explanation:
The Process Pack for IT GRC is designed to facilitate compliance activities conducted by your organization's IT experts, auditors, accountants, attorneys and other compliance professionals.
http://technet.microsoft.com/en-us/library/dd206732.aspxhttp://technet.microsoft.com/en-us/library/dd206732.aspx

Question: 15

You are evaluating the implementation of additional servers to host App2.
You need to prepare the new servers to meet technical requirements for App2.
Which three actions should you recommend performing in sequence?
(To answer, move the appropriate three actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:



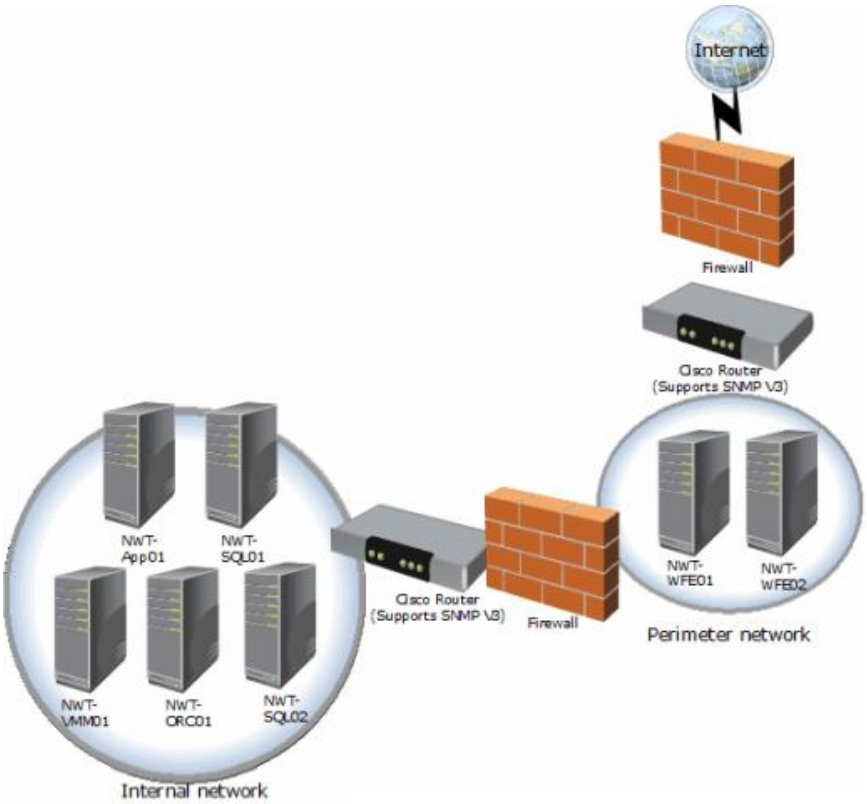
Case Study: 2
NorthwindTraders
Overview
Northwind Traders is a retail company.
The company has offices in North America, Europe, and Asia.

The company plans to implement a private cloud solution that uses System Center 2012 R2.

Existing Environment

Network Infrastructure

Northwind Traders has a single data center that contains an internal network and a perimeter network. The networks are separated by a firewall. The relevant portion of the network is shown in the exhibit. (Click the Exhibit button.)



The networks contain the network devices shown in the following table.

Number of devices	Network	SNMP version	SNMP credentials
30	Internal	v1	snmpcred1
20	Internal	v2	snmpcred1
1	Perimeter	v3	snmpcred2
2	Perimeter	v3	snmpcred3

The network contains an Active Directory forest named northwindtraders.com. The forest contains servers that run either Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2.

Northwind Traders uses Windows Server Update Services (WSUS) to deploy updates to all of the servers in the data center. WSUS is installed on a server named NWT-WSUS01.

The network contains as the servers shown in the following table.

Server name	Software	Role
NWT-WFE01	Microsoft SharePoint Server 2013	Front-end Web server
NWT-WFE02	Microsoft SharePoint Server 2013	Front-end Web server
NWT-APP01	Microsoft SharePoint Server 2013	Application server
NWT-SQL01	Microsoft SQL Server 2012	Database server
NWT-VMM01	Microsoft System Center 2012	Virtual Machine Manager (VMM) server
NWT-ORC01	Microsoft System Center 2012	Orchestrator server
NWT-SQL02	Microsoft SQL Server 2012	Database server

Virtualization Infrastructure

Northwind Traders has Hyper-V hosts that run either Windows Server 2012 R2 or Windows Server 2012. The Hyper-V hosts contain virtual machines that are used on the network.

The current System Center 2012 infrastructure does not use any cloud settings in VMM.

Application Infrastructure

Northwind Traders develops several web applications by using the Microsoft .NET Framework. The company also hosts a third-party UNIX-based web application on the perimeter network.

Planned Implementation

Network Infrastructure

Northwind Traders plans to upgrade all physical servers to Windows Server 2012 R2.

Northwind Traders also plans to upgrade all of the System Center 2012 components to System Center 2012 R2 and to deploy all of the System Center components that are not deployed already.

The company plans to deploy the new System Center 2012 R2 servers shown in the following table.

Server name	Role
NWT-SCSM01	Service Manager server
NWT-SCOM01	Operations Manager server
NWT-DPM01	Data Protection Manager (DPM) server
NWT-SCCM01	Configuration Manager server
NWT-SCOM02	Operations Manager gateway server

NWT-SCOM2 will be deployed to the perimeter network

Virtualization Infrastructure

After the planned deployment of System Center 2012 R2, Northwind Traders plans to move all virtual machines to four new private clouds named IT, Sales, Finance, and Corporate.

Northwind Traders also plans to virtualize all of the servers that run SharePoint Server 2013.

Northwind Traders plans to provide a runbook-based solution for application developers to create virtual machines in a test environment.

Northwind Traders also plans to implement a chargeback solution for the virtual machines used by the IT, Sales, and Finance departments.

Monitoring Solution

After the planned deployment of System Center 2012 R2, Northwind Traders plans to implement the

following monitoring solutions:

- Generate reports that provide details about the virtual machines, the storage pools, and the network devices used in the private clouds.
- Monitor the availability, CPU usage, and memory usage of all the network devices in the data center.
- Monitor the performance of all the SharePoint servers by using a single dashboard.

Updates Solution

After the planned deployment of System Center 2012 R2, Northwind Traders plans to manage updates from System Center 2012 R2 and to integrate the existing WSUS server into the System Center 2012 R2 infrastructure.

Question: 1

You virtualize all of the SharePoint servers and add them to the Corporate private cloud.
You need to prepare the infrastructure for the planned monitoring of the SharePoint servers.
Which two actions should you perform after NWT-SCOM01 is deployed and NWT-VMM01 is upgraded? Each correct answer presents part of the solution.

A. Import the System Center Management Pack for SharePoint Server 2013 to NWT-SCOM01.
B. Create a new distributed application on NWT-SCOM01.
C. Install the Microsoft Monitoring Agent on the SharePoint virtual servers.
D. Import the System Center Management Pack for SharePoint Server 2013 to NWT-VMM01.
E. Install the Microsoft Monitoring Agent on the visualization hosts.

Answer: A, B, C

Question: 2

You need to recommend a solution to prepare the infrastructure for the planned monitoring implementation.
Which three actions should you recommend performing after NWT-SCOM01 is deployed and NWT-VMM01 is upgraded? Each correct answer presents part of the solution.

A. On NWT-VMM01, configure integration with Operations Manager.
B. On NWT-SCOM01, import all of the management packs that start with Microsoft.SystemCenter.VirtualMachineManager.Storage.
C. On NWT-VMM01, configure integration with WSUS.
D. On NWT-SCOM01, install the Microsoft Monitoring Agent and the Virtual Machine Manager console.
E. On NWT-VMM01, install the Microsoft Monitoring Agent and the Operations Manager console.

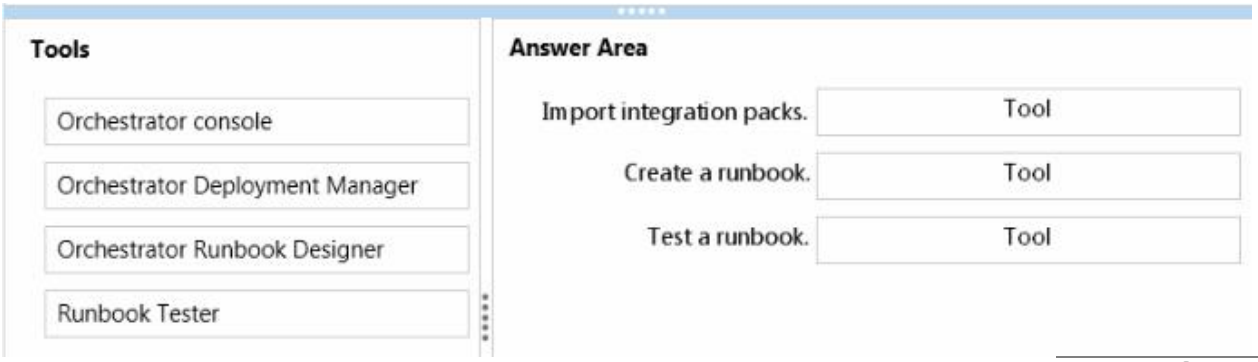
Answer: A, B, E

Explanation:
The technet article
http://technet.microsoft.com/en-us/library/hh882396.aspx
How to Connect VMM with Operations Manager" , mentions:
· Install an Operations Manager Operations console on the VMM management server. (option E)
· Install Operations Manager agents on the VMM management server (option E) and all hosts under management by

VMM (managed hosts). For more information, see Operations Manager Agent Installation Methods.
· In Operations Manager, import the necessary management packs (option B)
About Option A: we have technet
http://technet.microsoft.com/en-us/library/dn469610.aspx
Planning
Considerations for Upgrading VMM " that mentions:
"If you have an existing connection to Operations Manager, the connection is removed during the upgrade process"
"After the upgrade process completes, you can reconfigure your connection to Operations Manager"

Question: 3

DRAG DROP
You need to implement and test the runbook-based solution.
Which tools should you use for each task? To answer, drag the appropriate tools to the correct tasks. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.



Answer:

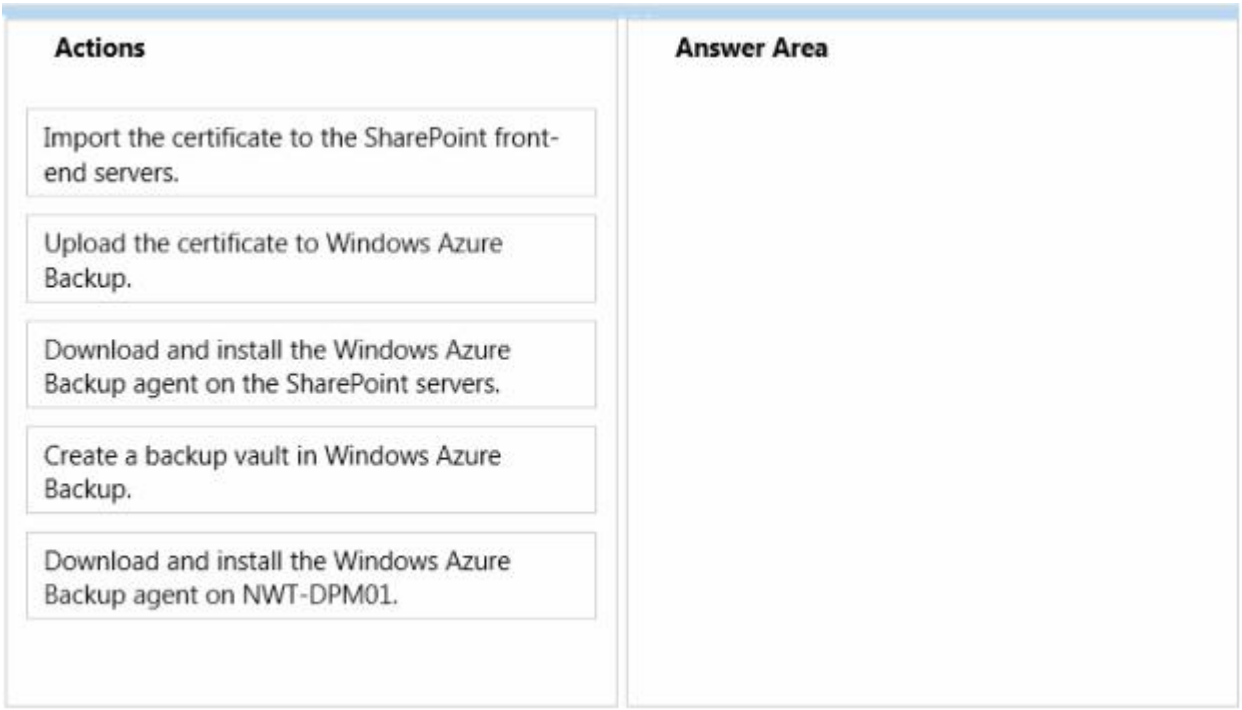
Box 1:
Orchestrator Deployment Manager
Box 2:
Orchestrator Runbook Designer
Box 3:
Runbook Tester

Explanation:
If you want to use integration packs (IPs) that extend the capabilities of Orchestrator, such as integration of other platforms and tools (for example, HP Service Manager), you need to register and deploy them into your Orchestrator environment. This can be done using the
Deployment Manager, a tool that is used to deploy runbook servers and Runbook Designers.
The Orchestrator Runbook Designer shown in Figure 2-1 is a graphical interface for authoring runbooks (source same pdf page 5)
The Orchestrator Runbook Tester is another key feature that assists in the runbook design process by providing the ability to test runbook functionality prior to implementation of your runbooks in a production environment (source same pdf page 7)

Question: 4

DRAG DROP
You need to configure the environment to meet the data protection requirements.
You deploy NWT-DPM01 and configure NWT-DPM01 to back up the SharePoint Server 2013 infrastructure.

You then obtain a certificate for client authentication.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Box 1:

Create a backup vault in Windows Azure Backup.

Box 2:

Upload the certificate to Windows Azure Backup.

Box 3:

Download and install the Windows Azure Backup agent on NWT-DPM01.

Explanation:
From http://blogs.technet.com/b/systemcenter/archive/2014/03/16/using-azure-backup-with-dpm.aspx -
· Before you can register your DPM server you need to have a Backup Vault up and running in Azure.
· Now it's time to create a certificate that must be used between your DPM server and your backup vault in Windows Azure.
· When your certificate has successfully been uploaded to your Windows Azure Backup Vault you must install the Windows Azure Backup Agent.
I am not sure because the question asks: "configure NWT-DPM01 to back up the SharePoint Server 2013 infrastructure".
The Sharepoint infrastructure includes servers in Perimeter Network and the doc [DOC]DPM – Download Center – Microsoft mentions:
"Protection of perimeter network (DMZ) machines is not supported in DPM."
The question statement also mentions:
Virtualization Infrastructure " After the planned deployment of System Center 2012 R2, Northwind Traders plans to move all virtual machines to four new private clouds named IT, Sales, Finance, and Corporate. Northwind Traders also

plans to virtualize all of the servers that run SharePoint Server 2013 " So the Sharepoint FE servers will be new VMs in private cloud. Waiting for review and comments.

Question: 5

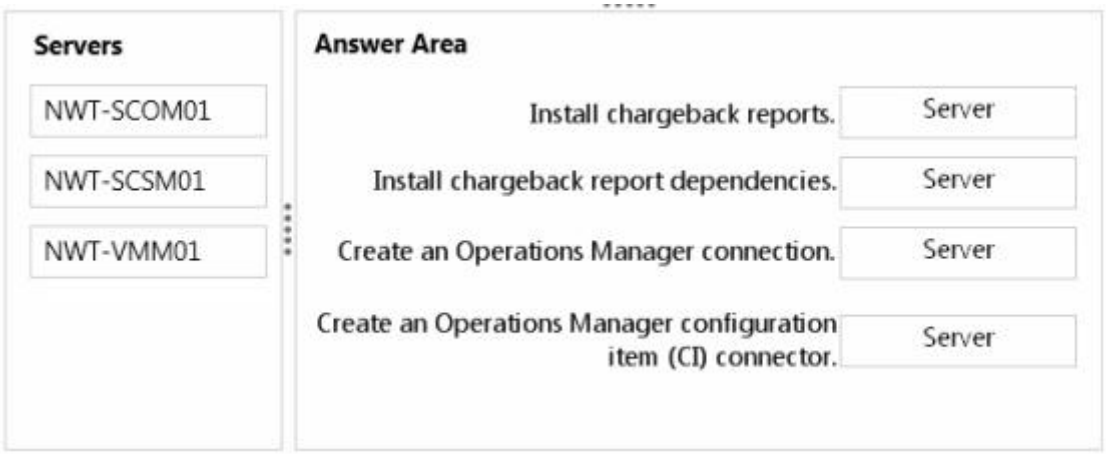
You need to create an object that meets the incident management requirement after all the planned System Center 2012 R2 servers are deployed.
Which type of object should you use?

A. A VMM service template
B. An Orchestrator runbook
C. A Windows PowerShell script
D. A Service Manager workflow

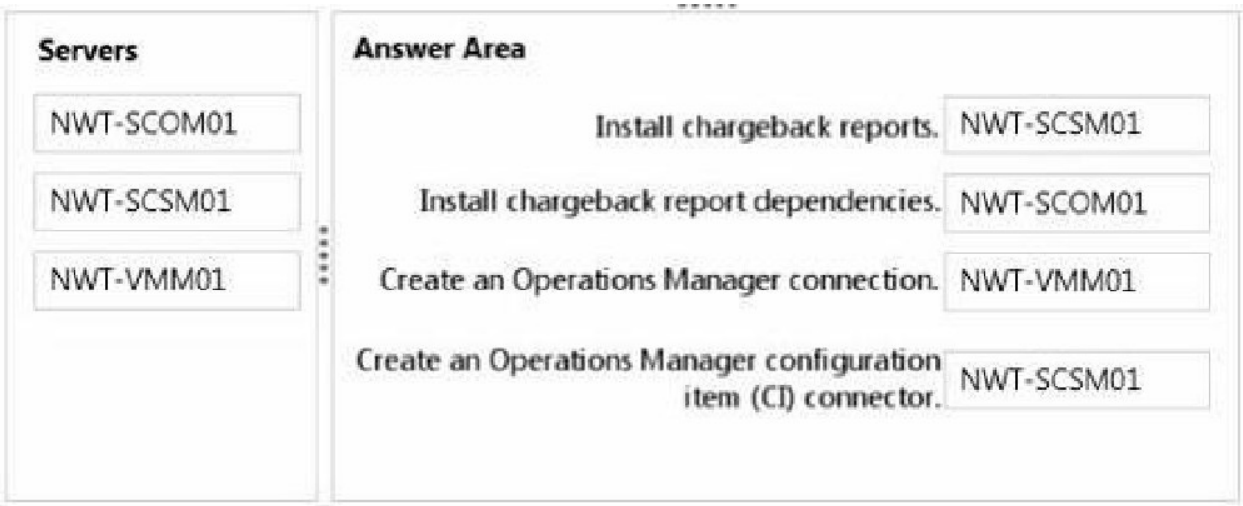
Answer: D

Question: 6

DRAG DROP
You need to recommend a solution to ensure that price sheets can be created and published after NWT-SCOM01 and NWT-SCSM01 are deployed and NWT-VMM01 is upgraded.
On which server should you recommend performing each action? To answer, drag the appropriate servers to the correct actions. Each server may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.



Answer:



Question: 7

You need to recommend a solution to monitor the UNIX-based web application.
What should you include in the recommendation?

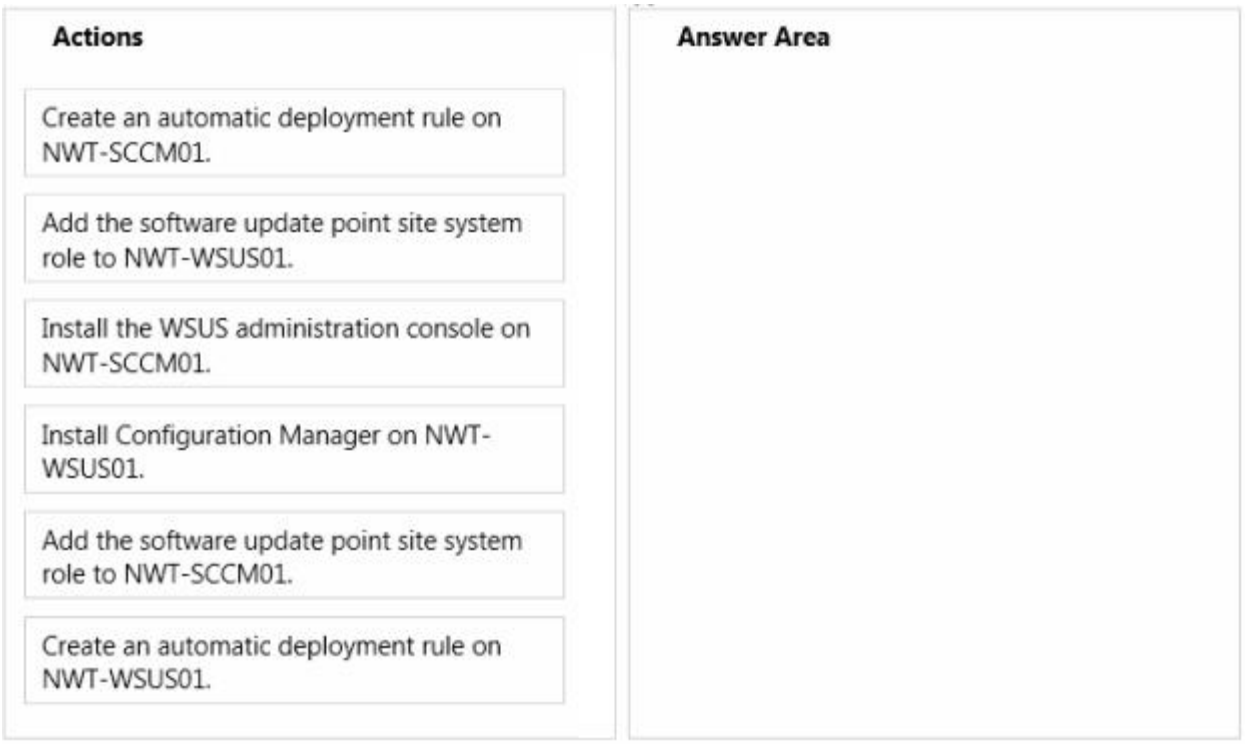
A. The Monitoring Pack for UNIX and Linux Operating Systems
B. A TCP Port monitor
C. A Web Application Transaction Monitor
D. Global Service Monitor

Answer: D

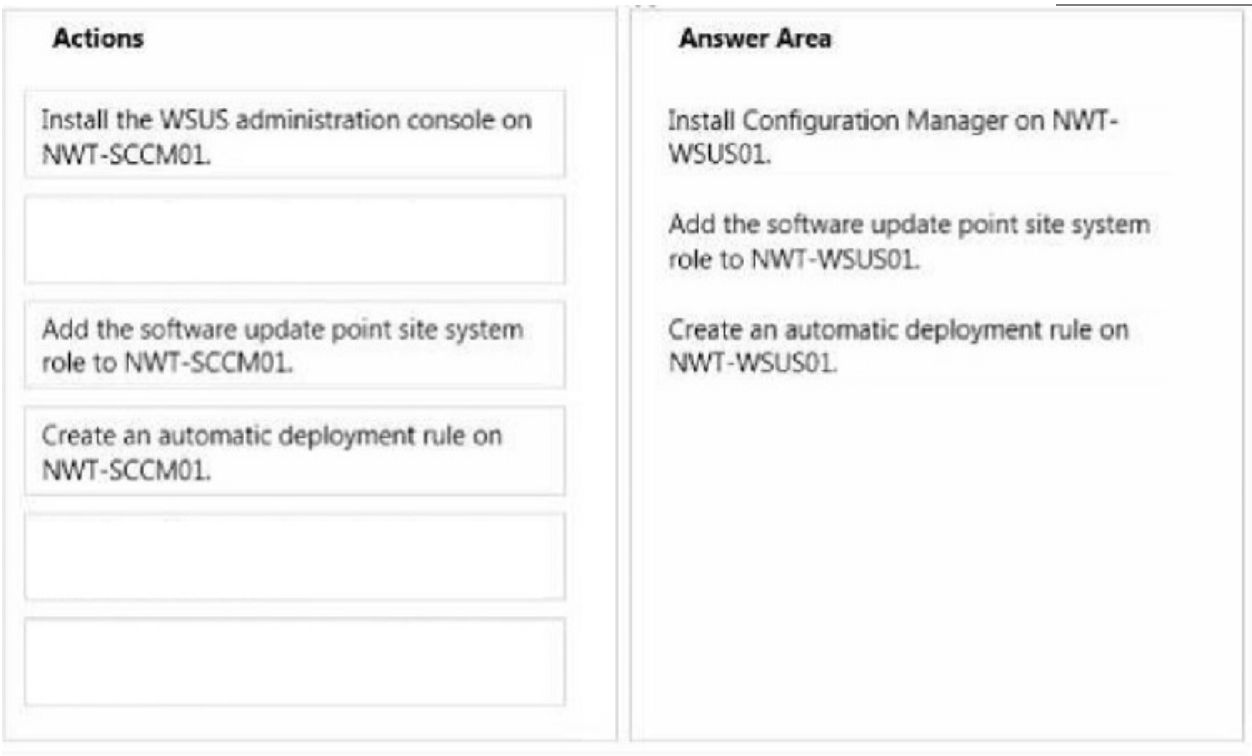
Explanation:
http://blogs.technet.com/b/cbernier/archive/2014/01/10/monitoring-your-unix-linux-servers-with-system-centeroperations-manager-2012.aspx

Question: 8

DRAG DROP
You need to prepare the infrastructure to meet the software update requirement.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation:
"WSUS is installed on a server named NWT-WSUS01" , so the software update point should be installed on it:
http://technet.microsoft.com/en-us/library/gg712312.aspx - Configuring Software Updates in Configuration Manager
The software update point is required on the central administration site and on the primary sites in order to enable software updates compliance assessment and to deploy software updates to clients. The software update point is optional on secondary sites. The software update point site system role must be created on a server that has WSUS installed. The software update point interacts with the WSUS services So the vce answer is wrong because the 2nd

answer mentions to install software update point on server NWTSCCM01
The link also confirms it:
See http://technet.microsoft.com/en-us/library/hh237372.aspx
"You must install a software update point on the WSUS server to be able to deploy software updates in Configuration Manager."

Question: 9

You need to recommend a management pack template to monitor the web applications that run on the Windows servers.
Which management pack template should you recommend?

A. Web Application Transaction Monitoring
B. .NET Application Performance Monitoring
C. TCP Port
D. Process Monitoring

Answer: A

Question: 10

HOTSPOT
You need to identify the minimum number of Operations Manager components required to implement network device monitoring.
What should you identify? To answer, select the appropriate numbers in the answer area.

Answer Area

Answer Area

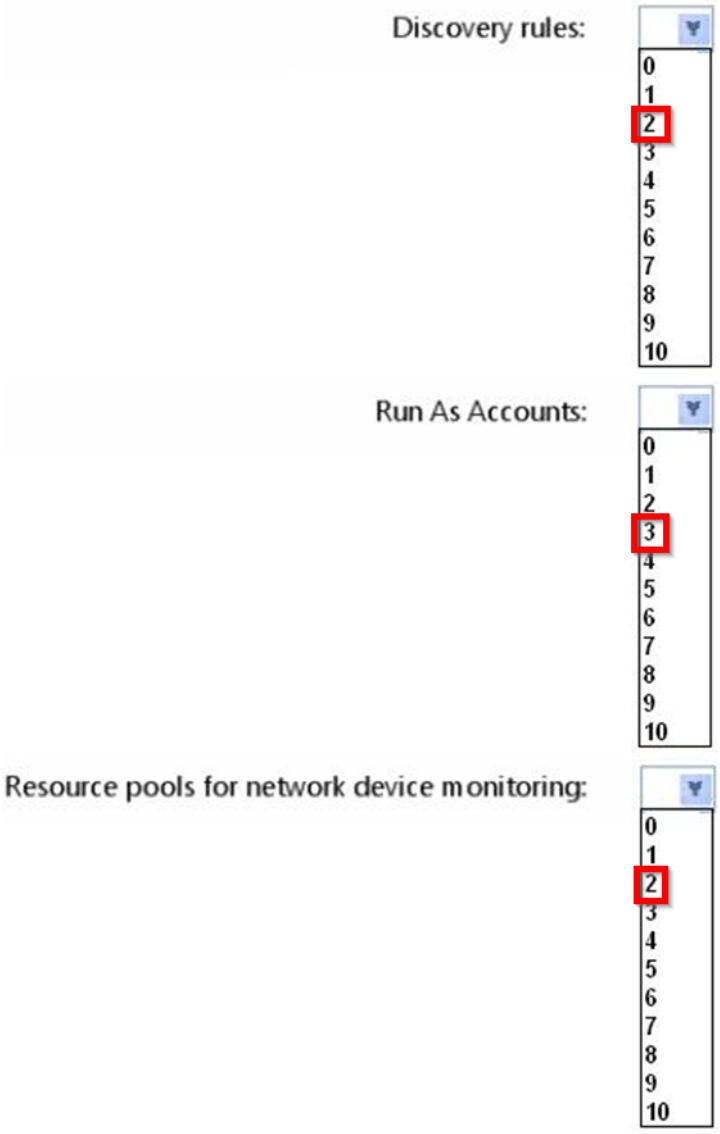
Discovery rules: 0 1 2 3 4 5 6 7 8 9 10

Run As Accounts: 0 1 2 3 4 5 6 7 8 9 10

Resource pools for network device monitoring: 0 1 2 3 4 5 6 7 8 9 10

Answer:

Answer Area



Case Study: 3
Fabrikam, Inc
Overview
Fabrikam, Inc. is a resale company that has 3,000 employees.
The company has a main office and a branch office. The main office is located in London. The branch office is located in Montreal. The offices connect to each other by using a WAN link. Each office connects directly to the Internet.
Existing Environment
Active Directory
The network contains an Active Directory forest named fabrikam.com. The forest contains a single domain. All servers run Windows Server 2012 R2.
The main office contains two domain controllers named LON-DC1 and LON-DC2. The branch office contains two domain controllers named MON-DC1 and MON-DC2. Each office is configured as an Active Directory site. The site in London uses an IP address space of 192.168.0.0/17. The site in Montreal uses an

IP address space of 192168.128.0/17.

System Center 2012 R2 Infrastructure

Fabrikam has a System Center 2012 R2 infrastructure. The infrastructure is configured as shown in the following table.

Server name	Role	Office location
LON-SQL1	The database server for all of the System Center 2012 R2 components	London
LON-VMM1	A Virtual Machine Manager (VMM) server that has all of the features installed	London
LON-SM1	A Service Manager server that has all of the features installed	London
LON-OR1	An Orchestrator server that has all of the features installed	London
LON-OM1	An Operations Manager management server	London
LON-OM2	An Operations Manager management server	London
MON-GW1	An Operations Manager gateway server	Montreal
LON-AC1	An App Controller server	London
LON-DPM1	A Data Protection Manager (DPM) server	London

LON-OM1, LON-OM2, and MON-GW1 are in the same management group. LON-OM1 and LON-OM2 have Windows Identity Foundation (WIF) installed.

LON-VMM1 is configured for distributed key management.

The Microsoft Monitoring Agent is installed on 20 servers in the London office and 15 servers in the Montreal office. The servers in the London office are configured to use LON-OM1 as a management server. The servers in the Montreal office are configured to use MON-GW1 as a management server.

Operations Manager is used for server and application monitoring.

Windows Server Update Services (WSUS) is installed on a server named LON-WSUS1.

Applications

You have an application named App1 that is an order tracing application. App1 is written in unmanaged code.

Customers purchase products on the Fabrikam web site by using a web application named App2. App2 requires that users be authenticated. The check-out process for purchases has multiple steps.

You have an application named App3 that is a three-tier accounting application. App3 currently runs on physical servers.

Incident Management

Users enter incidents in Service Manager. When an incident is created, an incident event workflow is triggered to gather network information.

Requirements

Planned Changes

Fabrikam plans to implement the following changes:

- Deploy App3 as a VMM service named Service3
- Monitor network devices by using Operations Manager.

- Create Operations Manager reports by using Report Builder.
- Replace App1 with a new Microsoft .NET Framework application.
- Provide users with the ability to select an impact value of All computers for an incident
- Modify the incident event workflow to be triggered when an incident is modified or created.

Technical Requirements

Fabrikam must meet the following technical requirements:

- In the London office, discover only network devices that contain Vendor1 or Vendor2 in their description.
- Monitor the availability of App2 from locations in Europe, North America, and Asia.
- Use VMM to manage updates to the virtualization infrastructure.
- Be able to view App1 performance monitoring event details.
- Implement Operations Manager reporting.
- Be able to view Service3 availability.
- Back up the VMM encryption key.

Question: 1

You need to recommend a tool to view the performance monitoring results of App1.
What should you recommend?

A. The Performance Monitor Wizard
B. The Operations Manager web console
C. PerfView
D. Visual Studio Authoring Extensions

Answer: B

Question: 2

You need to recommend which configurations must be performed to meet the requirements for Service3.
What should you include in the recommendation?

A. Configure Global Service Monitor.
B. Integrate Operations Manager and VMM.
C. Create a Windows Events monitor.
D. Create a Windows Performance Counters monitor.

Answer: B

Explanation:
http://technet.microsoft.com/en-us/library/hh427287.aspx

Question: 3

You need to implement the planned reporting changes after the Reporting server in the London office is deployed.

What should you do?

A. From the Operations Manager console, configure the Security settings.
B. From the Operations Manager Shell, run the Enable-SCOMOperationalDataReportingcmdlet.
C. From Microsoft SQL Server Reporting Services (SSRS), upload a report model (.smdl) file and select a data source.
D. From the Operations Manager console, configure the Reporting settings.

Answer: D

Question: 4

HOTSPOT
You need to ensure that you can manage the updates to the virtualization infrastructure.
You write the following Windows PowerShell script:

```
$User = Get-Credential
Add-SCUpdateServer Target 1  -TCPPort Target 2 -Credential $User
```

How should you complete the script? To answer, select the appropriate options in the answer area.

Answer Area

Target 1:

Target 2:

Answer:

Answer Area

Explanation:
http://technet.microsoft.com/en-us/library/gg675116.aspx

Question: 5

You need to implement the incident management changes.
What should you do?

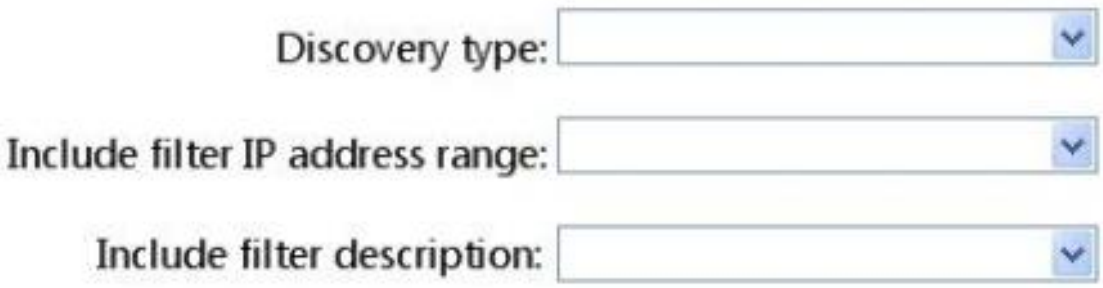
A. From Windows PowerShell, run the Update-SCSMWorkflowcmdlet.
B. From the Service Manager console, add a workflow.
C. From Windows PowerShell, run the Update-SCSMDCMWorkflowcmdlet
D. From the Service Manager console, edit an existing workflow.

Answer: D

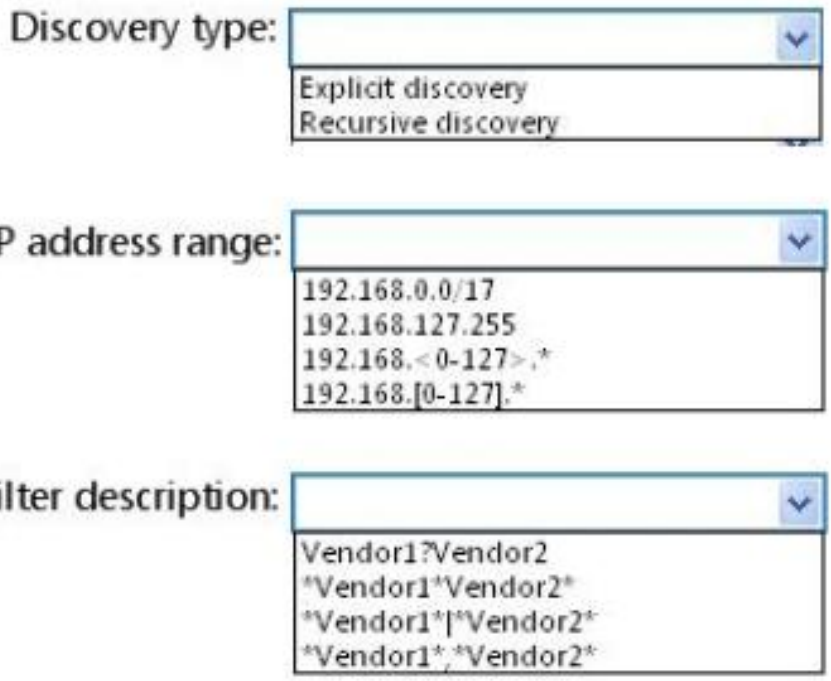
Question: 6

HOTSPOT
You need to create a discover rule for the London site.
How should you configure the discover rule? To answer, select the appropriate options in the answer area.

Answer Area

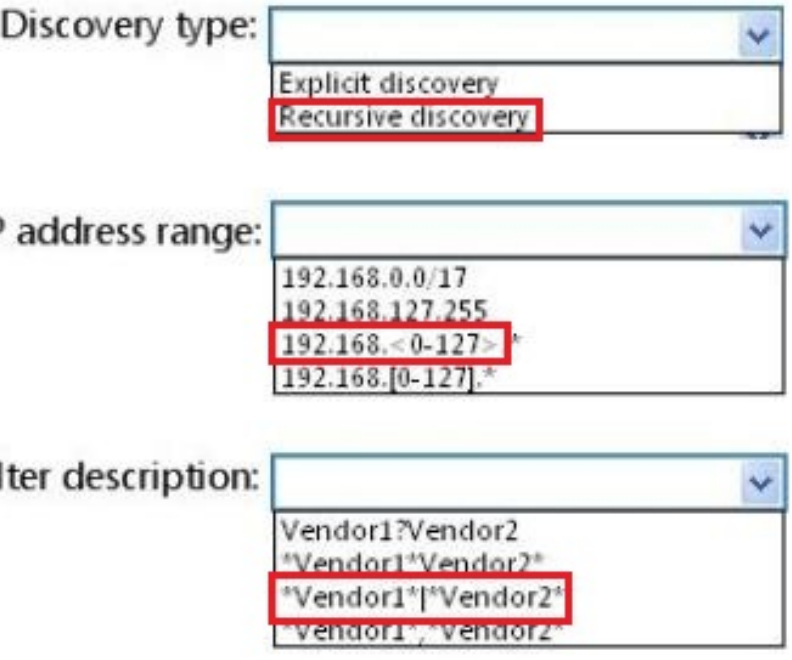


Answer Area



Answer:

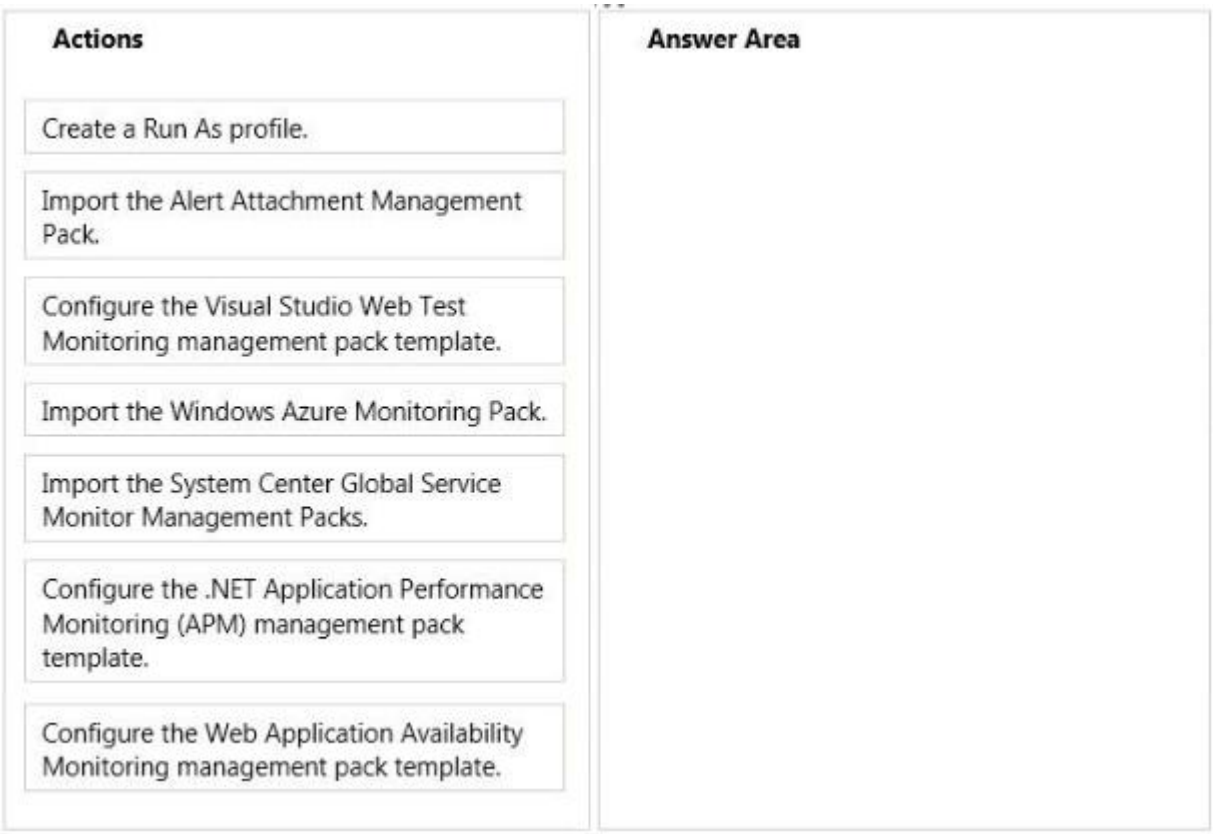
Answer Area



Question: 7

DRAG DROP
You need to recommend a solution to monitor App2.

Which three actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Box 1:

Import the System Center Global Service Monitor Management Packs.

Box 2:

Create a Run As profile.

Box 3:

Configure the Visual Studio Web Test Monitoring management pack template.

Question: 8

You need to identify which backup solution meets the technical requirements.
What should you identify?

A. A system state backup of LON-SQL1
B. A backup of the Windows\DigitalLocker folder on LON-DC2
C. A system state backup of MON-DC1
D. A backup of the Windows\DigitalLocker folder on MON-DC2

Answer: C

Question: 9

You need to recommend a solution to implement the changes for the incident impact value.
What should you recommend doing from the Service Manager console?

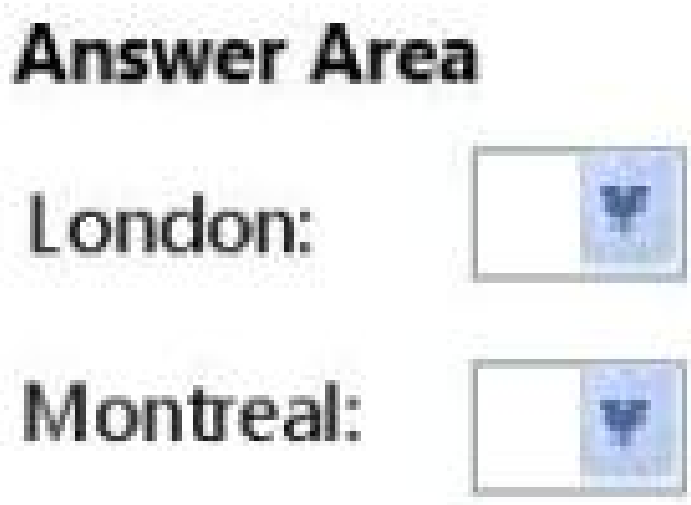
A. From the Library workspace, edit a template.
B. From the Library workspace, edit a list.
C. From the Work Items workspace, edit a view.
D. From the Administration workspace, edit the Settings.

Answer: B

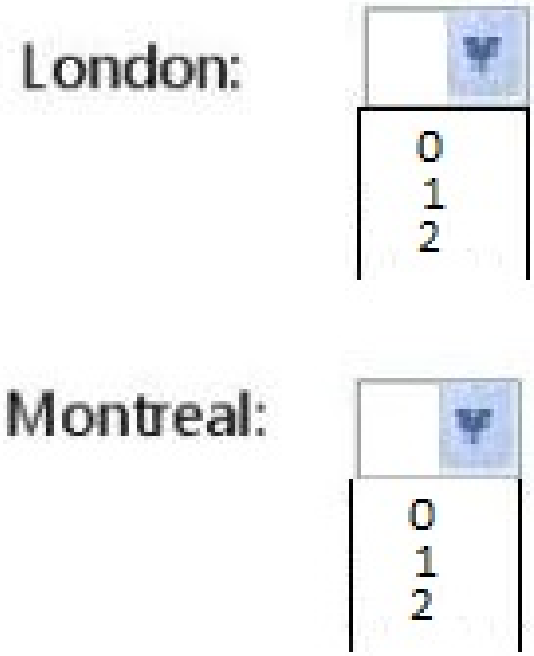
Explanation:
Provide users with the ability to select an impact value of ALL computers for an incident. To meet the criteria for the incident impact value change you must use lists.
http://technet.microsoft.com/en-us/library/hh519706.aspx
And here:
http://technet.microsoft.com/en-us/library/hh519655.aspx

Question: 10

HOTSPOT
You need to identify the maximum number of discovery rules that can be created for the network devices after the planned changes are implemented.
What should you identify? To answer, select the maximum number of discovery rules for the network devices at each location in the answer area.



Answer Area



Answer:

London: 2
Montreal: 1

Explanation:
http://technet.microsoft.com/en-us/library/hh278846.aspx
http://technet.microsoft.com/en-us/library/fe56f0f3-0f28-4b0c-8adf-9982a710540a

Case Study: 4
Litware, Inc
Overview
Litware, Inc. is a manufacturing company. Litware has a large data center and several offices.
Existing Environment
Network Infrastructure
The network contains a third-party network management device that supports SNMPv3. The network contains network devices that support ICMP and SNMP and other devices that support SNMP only.
A group named Network Technicians contains the user accounts for the support technicians who manage all of the network servers. The support technicians regularly install updates on the network servers.
System Center 2012 Infrastructure
Litware has all of the System Center 2012 components installed in the data centers. Service Manager is integrated with Configuration Manager and Operations Manager.
The System Center 2012 Monitoring Pack for UNIX and Linux Operating Systems is installed on the Operations Manager servers.
Software updates are deployed by using Windows Server Update Services (WSUS) and Configuration Manager.
Virtualization Infrastructure

Litware has 30 Hyper-V hosts that run Windows Server 2008 R2. The Hyper-V hosts are members of failover clusters.
Each office contains two virtual machines that run Microsoft SQL Server 2008 R2. The virtual machines are configured in a failover cluster.
You have 100 virtual machines that run the following operating systems:

- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2003 R2
- Red Hat Enterprise Linux 6
- SUSE Linux Enterprise Server 11

Application Infrastructure
Litware has a distributed application named App1 that is installed on several virtual machines.
The failover clusters host the databases used by App1. The components of App1 are in a service template and a distributed application design.
Several other applications are installed on dedicated application servers. The application servers are deployed as virtual machines.
Problem Statements
Litware identifies the following issues:

- The primary service of App1, named App1Service, hangs frequently and logs events in the application log on theserver where ApplService fails.
- A recent security audit discovers that servers are vulnerable to attack due to misconfigurations of the operating system.

Requirements
Planned Changes
Litware plans to implement the following changes:

- Replace the third-party network monitoring solution by using a System Center 2012 solution. The System Center 2012 solution must monitor all of the devices monitored by the third-party solution and must discover new devices.
- On all of the virtual machines that have App1 installed, update App1 to a new version.

Technical Requirements
Litware identifies the following technical requirements:

- Application administrators must be able to back up and restore their respective application servers. Each server must be backed up at a different time.
- All virtual machines must be deployed by using virtual machine templates. The templates must be prepared by using Sysprep.
- All resolved Service Manager incidents must close automatically after 72 hours.

Availability Requirements
Litware identifies the following availability requirements:

- Each request by a support technician to place a server in maintenance mode must be approved by a network administrator.

- App1 must have 99.99 percent availability.

Question: 1

You need to ensure that the owners of virtual machines are notified automatically if their virtual machine exceeds a specified resource utilization threshold.
What should you create? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. A Service Manager incident workflow and an Operations Manager subscription
B. An Operations Manager alert and a System Center 2012 - Virtual Machine Manager (VMM) PRO tip
C. A System Center 2012 Orchestrator runbook and System Center 2012 - Virtual Machine Manager (VMM) PRO tips
D. An Operations Manager alert and a Service Manager incident workflow
E. An Operations Manager alert and an Operations Manager subscription

Answer: D

Question: 2

You need to view the incidents and the related configuration items for the SQL Server clusters.
What should you use?

A. The all incident queue view
B. The active problem view
C. The service status list
D. A service map

Answer: D

Question: 3

You need to recommend a solution to monitor all of the virtual machines by using Operations Manager.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

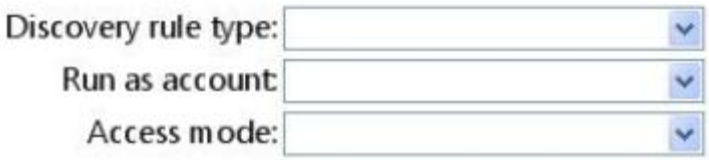
A. Agents deployed by using the Discovery Wizard
B. Agentless monitoring
C. Agents installed manually from a Windows Installer package
D. Agents installed from the command line

Answer: A

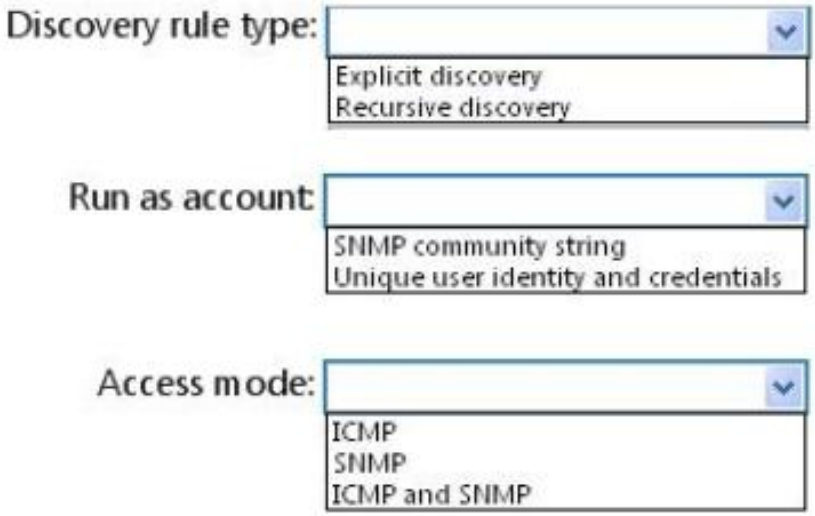
Question: 4

HOTSPOT
You are evaluating the implementation of an Operations Manager discovery rule to support the planned changes for the third-party monitoring solution.
You need to recommend which configurations are required for the discovery rule.
Which configurations should you recommend? (To answer, select the appropriate configurations in the answer area.)

Answer Area

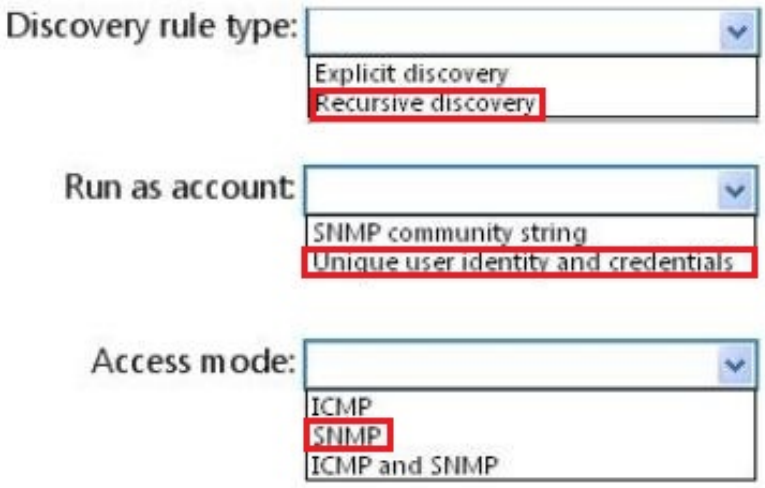


Answer Area



Answer:

Answer Area



Explanation:
One of the requirement in this case study is: "The System Center 2012 solution must monitor all of the devices monitored by the third-party solution and must discover new devices.".
Therefore, Recursive discovery is the good answer.
http://kevingreeneitblog.blogspot.ca/2012/07/scom-2012-network-monitoring-explicit.html
Recursive discovery will then try to discover any other network devices it knows about through its Address Routing Protocol (ARP) table, its IP address table, or the topology Management Information Block (MIB) to grow the network map and present all applicable devices to you for monitoring.
The question is for the discovery rule for the third party device:
"You are evaluating the implementation of an Operations Manager discovery rule to support the planned changes for

the third-party monitoring solution"
"The network contains a third-party network management device that supports SNMPv3".
For SNMP v3 you need the unique user identity and credentials SNMP
Explanation
The erratum indicates the following:
- The network contains a third-party network management device that supports SNMPv3.
- The network contains network devices that support ICMP and SNMP and other devices that support SNMP only.
Since all devices support SNMP, I think the answer is only SNMP.
When you choose the ICMP and SNMP option, it uses both SNMP Gets and ICMP pings and I'm pretty sure that devices that do not support ICMP could not be discovered using that option.

Question: 5

You need to recommend a solution to apply patches to the SQL Server servers.
The solution must not affect user access to App1.
What should you include in the recommendation?

A. From System Center 2012 - Virtual Machine Manager (VMM), schedule a compliance scan.
B. From Configuration Manager, schedule a deployment package for software updates.
C. From System Center 2012 - Virtual Machine Manager (VMM), create a servicing window.
D. From Configuration Manager, schedule an application deployment.

Answer: B

Explanation:
http://windowsitpro.com/configuration-manager/using-microsoft-system-center-2012-configuration-managerupdates
Deployment package. A deployment package is like any other package in SCCM, except that it contains only the software update binary files. The client downloads only the required updates. As a result, deployment packages can contain a mix of updates from multiple OSs. In SCCM 2012 SP1, a client can fall back to Windows Update if the requested update isn't available in a deployment package. You should create a new deployment package twice a year.
Sevice windows can be used if the VM was created from a Service Template.. It doesnt state this so I would say A is correct
http://www.systemcentercentral.com/a-look-into-servicing-windows-in-virtual-machine-manager-2012-viapowershell/

Question: 6

You need to recommend a solution to meet the technical requirements for incident resolution.
What should you recommend? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. From Service Manager, create a custom management pack.
B. From Operations Manager, auto resolve alerts.
C. From Operations Manager, configure the Alert Sync connector.
D. From Service Manager, create an Incident Management workflow.

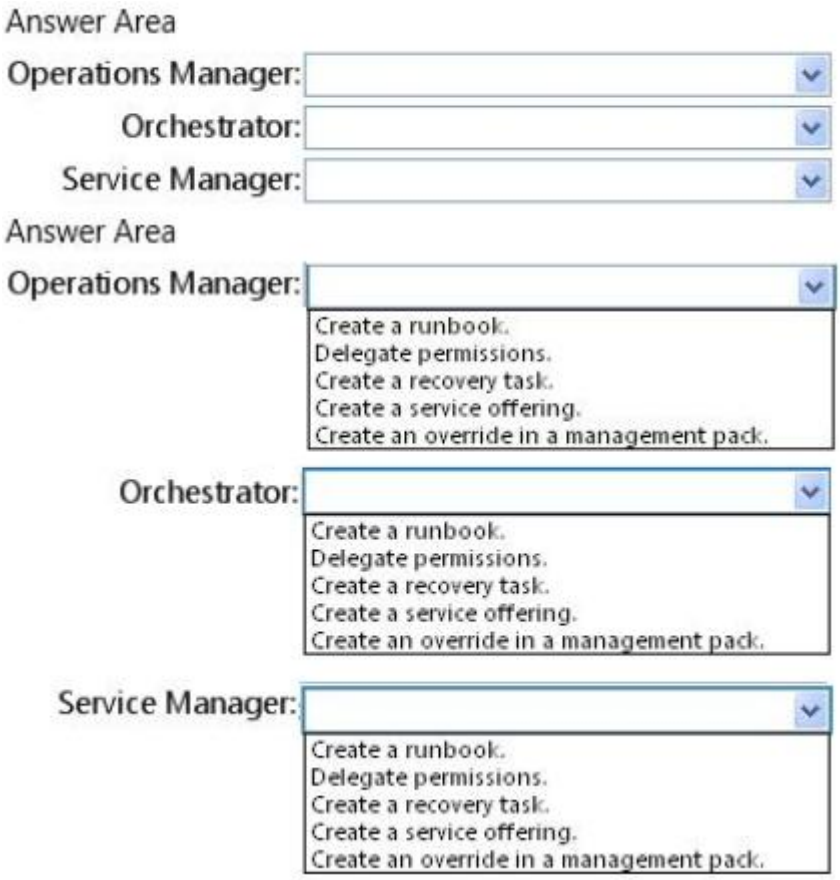
Answer: A

Explanation:

http://blogs.technet.com/b/thomase/archive/2011/11/25/autoclose-incidents-after-x-number-of-days.aspx

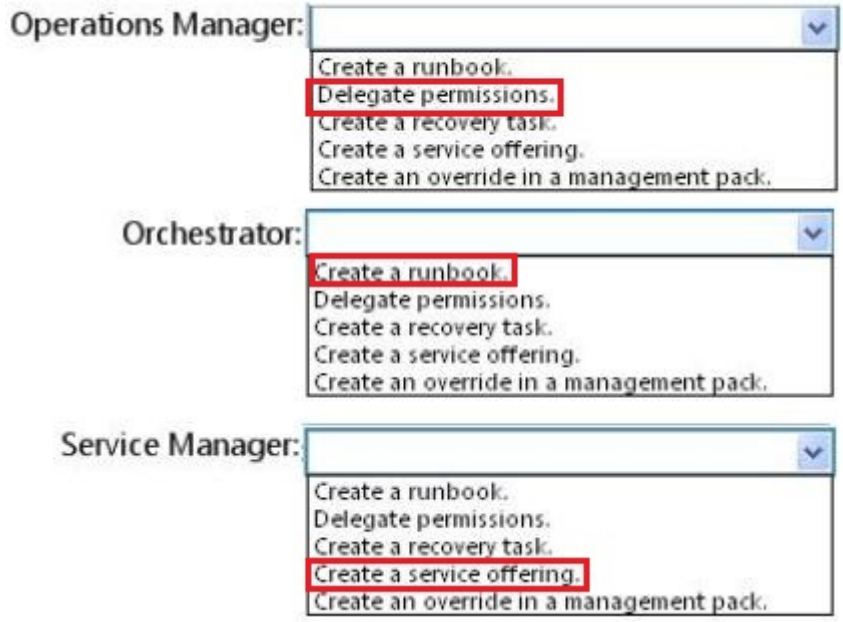
Question: 7

HOTSPOT
You need to recommend a solution to meet the availability requirement for the support technicians. The solution must minimize administrative effort.
Which tasks should you recommend performing in Orchestrator, Service Manager and Operations Manager? (To answer, select the appropriate task for each product in the answer area.)



Answer:

Answer Area



Question: 8

You need to install the new version of App1.
What should you do first? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Add the new version of App1 to a copy of the existing service template.
B. From Configuration Manager, create a new deployment type for the new version of App1.
C. Add the new version of App1 to a new blank service template.
D. From a Group Policy, deploy the new version of App1.

Answer: A

Question: 9

You deploy a new virtual machine named VM29 for App1.
You view VM29 from the Operations Manager console.
You discover that VM29 is not visible when viewing the health of App1.
You need to ensure that VM29 is visible when viewing the health of App1.
What should you do?

A. Edit the application monitoring rules.
B. Run a network devices discovery rule.
C. Run an Active Directory server discovery rule.
D. Edit the distributed application design.

Answer: D

Question: 10

You are preparing a virtual machine that will be used as a template.

You need to install SQL Server 2008 R2 on the virtual machine. The solution must meet the technical requirement for creating virtual machines.
Which SQL Server 2008 R2 installation option should you select?

A. Install based on configuration file
B. Image completion of a prepared stand-alone instance of SQL Server
C. Image preparation of a stand-alone instance of SQL Server
D. Advanced cluster preparation

Answer: C

Question: 11

You need to recommend a solution to resolve the security issue for the servers.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. A Microsoft Baseline Security Analyzer (MBSA) scan
B. A Configuration Manager Desired Configuration Management scan
C. A System Center 2012 - Virtual Machine Manager (VMM) compliance scan
D. A Microsoft Security Compliance Manager scan

Answer: B

Question: 12

You need to recommend a solution for the application servers. The solution must meet the technical requirements.
What should you create?

A. A protection group that contains all of the application servers
B. A protection group that contains all of the Hyper-V hosts
C. A separate protection group for each application owner
D. A separate protection group for each application server

Answer: D

Case Study: 5
Contoso Ltd
Overview
Contoso, Ltd. is a manufacturing company that has 3,000 users.
Contoso has a data center in Toronto and 20 offices across Canada. The offices connect to each other by using a WAN link. Each office connects directly to the Internet.
Existing Environment
Active Directory Environment
The network contains an Active Directory forest named contoso.com. The forest contains a single domain. All domain controllers run Windows Server 2012. All servers run Windows Server 2008 R2.
Each office contains three domain controllers. Each office is configured as an Active Directory site.
System Center 2012 Infrastructure

Contoso has a System Center 2012 infrastructure that contains 11 servers. The servers are configured as shown in the following table.

Server name	Role
TOR-OM1	System Center 2012 Operations Manager management server
TOR-VM1	• System Center 2012 - Virtual Machine Manager (VMM) management server • VMM library server
TOR-DP1	System Center 2012 Data Protection Manager (DPM) server
TOR-CM1	• System Center 2012 Configuration Manager site server • Management point • Distribution point
TOR-H01	Hyper-V host
TOR-H02	Hyper-V host
TOR-H03	Hyper-V host
TOR-H04	Hyper-V host
TOR-H05	Hyper-V host
TOR-SQ1	Microsoft SQL Server 2008 R2
TOR-SQ2	Microsoft SQL Server 2008 R2

Contoso has a private cloud named Cloud1. Cloud1 is managed by using VMM. The following applications run in Cloud 1:

- Microsoft Exchange Server 2010
- Microsoft SharePoint Server 2010
- A custom manufacturing application named App1

The Hyper-V hosts are managed by using VMM. TOR-H01 and TOR-H02 are nodes in a failover cluster.
The switches that are part of the network fabric are from various manufacturers and are managed by using SNMPv3.

App1

An application named App1 is deployed from a VMM service template that consists of one front-end web server and one back-end database server. App1 processes credit card information.
The instance of App1 running in the data center uses two virtual machines named VM1 and VM2. TOR-H01 hosts VM1 and VM2.
App1 is managed by using a custom management pack named MP1. The management pack used to monitor App1 contains a distributed application diagram named App1DAD.
The service level agreement (SLA) for App1 states that App1 must be available 99 percent of the time.

Problem Statements

Contoso identifies the following issues:

- Currently, all Operations Manager alerts are sent by email only. Database administrators require alerts to be sent by text message. The cell phone numbers of the database

administrators are already configured in Operations Manager.

- Administrators report that the processor performance counters for the Hyper-V hosts display values that are lower than the actual load on the hosts.

Requirements

Business Goals

Contoso wants to minimize hardware and software costs, whenever possible.

Planned Changes

Contoso plans to add a new web server to the App1 service template. Traffic to the new web server will be load balanced with the existing web server by using a hardware load balancer.

Technical Requirements

Contoso identifies the following technical requirements for the planned deployment:

- Automatically apply software updates issued by Microsoft to all of the Hyper-V hosts.
- Automatically assign incidents to administrators when a Configuration Manager service fails.
- Ensure that the Exchange Server administrators can request that new virtual machines be added to the Exchange Server organization by using Internet Explorer.
- Monitor the uptime of all the Hyper-V hosts and all the virtual machines by using Operations Manager and VMM. Performance and Resource Optimization (PRO)-enabled management packs will be used.
- Ensure that users have a self-service portal that provides them with the ability to back up individual virtual machines. Users must receive an email message confirming that the backup is complete.
- Ensure that database administrators are alerted by a text message when an error occurs on a server that they manage. The text messages should be delivered regardless of the current network conditions.
- Network administrators report that they currently use different tools to monitor the port status on the switches. The network administrators want to manage all of the switches by using Operations Manager.

App1 Requirements

Contoso identifies the following requirements for App1:

- Create an object in the App1 management pack to track the SLA.
- Ensure that multiple monitoring thresholds can be used for different instances of App1.
- Ensure that App1 complies with the Payment Card Industry Data Security Standard (PCI DSS).

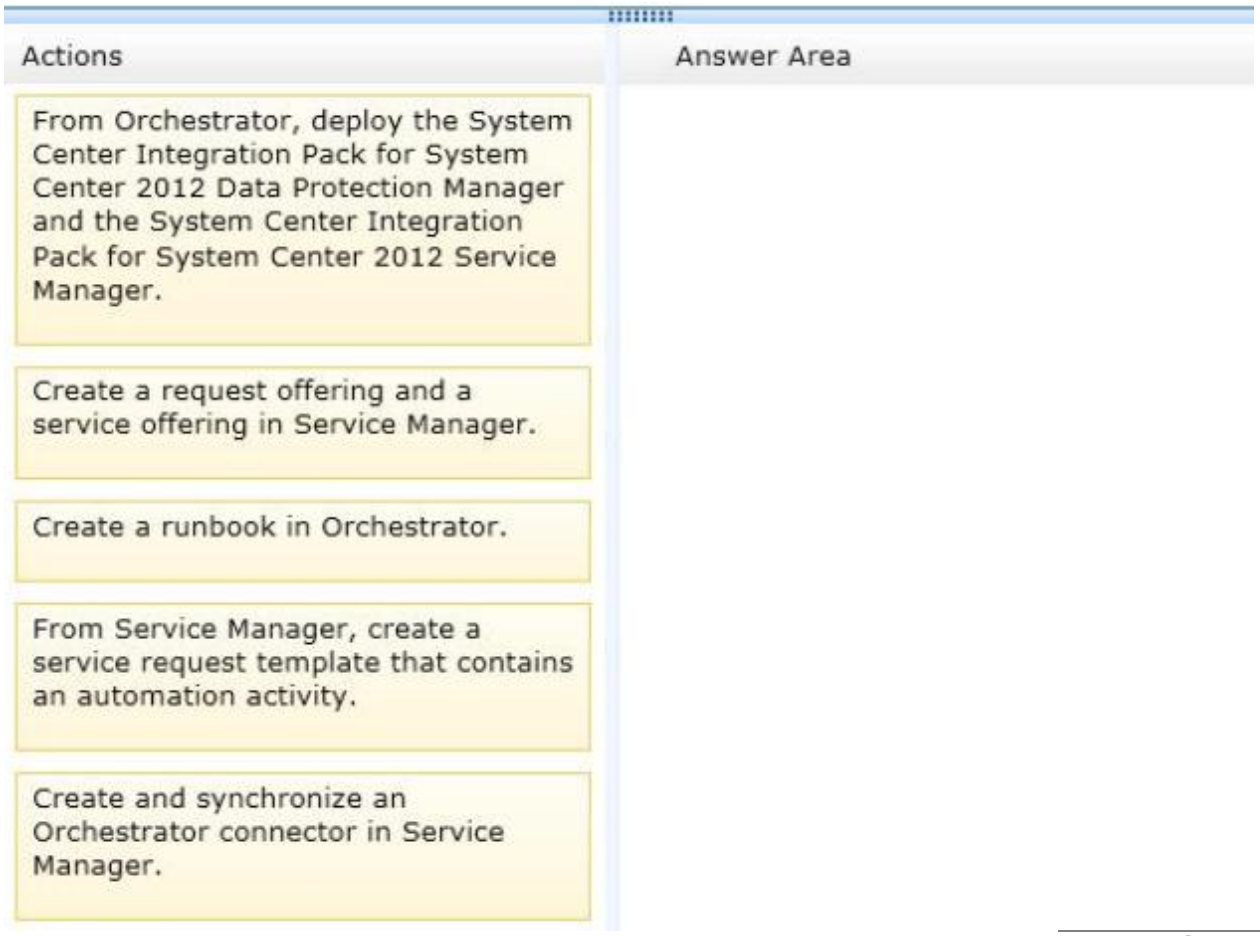
Question: 1

DRAG DROP

You are evaluating the deployment of System Center 2012 Service Manager and System Center 2012 Orchestrator.

You need to recommend a solution to meet the technical requirement for backups.

In which order should you perform the actions? (To answer, move all of the actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Box 1:

From Orchestrator, deploy the System Center Integration Pack for System Center 2012 Data Protection Manager and the System Center Integration Pack for System Center 2012 Service Manager.

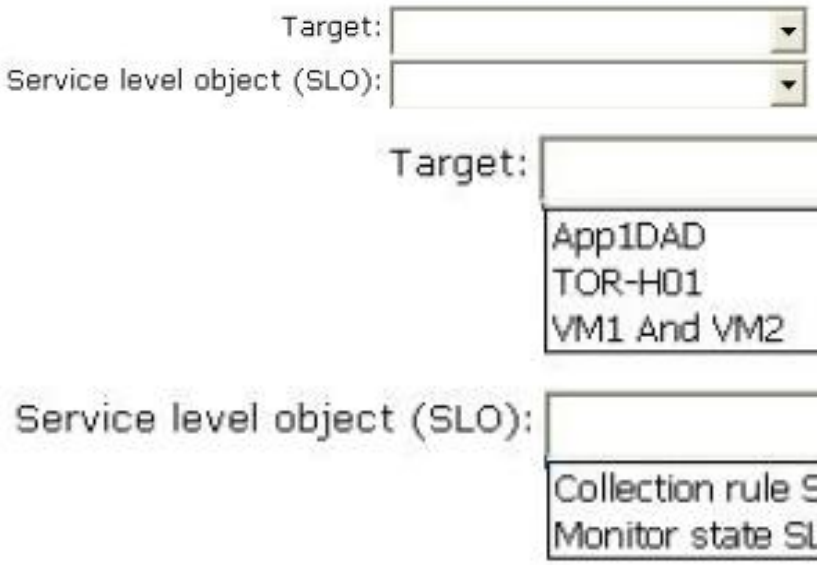
Box 2: Create and synchronize an Orchestrator connector in Service Manager.
Box 3: Create a runbook in Orchestrator
Box 4: From Service Manager, create a service template that contains an automation activity.
Box 5: Create a request offering and a service offering in Service Manager

Explanation:
Note:
* (box 1) Step 1: Plan your deployment.
Plan Your Orchestrator Deployment
Step 2: Review the system prerequisites.
Step 3: Install Orchestrator.
Step 4: Perform post-installation tasks.
Includes:
Install an Integration Pack
* Activities that make up a service request can be mapped to runbook activities, which in turn are mapped to an Orchestrator runbook. For example, the parameters that are necessary for a custom start activity to invoke a runbook

in Orchestrator, such as a computer name, can go into as Service Manager as objects. You start this process by importing runbook objects into the Service Manager database using an Orchestrator connector (box 2).
* You can implement a new request offering using an Orchestrator runbook to automate it. Then, you can go to the Runbooks view in the Library workspace, select a runbook, and create a runbook automation activity template (box 3). You can go to the templates view and verify that the template is created. You can then add the Orchestrator activity template to a service request template (box 4) and create the request offering (box 5).
Reference: How to Create a Runbook Automation Activity Template

Question: 2

HOTSPOT
You need to create a Service Level Tracking object to meet the requirements for monitoring the SLA for App1.
How should you configure the Service Level Tracking object? (To answer, select the appropriate options in the answer area.)



Answer:

Question: 3

You need to recommend which System Center 2012 component must be added to the System Center infrastructure to meet the technical requirement for the Configuration Manager service.
The solution must minimize administrative effort.

Which component should you recommend?

A. App Controller
B. Microsoft System Center Advisor (SCA)
C. Service Manager
D. Orchestrator

Answer: C

Explanation:
Answer A can do that. Also D can be part of a solution, but then you still need A. You cannot do this without A, but you can do this without D :)

Question: 4

You need to recommend a solution to meet the update requirement for the Hyper-V hosts.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. System Center 2012 Orchestrator runbooks
B. VMM update baselines
C. System Center 2012 Service Manager workflows
D. Configuration Manager auto deployment rules

Answer: D

Question: 5

DRAG DROP
You are evaluating the deployment of System Center 2012 Service Manager.
You need to recommend which actions must be performed to meet the technical requirements for the Exchange Server servers.
Which four actions should you perform in sequence? (To answer, move the appropriate four actions from the list of actions to the answer area and arrange them in the correct order.)

Answer:

Box 1: Deploy the Service Manager web content server.
Box 2: Deploy the Service Manager SharePoint Web Parts to Web Part Gallery.
Box 3: Add the Request Offering Web part to the SharePoint webpage.
Box 4: Create a service offering in Service Manager.

Explanation:
Note:
* From Scenario
/ Ensure that the Exchange Server administrators can request that new virtual machines be added to the Exchange Server organization by using Internet Explorer.
* The Service Manager SharePoint site ships these Webparts:
· KnowledgeArticle
· ServiceCatalog
· ServiceOffering
· RequestOffering
· MyActivities
· MyRequests
In order to access these Webparts and their related components, you will need to install a Service Manager SharePoint Site on a machine that your SharePoint site is hosted.

Question: 6

HOTSPOT
You need to recommend which configurations must be performed to meet the uptime monitoring requirements for the Hyper-V hosts and the virtual machines.
You install an Operations Manager agent on each Hyper-V host and each virtual machine.
On which server or servers should you perform each action? (To answer, select the appropriate server or servers for each action in the answer area.)

Install the Operations Manager console. [ ]

Configure integration between VMM and Operations Manager. [ ]

Install the Operations Manager console. [ ]
- Hyper-V hosts
- TOR-OM1
- TOR-VM1

Configure integration between VMM and Operations Manager. [ ]
- Hyper-V hosts
- TOR-OM1
- TOR-VM1

Answer:

Install the Operations Manager console. [ ]
- Hyper-V hosts
- TOR-OM1
- TOR-VM1 (highlighted)

Configure integration between VMM and Operations Manager. [ ]
- Hyper-V hosts
- TOR-OM1
- TOR-VM1 (highlighted)

Explanation:
http://technet.microsoft.com/en-us/library/hh882396.aspx

Question: 7

You need to recommend a solution to meet the technical requirements for MP1.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Aggregate rollup monitors
B. Event collection rules
C. Synthetic transactions
D. Overrides

Answer: D

Question: 8

You need to identify the information that is required to discover each switch by using an explicit discovery.
Which information do you require for each switch? (Each correct answer presents part of the solution. Choose all that apply.)

A. The IP address
B. The MAC address

C. The management credentials
D. The SNMP community string

Answer: A, C

Explanation:
http://technet.microsoft.com/en-us/library/hh278846.aspx
To create a network devices discovery rule, you need the following information:
The IP address or FQDN of each device that you want to discover and monitor.
It is SNMP v3 devices. So you need credentials to discover them.

Question: 9

You need to recommend a solution to meet the alerts requirement for the database administrators.
What should you recommend?

A. Install a cellular modem on TOR-OM1. Create a subscription and a notification channel.
B. Install a cellular modem on TOR-CM1. Create a subscription and a notification channel.
C. Install a cellular modem on TOR-OM1. Create a monitor and a subscriber.
D. Install a cellular modem on TOR-CM1. Create a monitor and a subscriber.

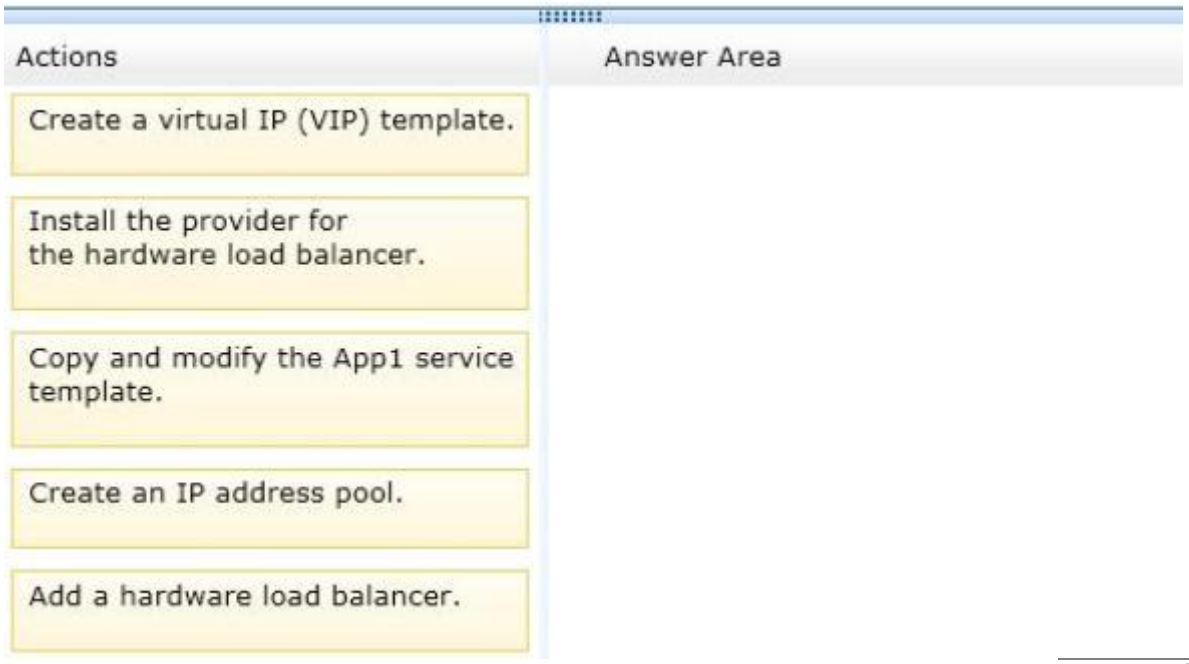
Answer: A

Explanation:
A. Install a cellular modem on TOR-OM1. Create a subscription and a notification channel.
http://technet.microsoft.com/en-us/library/hh212725.aspx
A notification requires the following elements:
A Run As account that provides credentials to the Notification Account Run As profile.
A notification channel which defines the format for the notification and the method by which the notification is sent.
A notification subscriber which defines the recipients and the schedule for sending notifications to the subscriber.
A notification subscription which defines the criteria for sending a notification, the channel to be used, and the subscribers to receive the notification.

Question: 10

You need to prepare the environment to support the planned changes for App1.
In which order should you perform the actions? (To answer, move all of the actions from the list of actions to the answer area and arrange them in the correct order.)

DRAG DROP
You need to prepare the environment to support the planned changes for App1.
In which order should you perform the actions? (To answer, move all of the actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Box 1: Create an IP address pool.
Box 2: Install the provider for the hardware load balancer
Box 3: Add a hardware load balancer
Box 4: Create a Virtual IP (VIP) template
Box 5: Copy and modify the App1 service template.
Explanation:
Note:
*(box 1) When you create a static IP address pool for a VM network, VMM can assign static IP addresses to Windows-based virtual machines (running on any supported hypervisor platform) that use the VM network. By using static IP address pools, IP address management for the virtual environment is brought within the scope of the VMM administrator.
* (Box 2, Box 3) Prerequisite for adding a Hardware Load balancer include:
You must obtain the load balancer provider from the load balancer vendor, and install the provider on the VMM management server.
* Setting the load balancer affinity enables you to provide some control over which load balancer will be used for a service. This is based on logical network information. VMM uses this information to determine the valid static IP address pools that are accessible from both the load balancer and the host group that the service tier will be deployed to.
* By adding load balancers to VMM management and by creating associated virtual IP templates (VIP templates), users who create services can automatically provision load balancers when they create and deploy a service.
*(box 4) A VIP template contains load-balancer-related configuration settings for a specific type of network traffic. For example, you can create a template that specifies the load-balancing behavior for HTTPS traffic on a specific load balancer by manufacturer and model.
* (box 5) A load balancer must be configured before you deploy a service. After a service is deployed, you cannot add a load balancer by updating the service.
Reference: How to Add Hardware Load Balancers in VMM; How to Create VIP Templates for Hardware Load Balancers in VMM; How to Configure a Hardware Load Balancer for a Service Tier

Question: 11

You need to recommend a solution to resolve the monitoring issue for the Hyper-V hosts.

Which performance object should you recommend?

A. Hyper-V Hypervisor Root Virtual Processor
B. Processor
C. Hyper-V Hypervisor Virtual Processor
D. Hyper-V Hypervisor Logical Processor

Answer: D

Case Study: 6
Proseware, Inc
Overview
Proseware, Inc. is a mechanical equipment manufacturer.
Proseware has a research department and a manufacturing department.
Existing Environment
Network Infrastructure
The network contains a single Active Directory domain named proseware.com. The domain contains 100 Hyper-V hosts that run Windows Server 2008 R2 Service Pack 1 (SP1). The Hyper-V hosts host 400 virtual machines.
Sixty of the virtual machines have Microsoft SQL Server 2008 R2 deployed. Both the research department and the manufacturing department use the SQL Server virtual machines.
The infrastructure contains two private clouds. One private cloud contains all of the resources used by the research department. The other private cloud contains all of the resources used by the manufacturing department.
The following System Center 2012 components are installed on the network:

- Orchestrator
- Service Manager
- Operations Manager
- Configuration Manager
- Data Protection Manager (DPM)
- Virtual Machine Manager (VMM)

All servers are backed up by using DPM. The system state of the servers is not backed up.
Configuration Manager only manages client computers.
Application Infrastructure
Proseware uses a third-party help desk application to manage user incidents.
The manufacturing department uses a Microsoft .NET application named App1 that is critical for business operations.
The research department uses a Microsoft Server Application Virtualization (Server App-V) virtual application package named App2.
Problem Statements
Proseware identifies the following issues:

- Administrators are NOT notified when a service on any server fails.
- A virtual machine named VM2 has a service that stops and restarts often.

- When an alert is generated in Operations Manager, a help desk user has to generate a ticket manually from the help desk application.
- A Hyper-V host named Server1 contains a virtual machine named VM1 that is assigned a high amount of memory. Users who connect to VM1 report that it takes a long time to access the resources on VM1. You suspect that the memory assigned to VM1 spans more than one NUMA node.

Requirements

Planned Changes

Proseware plans to implement the following changes:

- Replace the help desk application with a new, centralized incident management solution.
- Provide the users in the research department with an automated solution to provision virtual machines. The users will manage their respective virtual machine by using a self-service portal.

Technical Requirements

Proseware has identified the following technical requirements for the private cloud infrastructure:

- The number of required virtual machine templates must be minimized.
- A centralized automated task must restart failed services on the virtual machines.
- Administrators must be notified by an SMS message when an alert on a manufacturing server is generated.
- Servers that are out of compliance with the Payment Card Industry Data Security Standard (PCI DSS) must be identified.
- Administrators must be able to perform a bare metal recovery of the Hyper-V hosts and the virtual machines by using DPM.
- In a single operation, administrators must be able to perform a rollback of the updates applied to the servers that host App2.
- Windows Server and SQL Server configurations that do NOT adhere to Microsoft best practices and are misconfigured must be identified.
- All virtual machines created by self-service users must use Dynamic Memory. Administrators must be able to create virtual machines that do NOT use Dynamic Memory.
- Administrators must be notified when an alert on a server in the research department is generated. Between 09:00 and 17:00, the administrators must be notified by email. After 17:00, the administrators must be notified by an SMS message.

Monitoring Requirements

App1 must be monitored to retrieve the following information:

- The amount of time it takes to respond to user queries
- The amount of time it takes to load a webpage
- Debugging information

If App2 fails to mount on a server, an administrator must receive an alert.

Question: 1

You need to recommend which object must be monitored from Operations Manager to identify how the memory of VM1 is assigned.
Which object should you include in the recommendation?

A. Memory
B. A Hyper-V Hypervisor Root Partition
C. A Hyper-V Hypervisor Partition
D. A Hyper-V VM Vid Partition

Answer: D

Explanation:
Problem Statement: You suspect that the memory assigned to VM1 spans more than one NUMA node

Question: Identify how

the memory of VM1 is assigned.
From Blogs.msdn.com:
"The Hyper-V VM Vid Partition counters have two interesting counters.
The “Physical Pages Allocated” is the total number of guest pages and VID pages needed to manage the VM.
The “Remote Physical Pages” let you know on NUMA based systems if a VM is spanning multiple nodes."
http://blogs.msdn.com/b/tvoellm/archive/2009/04/23/monitoring-hyper-v-performance.aspx

Question: 2

You need to recommend an automated solution to resolve the ticket generation issue.
What should you include in the recommendation?

A. From Operations Manager, create diagnostic tasks. From Orchestrator, create runbooks that forward alerts to the help desk application.
B. From Service Manager, create a connector. From Operations Manager, configure the connector.
C. From Service Manager, create a connector. From Orchestrator, configure connectors.
D. From Operations Manager, create diagnostic tasks. From Orchestrator, configure connectors.

Answer: B

Explanation:
http://technet.microsoft.com/en-us/library/cc181012.aspx
The relevant problem statement is "- When an alert is generated in Operations Manager, a help desk user has to generate a ticket manually from the help desk application."
Creating a connector from SCOM to SCSM means Incidents may be automatically generated from SCOM alerts.
Another useful link for the answer
http://valentincristea.com/2013/11/28/automating-incident-problem-management-part-ii-configuring-thescomscsm-connector/

Question: 3

You need to ensure that the self-service users and the administrators can deploy virtual machines. The solution must meet the technical requirements.
What should you create?

A. Two VMM library shares
B. One host profile
C. Two application profiles
D. One virtual machine template

Answer: D

Explanation:
One virtual machine template would be enough. So I would think it is answer D
The way I understand the TechNet article, librarys and shares are used to mantain file-based items like VHDs, scripts and ISOs. A second library or another share would not change the way how a VM can be created (dynamic memory or not) just from which place it will use the "ingredients"
http://technet.microsoft.com/en-us/library/gg610598.aspx

Question: 4

You need to recommend a solution to meet the monitoring requirements for App1.
What should you recommend?

A. Install the Management Pack for Operations Manager APM Web IIS 7, download and install the Internet Information Services (IIS) 7 Management Pack, and then run the .NET Application Performance Monitoring wizard.
B. Configure a synthetic transaction, and then run the Process Monitoring wizard.
C. Install the Management Pack for Operations Manager APM Web IIS 7, and then run the Process Monitoring wizard.
D. Configure a synthetic transaction, and then run the .NET Application Performance Monitoring wizard.

Answer: A

Question: 5

You need to recommend a solution to meet the technical requirements for identifying the Windows Server and SQL Server configuration issues.
What should you include in the recommendation? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Audit Collection Services (ACS)
B. Windows Server Update Services (WSUS)
C. Best Practices Analyzer (BPA)
D. Microsoft System Center Advisor (SCA)

Answer: D

Question: 6

You need to implement a notification solution to meet the technical requirements.
What should you create from Operations Manager? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. Two channels and one subscriber

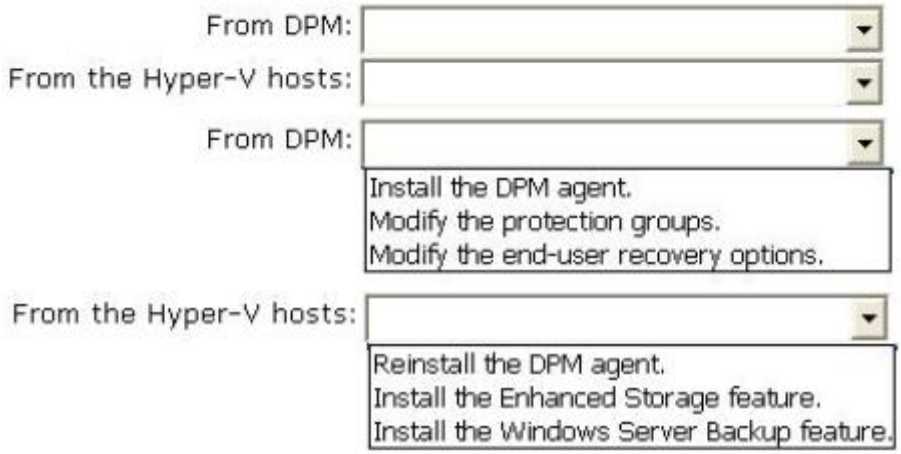
B. One channel and one Subscriber
C. One channel and two subscribers
D. Two channels and two subscribers

Answer: A

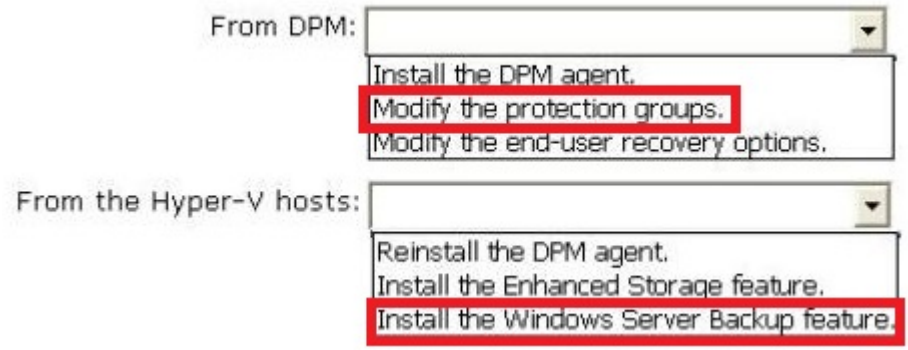
Explanation:
You need two channels, one for e-mail one for SMS
http://blogs.technet.com/b/kevinholman/archive/2012/04/28/opsmgr-2012-configure-notifications.aspx
I think the problem is, are there two administrator groups, one for each department? If there is, you need at least two subscribers if not, you can do with one.
Since it is not explicitly stated that there are two admin groups, I would go for a single admin group. So then it would be answer A:

Question: 7

HOTSPOT
You need to recommend changes to the System Center 2012 infrastructure to meet the technical requirements for bare metal recoveries.
What should you include in the recommendation? (To answer, select the appropriate actions in the answer area.)



Answer:



Question: 8

You discover that many incidents are generated for VM2.
You need to resolve all of the incidents from Service Manager in one operation.
What should you create? (More than one answer choice may achieve the goal. Select the BEST answer.)

A. A configuration item
B. An incident event workflow
C. A dependent activity
D. A problem

Answer: D

Explanation:
http://blogs.technet.com/b/servicemanager/archive/2009/11/02/overview-of-problem-management-in-servicemanager.aspx

Question: 9

You need to recommend a solution to implement the planned changes for the research department.
What should you include in the recommendation?

A. The existing VMM infrastructure
B. The existing Service Manager infrastructure
C. A solution that includes System Center 2012 App Controller
D. The existing Orchestrator infrastructure

Answer: A

Case Study: 7
Mixed Questions

Question: 1

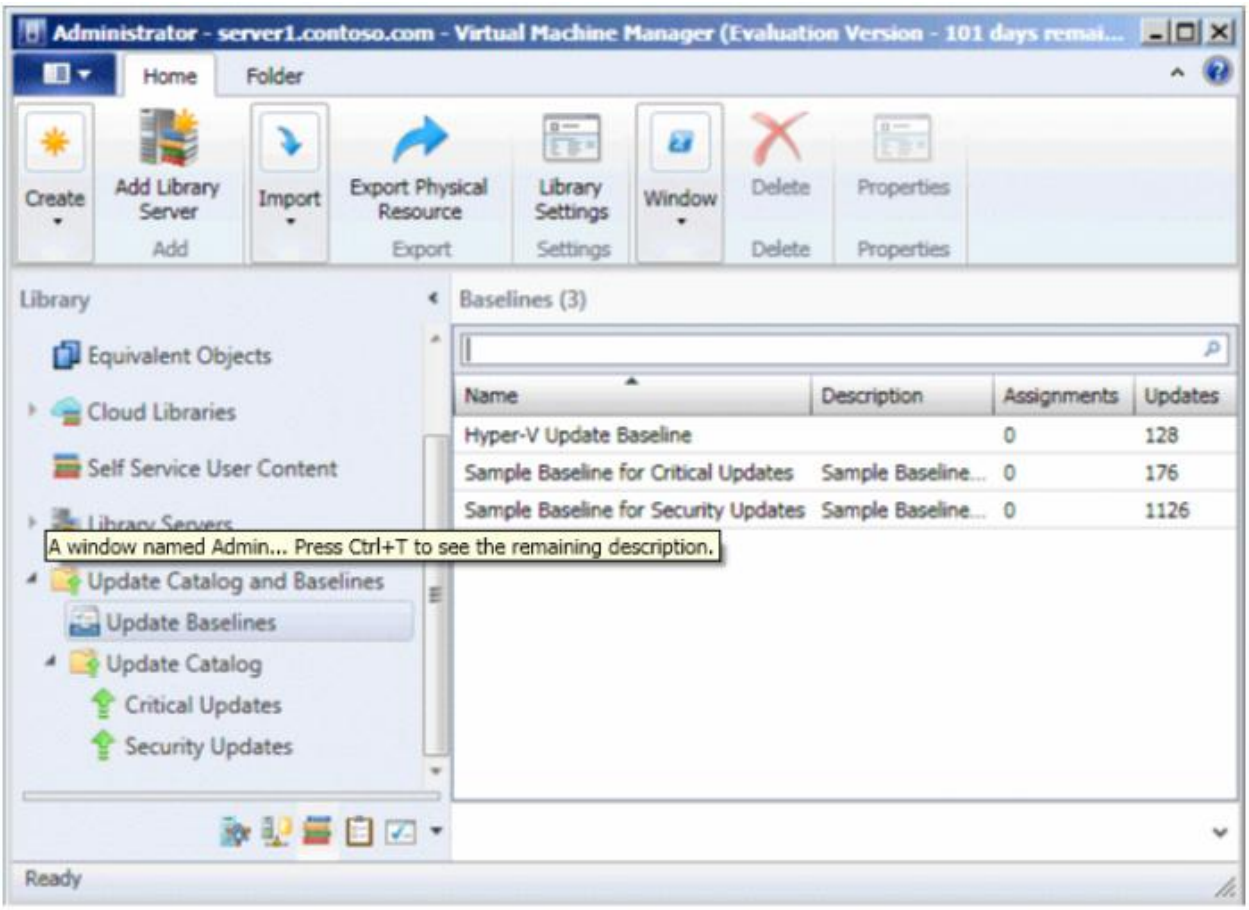
You have a System Center 2012 R2 infrastructure.
You plan to implement the Audit Collection Service (ACS). ACS reports will not be available from the Operations Manager console.
You need to recommend a solution to view the ACS reports.
What should you include in the recommendation?

A. A Microsoft SQL Server Reporting Services (SSRS) instance
B. A reporting services point in Configuration Manager
C. A Reporting data warehouse for Service Manager
D. A Microsoft SharePoint Server report library

Answer: A

Question: 2

Your company has a datacenter in Los Angeles that contains a private cloud. The private cloud is managed by using a System Center 2012 Virtual Machine Manager (VMM) infrastructure.
You create a host group named HG1. You move several Hyper-V hosts to HG1.
You plan to manage Windows updates for the hosts in HG1 by using VMM.
An administrator creates a baseline as shown in the exhibit. (Click the Exhibit button.)



You discover that the updates defined in the baseline are not applied to the hosts in HG1.
You need to ensure that the required updates are deployed to the hosts in HG1.
What should you do?

A. Copy the required updates to the VMM library server.
B. Modify the properties of HG1.
C. Copy the Virtual Machine template to an alternate location.
D. Modify the properties of the baseline.
E. Synchronize the Windows Server Update Services (WSUS) server.

Answer: D

Question: 3

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The Service Manager management server is installed on a server named Server1. The Configuration Manager site server is installed on a server named Server2.
You create a baseline and several configuration items.
You need to configure Service Manager to create incidents for each Service Managerconfiguration item that is non-compliant with the baseline.
What should you create?

A. A connector and a Desired Configuration Management Event Workflow
B. A channel and a subscription
C. A subscription, a connector, and a task

D. A task and a Desired Configuration Management Event Workflow

Answer: A

Explanation:
A connector is required to bring data from Configuration Manager into Service Manager.
From there, you create a Desired Configuration management Event Workflow.
Using Connectors to Import Data into System Center 2012 - Service Manager
http://technet.microsoft.com/en-us/library/hh524326.aspx
How to Configure Desired Configuration Management to Generate Incidents
http://technet.microsoft.com/enus/library/hh495577.aspx

Question: 4

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains a Microsoft Exchange Server 2010 organization.
You plan to import the Exchange Server 2010 Management Pack.
You need to configure Operations Manager to send Exchange-related notifications to Exchange Server administrators.
What should you create first?

A. A channel
B. A User Role
C. An Exchange Server 2010 Send Connector
D. An Exchange Server 2010 transport rule
E. A monitor

Answer: A

Explanation:
Operations Manager also allows you to create custom roles based on the Operator, Read-Only Operator, Author, and Advanced Operator profiles.
When you create the role, you can further narrow the scope of groups, tasks, and views that the role can access.
For example, you can create a role entitled "Exchange Operator" and narrow the scope to only Exchangerelated groups, views, and tasks.
User accounts assigned to this role will only be able to run Operator- level actions on Exchange-related objects.
Notification Accounts and Groups Individuals in your company that will interact with Operations Manager frequently, such as an Exchange administrator who has been assigned to the Exchange Operator role, need a way to discover new alerts.
This can be done by either watching the Operations console for new alerts or by Operations Manager informing them about the alert via supported communications channels.
Operations Manager supports notifications through e-mail, instant messaging, Short Message Service, or pager messages.
Notifications on what the role needs to know go out to recipients that you specify in Operations Manager.
An Operations Manager recipient is merely an object that has a valid address to receive the notification, such as an SMTP address for e-mail notifications.
Therefore, it is logical to combine role assignment with notification group membership via an email- enabled security group.
For example, create an Exchange Administrators security group and populate it with individuals that have the knowledge and permissions to fix things in Exchange.
Assign this security group to a custom created Exchange Administrator role so they have access to the data and are e-

mail-enabled.
Then, create a recipient by using the SMTP address of the email- enabled security group.
http://technet.microsoft.com/library/hh487288.aspx
References a channel here:
http://thoughtsonopsmgr.blogspot.com/2012/05/scomom12-notification-errorsfailed-to.html

Question: 5

Your company deploys System Center 2012 R2 Operations Manager.
A network administrator deploys the Operations Manager agent to all of the internal servers that run Windows Server, and then configures notifications to be sent by email to several departmental groups.
Two days later, a network administrator opens the Operations Manager console and discovers hundreds of alerts.
The administrator closes all of the alerts in the console.
You need to change the resolution state of the alerts that were closed.
What should you do first?

A. From the Reporting workspace, select Microsoft Generic Report Library, and then select Alerts.
B. From the Authoring workspace, select Rules, and then set the scope to View all targets.
C. From the My Workspace workspace, create a new alert view.
D. From the Administration workspace, create a notification subscription.

Answer: C

Explanation:
To set the resolution state for an alert
In the Operations console, click Monitoring.
Click any view that displays alerts, such as Active Alerts. (Alert View will show you the alerts you want to change)
Right-click an alert, point to Set Resolution State, and then click the desired resolution state.
http://technet.microsoft.com/en-us/library/hh212928.aspx

Question: 6

Your company has a private cloud that contains a System Center 2012 R2 infrastructure.
You run applications virtually by using Hyper-V hosts. Each application has a dedicated virtual machine on a Hyper-V host.
The Microsoft Monitoring Agent is deployed to all physical servers. Currently, all of the physical servers are monitored for memory, CPU, and disk space use.
You need to monitor the memory, CPU, and disk space use of each application server.
What should you do?

A. Deploy the Microsoft Monitoring Agent to each virtual machine.
B. Configure a new notification subscription for each Hyper-V host.
C. Deploy the Configuration Manager client to each virtual machine.
D. Configure a new channel for each virtual machine.

Answer: A

Explanation:
Bad question IMO. The thing to know here is that the SCOM Agent is now called the Microsoft Monitoring Agent. In order to monitor VMs, you need to install the SCOM agent (MMA) to the guest, not the host.

None of the other answers make sense anyways.
Please see
http://www.server-log.com/blog/2013/12/2/installing-scom-agent-microsoft-monitoring-agent-fromsystem.html

Question: 7

Your network contains an Active Directory domain named contoso.com. The domain contains a domain controller named DC1 and member servers named Server1 and Server2. Server1 has System Center 2012 R2 Operations Manager installed. Server2 has System Center 2012 R2 Orchestrator installed. Orchestrator has the System Center Integration Pack for System Center 2012 R2 Operations Manager installed.
In Operations Manager, you have a monitor named Monitor1 that triggers an alert named Alert1.
You need to ensure that when Alert1 is triggered, a custom runbook starts.
Which two actions should you perform from Orchestrator? Each correct answer presents part of the solution.

A. Configure a filter of PrincipalName equals Alert1.
B. Configure a filter of MonitorObjectName equals Monitor1.
C. Add the Get Alert activity.
D. Add the Monitor Alert activity and configure triggers for the alert.
E. Configure a filter of Name equals Alert1.

Answer: B, D

Explanation:
http://technet.microsoft.com/en-us/library/hh830707.aspx

Question: 8

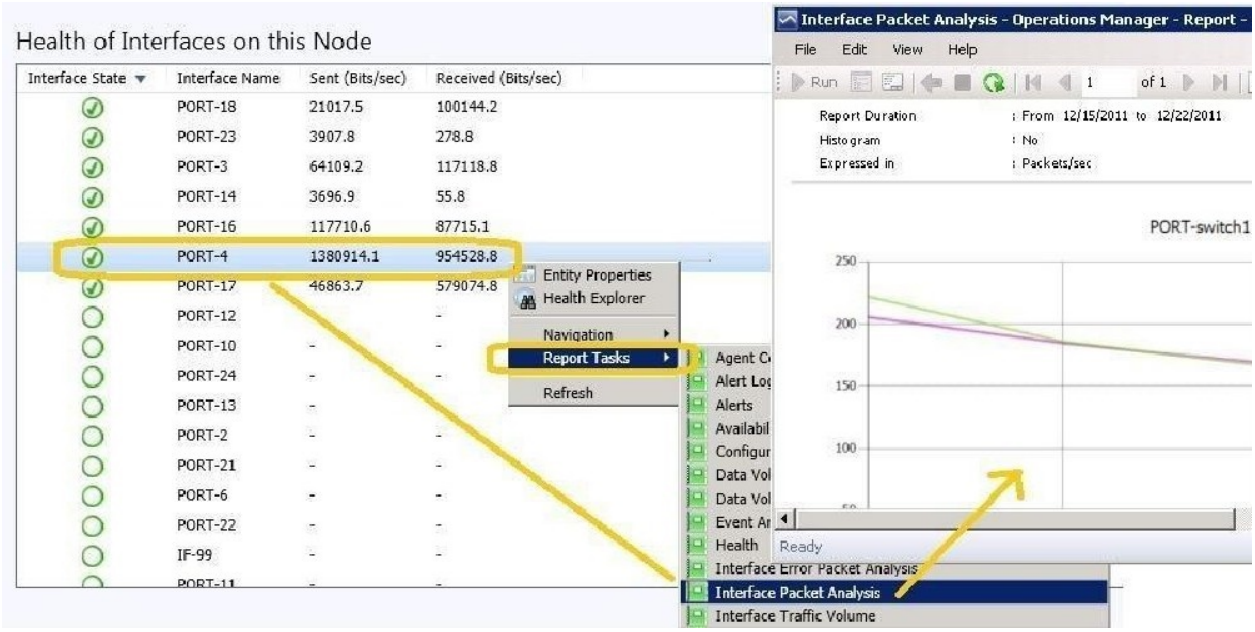
Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains several routers and switches.
You open the Network Devices view and discover that a switch is in a critical state.
You need to identify the availability of the switch during the past seven days. The solution must also ensure that you can review which servers are connected to the switch.
What should you use?

A. The Network Node Dashboard
B. A diagram view
C. The Network Vicinity Dashboard
D. A state view

Answer: A

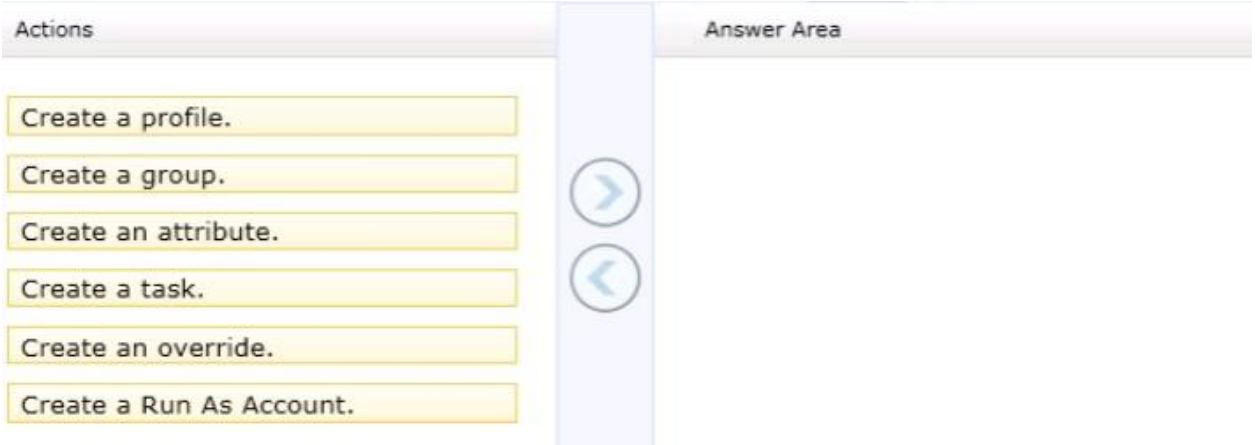
Explanation:
http://www.techrepublic.com/blog/networking/using-the-network-dashboard-views-in-scom- 2012/5226
Network Node Dashboard View
A node is any device connected to a network.
Switches and routers are among the most common kinds of nodes you will discover.
The node dashboard provides details on the health of a particular device.
The upper portion of the node dashboard consists of the network vicinity view for that node, as well as "speedometer" gauges for node availability today, yesterday, in the last week, and in the last month.
(Periods of time that were not monitored are counted as "available" in the availability statistics, so newly discovered

devices will not appear to have had outages in the gauges.) The lower portion of the node dashboard includes a list of all interfaces on the node that are being monitored.
From this view, you can manually override the automatic selections of which interfaces are monitored by SCOM.
Also, by right-clicking on specific interfaces, you can pivot to performance or reporting views that drill down into the near term or long term history of an interface.
In Figure B, the Interface Packet Analysis report for "PORT 4 on "switch1 during the previous week appears in a second window.



Question: 9

DRAG DROP
Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The private cloud contains 200 servers that run Windows Server 2008 R2. All of the servers are managed by Operations Manager.
The private cloud contains an application named App1 that is deployed on-demand to several servers. The servers that run the application are identified by a registry value set during the application's installation.
You create a monitor that targets all of the servers.
You need to modify the monitor to only affect the servers that have the application installed.
Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Create an attribute.
Create a group.
Create an override.

Explanation:
http://technet.microsoft.com/en-us/library/hh212869.aspx
In Operations Manager 2007, you can create attributes to define a commonality within a group of objects that you want to monitor.
After you create an attribute, you can create a group whose members are only objects that have the commonality described in your attribute.
For example, if you want to monitor a set of servers that all have a common registry value, you create an attribute based on that registry value.
To find the servers that have that registry value, you create a group that has a dynamic inclusion rule for only those servers that have the newly created attribute and target the group only to the server object type.
Operations Manager then checks the registry of each server to see whether that registry value exists.
If it does, that server is added as a member of the group.
When you create an attribute, you must select an object type as a target for it.
Operations Manager adds the new attribute to the existing list of attributes for that object type.
If the target you select is from a sealed management pack, the object type also is sealed and the new attribute cannot be added.
Instead, Operations Manager creates a new object type to which it adds the new attribute.
By default, this new object type is named after the original object type with _Extended appended to the original name.
This new object type contains all the attributes of the original object type, in addition to the attribute you are creating.
You can view existing attributes in the Monitoring area of the Operations console.
If the attributes are defined within a sealed management pack, you can view the properties of the attribute but you cannot change them.
The properties of an attribute include information about where the attribute information is stored, such as the registry or through WMI.
You can create a new attribute for any monitored object, and you can change most of the properties of an attribute that you create.
However, the Attribute Type property, which identifies the source of the attribute information such as the registry, cannot be changed after an attribute is created.
http://systemscenter.ru/opsmgr2007.en/html/26d205e5- a26b-416e-93ae-9f33fe156311.htm

Question: 10

Your company has a private cloud that is managed by using a System Center 2012 Orchestrator, System Center 2012 Operations Manager, and System Center 2012 Service Manager infrastructure.
You discover that a service on a server repeatedly stops.
You need to configure a solution to remediate the recurring issue automatically.
What should you do?

A. From Service Manager, configure an incident event workflow.
B. From Operations Manager, create a monitor.

C. From Service Manager, create an incident template.
D. From Operations Manager, configure the CI connector.

Answer: B

Explanation:
Answer D: When creating a monitor, you can create a recovery action
From the Unleashed book:

object health state; it gathers additional information to help resolve the issue.

- **Recoveries:** A *recovery* is also an on-demand workflow attached to a specific monitor. Similar to a diagnostic workflow, a recovery is initialized automatically either when a monitor enters a particular state or on demand by a console user. A recovery can change the object health state, for example, by running a task that fixes the root cause.

Question: 11

Your company has a datacenter in Los Angeles.
The datacenter contains a private cloud that is managed by using a System Center 2012 infrastructure.
A server named VMM1 hosts the System Center 2012 Service Manager management server. A server named Server2 hosts the System Center 2012 Orchestrator management server.
You plan to use a runbook named Book1 to update the status of Service Manager incidents.
You need to ensure that you can create Book1, and then reference the runbook in Service Manager.
What should you do? (Each correct answer presents part of the solution. Choose all that apply.)

A. From the Service Manager Console, add an incident event workflow.
B. From the Service Manager Shell, run the Set-SCDWJobSchedulecmdlet.
C. From the Orchestrator Deployment Manager, register the Integration Pack for System Center Service Manager.
D. From the Service Manager Console, create an Orchestrator connector.
E. From the System Center 2012 Orchestrator Runbook designer, create a connection.
F. From the Service Manager Shell, run the Enable-SCDWJobSchedulecmdlet.

Answer: C, D, E

Explanation:
Install the integration pack for SCSM on Orchestrator and configure the connection settings (SCSM server name, User, Password)
Create a new runbook
First activity -> "Monitor Object" of SCSM integration pack -> Incident Class -> On Update -> Filter "Support Group" not equal "Tier 1"
Add 6 "Send Email" activities -> 6 different recipients -> add the text in each mail body
Link all 6 "Send Email" activities with the first "Monitor Object" activity
On each link delete the default rule "On success"
Add a new criteria -> Choose the "Support Group" from the data bus ->criteria of the first link "Support Group" equals "Tier 2"
Do the same with the other Links and Support Groups.
Check in and start the runbook
http://social.technet.microsoft.com/Forums/en/administration/thread/ea41a3a4-0b40-47ee-9ecc-a2ecab8794bf
To create an Orchestrator connector

In the Service Manager console, click Administration.
In the Administration pane, expand Administration, and then click Connectors.
In the Tasks pane, under Connectors, click Create Connector, and then click Orchestrator connector.
Perform these steps to complete the Orchestrator Connector Wizard:
On the Before You Begin page, click Next.
On the General page, in the Name box, type a name for the new connector. Make sure that Enable this connector is selected, and then click Next.
On the Connection page, in the Server Information area, type the URL of the Orchestrator Web service, depending on which version of Orchestrator you are using:
For Orchestrator Beta, type the URL of the Orchestrator Web service in the form of http://<computer>:<port>/ Orchestrator.svc, where <computer> is the name of the computer hosting the web service and <port> is the port number where the web service is installed. (The default port number is 81.)
For Orchestrator RC, type the URL of the Orchestrator Web service in the form of http://<computer>:<port>/ Orchestrator2012/Orchestrator.svc, where <computer> is the name of the computer hosting the web service and <port> is the port number where the web service is installed. (The default port number is 81.)
On the Connection page, in the Credentials area, either select an existing account or click New, and then do the following:
In the Run As Account dialog box, in the Display name box, type a name for the Run As account. In the Account list, select Windows Account. Enter the credentials for an account that has rights to connect Orchestrator, and then click OK. On the Connection page, click Test Connection.
Note
Special characters (such as the ampersand [&]) in the User Name box are not supported.
In the Test Connection dialog box, make sure that the message “The connection to the server was successful” appears, and then click OK. On the Connection page, click Next.
On the Folder page, select a folder, and then click Next.
On the Web Console URL page, type the URL for the Orchestrator web console in the form of http://<computer>:port (the default port number is 82), and then click Next.
On the Summary page, make sure that the settings are correct, and then click Create.
On the Completion page, make sure that you receive the message “Orchestrator connector successfully created,” and then click Close.
To validate the creation of an Orchestrator connector
In the Connectors pane, locate the Orchestrator connector that you created.
Review the Status column for a status of Finished Success.
Note
Allow sufficient time for the import process to finish if you are importing a large number of runbooks.
In the Service Manager console, click Library.
In the Library pane, expand Library, and then click Runbooks.
Review the Runbooks pane, and note that your runbooks have been imported.
http://technet.microsoft.com/en-us/library/hh519779.aspx
The Integration Pack for System Center Service Manager is an add-in for Opalis Integration Server 6.3 that enables you to use System Center Service Manager to coordinate and use operational data in an existing IT environment comprised of service desk systems, configuration management systems,, and event monitoring systems,, including specifically BMC Remedy IT Service Management Suite, BMC Atrium, and HP Service Manager 7 and HP Service Center 6.2.
With this integration pack, you can also create workflows that interact with and transfer information to the integration packs for System Center Operations Manager, System Center Data Protection Manager, System Center Configuration Manager, and System Center Virtual Machine Manager.
Opalis, a Microsoft Subsidiary, is committed to helping you protect your privacy, while delivering software that brings you the performance, power, and convenience you want. For more information, seetheOpalis 6.3
Privacy Statement (http://go.microsoft.com/fwlink/?LinkID=202690).
http://technet.microsoft.com/en-us/library/gg464964.aspx

Question: 12

You have a System Center 2012 R2 infrastructure that has Orchestrator and Service Manager installed.
Integration between Orchestrator and Service Manager is configured.
You need to ensure that when a change request is made in Service Manager, the following requirements are met:
The ticket number is logged to a file.
The file contains the ticket numbers for every change request.
Each time a ticket number is logged to the file, an email message is sent to an administrator.
Which activities should you use in a runbook?

A. Monitor Object, Insert Line, and Send Email
B. Get Activity, Append Line, and Send Email
C. Monitor State, Insert Line, and Send Email
D. Monitor Object, Append Line, and Send Email

Answer: D

Explanation:
http://technet.microsoft.com/en-us/library/hh549275.aspx
You do not know when the action should take place. So you need the monitor to trigger your action (not the other way around). The get activity is used when a runbook is already running.
http://technet.microsoft.com/en-us/library/hh206072.aspx
Above states to use the Append Line command for logging purposes (which is not described as such for the Insert Line command).
"Use the Append Line activity to append lines to a log file to create audits trails of runbooks."

Question: 13

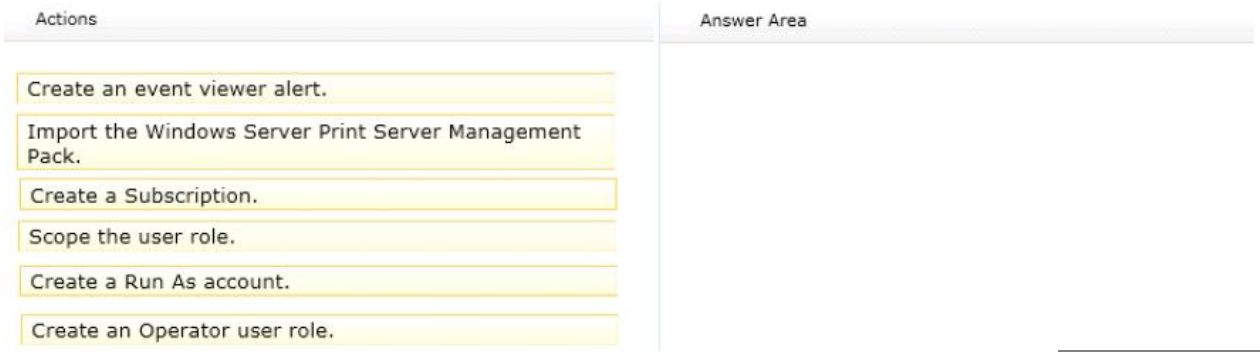
Your company has a datacenter in Los Angeles that contains a private cloud. The private cloud contains a System Center 2012 infrastructure.
The System Center 2012 infrastructure contains the following:
Service Manager
Orchestrator
Operations Manager
You plan to configure the private cloud to meet the following requirements:
Integrate runbooks to Service Manager requests.
Automate administration tasks by using runbooks.
Provide end users with the ability to perform administrative tasks.
You need to configure the private cloud to meet the requirements.
What should you do from Service Manager?

A. Register a data source.
B. Register the Orchestrator Integration Packs.
C. Create a channel.
D. Select the sync folder for the Orchestrator connector.

Answer: B

Question: 14

DRAG DROP
Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
You need to ensure that members of a group named Group1 can resolve printing alerts by using the Operations Manager console. The solution must minimize the number of Operations Manager permissions assigned to Group1.
Which three actions should you perform in sequence? (To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)



Answer:

Import the print server management pack
Create an operator user role
Scope the user role

Explanation:
1. Import the Windows Server Print Server Management Pack - Required for monitoring printing
http://technet.microsoft.com/en-us/library/cc181012.aspx
2. Create an Operator User Role - Required to add Group1 to SCOM
3. Scope the User Role - To set this role to access print alerts only
No - Create an event viewer alert, technically feasible to set logging of print queues and then monitor events but Microsoft always asked for the BEST solution, hence the Print MP
No - Create a Subscription, there is no mention of notifications in the question
No - Create a run as account, the question says resolve the print ALERT not the fault itself

Question: 15

Our company has a main office and 10 branch offices.
The network contains an Active Directory forest named contoso.com.
Each office contains domain controllers.
You have a System Center 2012 R2 infrastructure that has Operations Manager and Service Manager installed.
Each office has multiple VLANs. All switches are managed switches.
Users in the branch offices occasionally call the help desk to report that they cannot access some of the network resources in the main office.
You need to ensure that all of the ports on the switches can be monitored by using Operations Manager.
What is the best configuration to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

A. A recursive discovery for the network devices by using ICMP
B. An explicit discovery for the network devices by using ICMP
C. A recursive discovery for the network devices by using SNMP
D. An explicit discovery for the network devices by using SNMP

Answer: D

Question: 16

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
From Operations Manager, you create a group named Group1.
You add multiple servers to Group1.
You have an Active Directory group named Group2.
You configure a dashboard for the users in Group2 to manage the client computers in Group1.
You need to ensure that the users in Group2 can achieve the following tasks:
View open critical alerts generated by Group1.
Identify whether a monitor generated an alert.
Which object should you add to the dashboard?

A. An alert view
B. A state view
C. An alert widget
D. An event view
E. A state widget

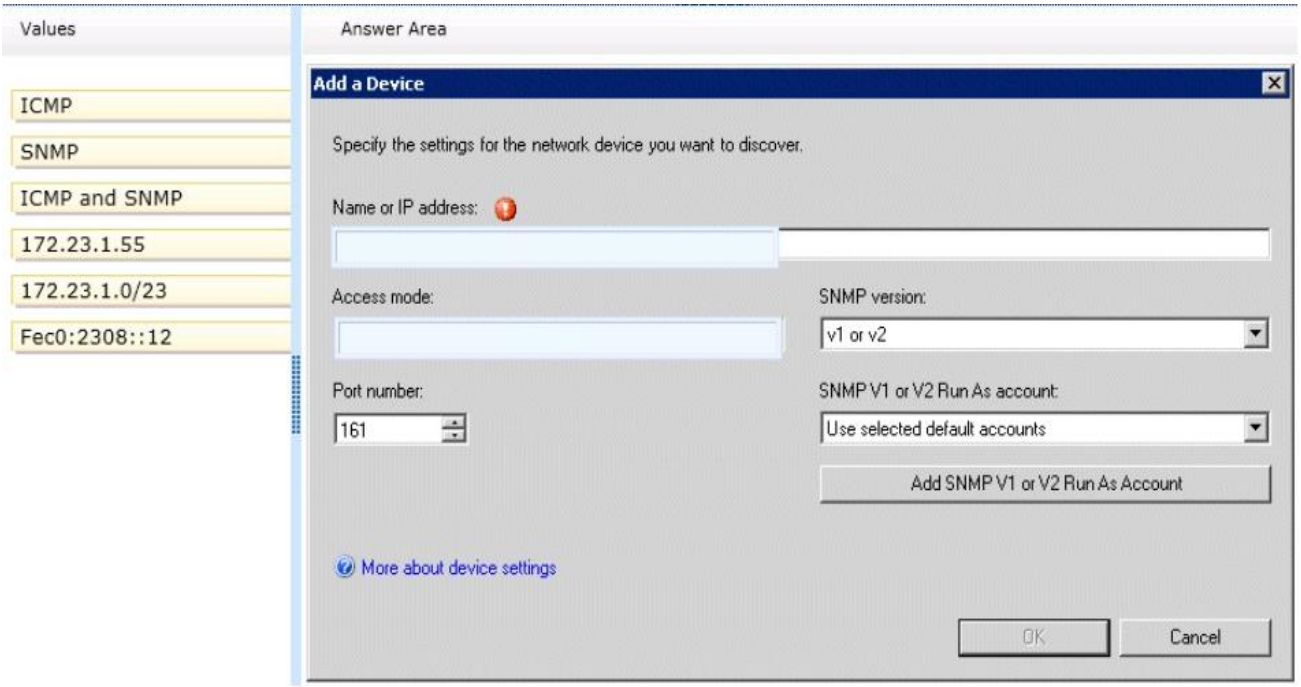
Answer: C

Explanation:
Adding an alert widget to a dashboard
Step 1: In an empty dashboard cell, click on the "Click to add widget" link.
This opens the New Dashboard and Widget Wizard.
Step 2: Now you are presented with a selection of the available widgets.
Select Alert Widgets and then click Next.
Step 3: Once you give your widget a name and a description, you can choose a group or object for which to display alerts.
The ability to select between "Groups" and "Groups and objects" allows you to change the scope of objects for which you will receive alerts.
If you only want to target a certain object within a group or class, the
"Groups and objects" option allows you to do so, while the "Groups" option enables you to view alerts for all objects within the group you choose.
Step 4: Next you can specify the criteria for the alerts you will receive.
You may choose the Severity, Priority, and Resolution State of the alerts.
For example, I will receive alerts for warnings and information of all priority, and in either the new or closed state.
Step 5: Lastly, select the columns to display for each alert.
You can also decide how the alerts are sorted by default as well as how they are grouped.
One great addition to the alert widget that is not present in the alert view is the addition of the "Is Monitor Alert" column.
This column allows you to see whether the alert was generated by monitor rather than a rule.
In my example, I will group alerts by "Is Monitor Alert" and sort by "Last Modified".
And there you have it.
We've configured a dashboard with a powerful alert widget.
It is a great way to quickly view the alerts you care about organized in the way you want.
If you aren't satisfied with your configuration or if your needs change, you can always click the button which gives you the option to reconfigure, personalize, or remove your widget.
Reconfiguring a widget opens a wizard with your previously chosen widget configuration and allows you to change all of options to keep up to date with your needs.
Here you can change everything from the groups or objects targeted, to the name of the widget.

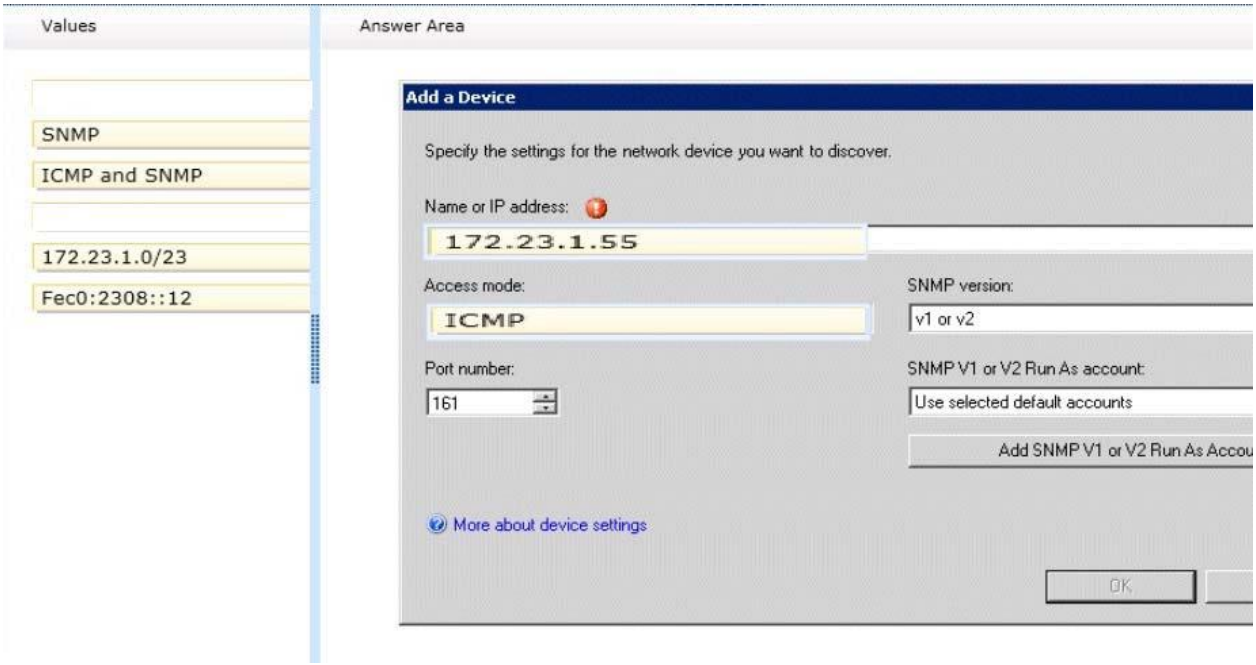
Personalizing a widget allows you to change the display options for that widget.
Here you can change which columns are displayed and how your alerts are grouped and sorted.
This allows you to view the alerts within a context that is most appropriate to you, but without having to worry about the primary configuration details.
http://blogs.technet.com/b/momteam/archive/2011/10/17/operations-manager-2012-dashboards-thealertwidget.aspx

Question: 17

DRAG DROP
Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The infrastructure contains a management server named Server 1.
The network contains two subnets named Subnet1 and Subnet2. The two subnets are separated by a firewall that prevents SNMP communications.
Server1 is located on Subnet1.
A switch named Switch1 is located on Subnet2.
Switch1 has the following configurations:
Network ID: 172.23.1.0/23
IPv4 address: 172.23.1.55
IPv6 address: fec0:2308::12
You need to discover Switch1.
What should you configure from the Computer and Device Management Wizard?
To answer, drag the appropriate values to the correct locations in the answer area. (Each value may be used once, more than once, or not at all.)



Answer:



Explanation:
Section: Operations Manager
Explicit discovery – An explicit discovery rule will only attempt to discover those devices that you explicitly specify in the wizard by IP address or FQDN. It will only monitor those devices that it can successfully access.
The rule will attempt to access the device by using ICMP, SNMP, or both depending on the configuration of the rule.
http://technet.microsoft.com/en-us/library/hh212935.aspx

Question: 18

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The company defines the Service Level Agreement (SLA) for a web application as 99 percent uptime.
You need to create service level objectives (SLOs) that meet the SLA requirement.
Which object or objects should you create from the Service Manager Console? (Each correct answer presents part of the solution. Choose all that apply.)

A. A queue
B. A connector
C. A channel
D. A calendar
E. A metric
F. A subscription

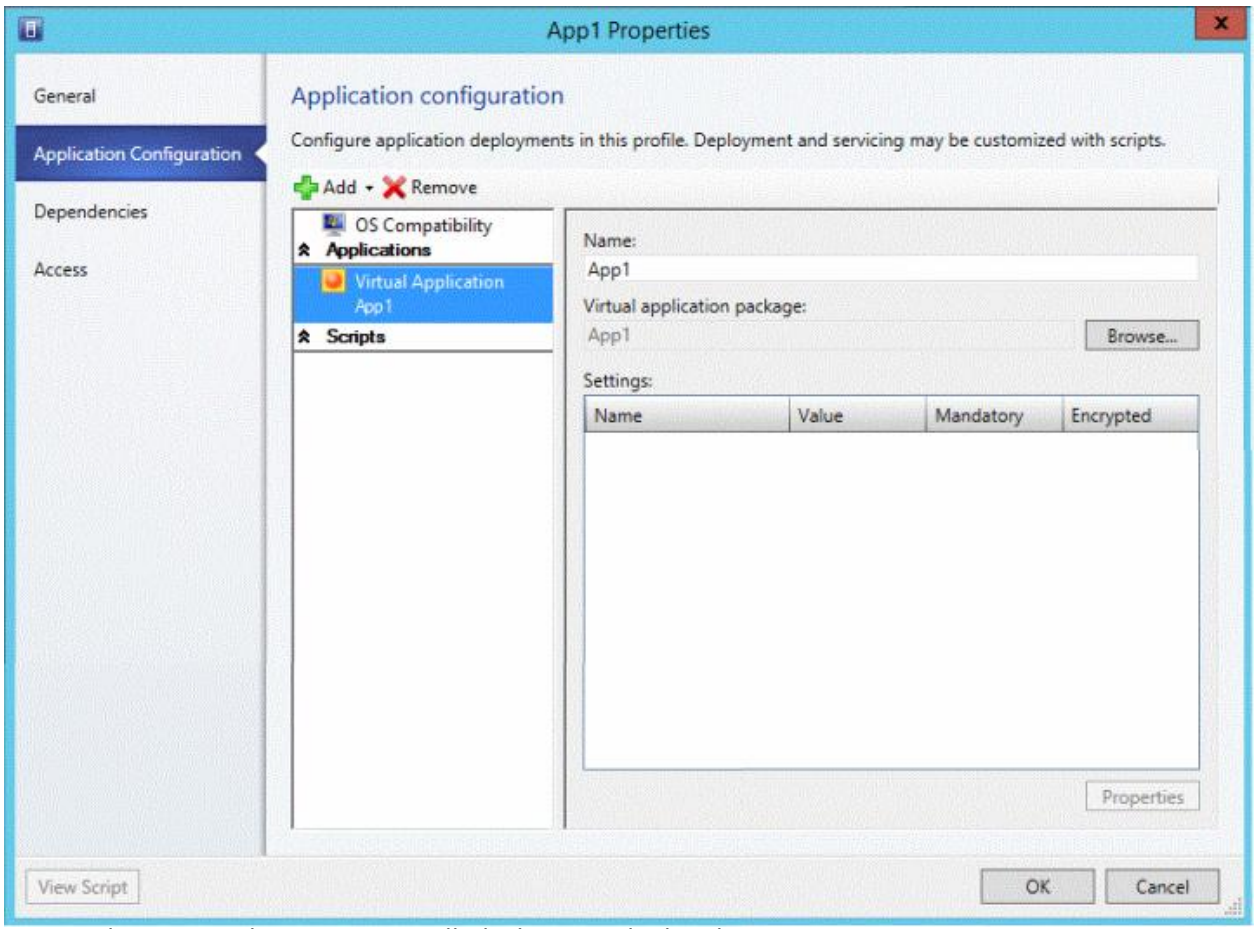
Answer: A, D, E

Explanation:
In SCSM 2012 the Service Level Management offers a great opportunity to implement SLAs for different IT management processes.
With the four components of SLA management you can build your own complex SLAs:
Queues ->Which work items are covered in the SLA
Calendar -> The service hours of an SLA
Metrics ->What is measured in the SLA

Service Level Objective -> Target of the SLA
http://blogs.technet.com/b/servicemanager/archive/2012/01/25/scsm-2012-service-level-management.aspx

Question: 19

Your company deploys System Center 2012 R2 Virtual Machine Manager (VMM).
You plan to perform a new server deployment. The new server deployment will include a custom application named App1.
You use Server Application Virtualization (Server App-V) to virtualize App1. You create an application profile.
You create a service deployment to deploy the App1 by using a Windows Server 2012 R2 template.
After deploying the service, you discover that App1 was not installed. You view the application profile as shown in the exhibit. (Click the Exhibit button.)



You need to ensure that App1 is installed when you deploy the service.
What should you add to the application profile?

A. A Script Application that adds the Server App-V Agent
B. A Script Application that adds the WebDeploy Agent
C. A Script to Application that installs the Server App-V Agent
D. A Script to Application that installs the WebDeploy Agent

Answer: A

Explanation:
You use Server Application Virtualization (Server App-V) to virtualize App1" (App-V application package, not a Web Deploy application package)

Please see the following page for more information on why I think the answer is A. Here is the specific quote from that page- "In VMM in System Center 2012 R2, if you kept the Compatibility option (described in the previous step) set to the default option, General, you can add an application that will be deployed by running a script, such as a script based on a Setup.exe installation program. To add such an application, select Script Application."
http://technet.microsoft.com/en-us/library/hh427291.aspx
Also, in the PetShop example, the application you are deploying is specifically mentioned to be a web deploy application-
6. Configure Applications: The application profile for the web tier will contain:
1. Pre-install application profile script to install the Web Deploy client
2. The web deploy application package
3. Post-install application deployment script to configure the web deploy application
http://technet.microsoft.com/en-us/library/gg703293.aspx - How to Install the Server Application Virtualization Agent
Use one of the following ways to install the Server App-V Agent. After you install the Agent, you can review the SAVSetupChainerLog.txtfile for information about the installation process.
Copy the Server App-V Agent installation files (Agentsetup.exe) to the computer that is running Windows Server where you want to install the Server App-V Agent. You must also use the correct version of the installation file that matches the architecture of the computer that you are installing on, x86 or x64.
To start the Microsoft Server Application Virtualization Agent setup wizard, double-click AgentSetup.exe.
On the Welcome page, click Next.
Script to Application is from Orchestrator:
http://blogs.technet.com/b/neilp/archive/2013/11/14/scvmm_5f00_servietemplate_5f00_scorch.aspx
Script Application is from VMM
http://technet.microsoft.com/en-us/library/hh427291.aspx
And the exhibit shows a VMM screenshot (at least that is what I think it is). So I think it should be A

Question: 20

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
You have a distributed application named App1. App1 has the following service level objectives (SLOs):
At least 99.9 percent uptime
No more than 85 percent average CPU utilization
You need to add the SLOs that monitor the required information to Service Level Tracking.
Which SLO or SLOs should you add? (Each correct answer presents part of the solution. Choose all that apply.)

A. Monitor state SLO - Availability
B. Monitor state SLO - Security
C. Collection rule SLO
D. Monitor state SLO - Performance
E. Monitor state SLO - Configuration

Answer: A, C

Explanation:
http://technet.microsoft.com/en-us/library/hh230719.aspx
To define a service level objective for an application
Open the Operations console with an account that is a member of the Operations Manager Administrators user role.
Click Authoring.
In the navigation pane, expand Management Pack Objects, and then click Service Level Tracking.
In the Tasks pane, click Create.
In the Service Level Tracking dialog box, type a name for the service level that you are defining. For example, type LOB

Application 1. Optionally, you can provide a description. Click Next.
On the Objects to Track page, under Targeted class, click Select.
In the Select a Target Class dialog box, select a class for the service level, such as Distributed Application, from the list in the text box. You can search for a class by typing its name into the Look For text box. Click OK to close the Select a Target dialog box.
You can use the Scope option to specify the scope for the service level. The default selection is to use all objects of the targeted class.
Select the management pack that this service level will be saved in. You can use an existing management pack or create a new one.
Click Next.
On the Service Level Objectives page, click Add, and then click Monitor state SLO to create a new monitor.
This monitor will track the availability of the application.
Define the state monitor as follows:
In the Service level objective name text box, type a name for the service level objective. For this scenario, type Availability.
From the Monitor drop-down list, choose the specific monitor that you want to use to measure the objective. For this scenario, choose Availability.
Using the Service level objective goal (%) spin box, provide the numerical measure for your objective. For example, select 99.990 to indicate that your goal is 99.99% availability.
You can refine what the monitor tracks to determine availability by selecting or clearing any of the following state criteria:
Unplanned maintenance
Unmonitored
Monitoring unavailable
Monitor disabled
Planned maintenance
Warning
Click OK.
On the Service Level Objectives page, click Add, and then click Collection rule SLO to create a new collection rule. This rule will track the performance of the application Define the performance collection rule as follows:
In the Service level objective name: text box, type a name for the service level objective. For this scenario, type Performance.
Under Targeted class, click Select to open the Select a Target Class dialog box. Specify the target class for the rule from the list of targets in the text box. Note that this class must be contained in the distributed application.
For this scenario, select the specific class the rule is targeted to, such as Windows Server 2008 Operating System.
Under Performance collection rule, click Select to open the Select a Rule dialog box. Specify the performance collection rule to use. For this scenario, choose Collect Processor\ % Processor Time performance counter, and then click OK.
Using one of the Aggregation method options, choose one of the following:
Average
Min
Max
Use the Service level objective goal drop-down list to specify either Less than or More than, and enter a value in the adjacent text box. For this scenario, choose Less Than and 80. This indicates that the performance goal is to never exceed 80% processor time.
Click OK.
On the Service Level Objectives page, click Next.
On the Summary page, review the settings, and then click Finish.
When the Completion page appears, click Close.

Question: 21

HOTSPOT
Your network contains a System Center 2012 R2 Service Manager deployment.
You plan to create priority-based service level objectives (SLOs) for all work item types. The priorities will be assigned automatically based on the urgency and the impact of a work item.
You need to identify how to implement the priorities for each work item.
What should you identify? In the table below, identify which work items can be implemented by using the work item settings or a custom workflow and which work items can be implemented only by using a custom workflow. Make only one selection in each row.

Work item	Can be implemented by using the work item settings or a custom workflow	Can be implemented only by using a custom workflow
Activity	○	○
Change Request	○	○
Incident	○	○
Problem	○	○
Release	○	○
Service Request	○	○

Answer:

Work item	Can be implemented by using the work item settings or a custom workflow	Can be implemented only by using a custom workflow
Activity	○	◉
Change Request	○	◉
Incident	◉	○
Problem	◉	○
Release	○	◉
Service Request	○	◉

Question: 22

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains an Operations Manager infrastructure and a Virtual Machine Manager (VMM) infrastructure.
You implement a Microsoft SharePoint Server 2010 farm that is hosted on 10 virtual machines.
The company defines a service level agreement (SLA) for the farm's availability of at least 99.9 percent uptime.
You need to ensure that the company's compliance officer can identify whether the SLA requirement is met.
What should you do?

A. Create a group, and then add all of the farm servers to the group.
Create a Service Level Tracking object.
Add a service level objective (SLO), and then set the goal to 99.9 percent.
B. Create a group, and then add all of the farm servers to the group.
Create a performance collection rule for each front-end Web server in the farm.
Configure an alert if network availability falls below 99.9 percent.
C. Create a distributed application that contains the servers and the services used by the farm.
Create a Service Level Tracking object for the distributed application.
Add a service level objective (SLO), and then set the goal to 99.9 percent.
D. Create a distributed application that contains the servers and the services used by the farm.
Create a performance collection rule for each front-end Web server in the farm.
Configure an alert if network availability falls below 99.9 percent.

Answer: C

http://technet.microsoft.com/en-us/library/hh230719
http://technet.microsoft.com/en-us/library/hh457612.aspx

Question: 23

Your company has a private cloud that contains a System Center 2012 Service Manager infrastructure.
You need to create a service level objective (SLO) for incidents that have a priority value of 1.
What should you create first?

A. A service offering
B. A service template
C. A subscription
D. A queue

Answer: D

Question: 24

Your company has a private cloud that contains a System Center 2012 Service Manager instance. Service Manager has the Self-Service Portal installed.
You create a service offering that contains a single request offering. The service offering provides logged-on users with the ability to add their user account automatically to a group named Group1.
You need to ensure that all requests for group membership changes require approval from the security department.
What should you modify?

A. The service request template
B. The request offering
C. The service offering

D. The Service Offering Category list

Answer: A

Explanation:
http://syscen.blogspot.com/2012/01/automating-new-user-creation-with-scsm.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm_09.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm_15.html
1. Create Runbook Automated Activity Template
2. Extend service request class
3. Create Service Request template using the new Class and include the Runbook Automated Activity Template.
4. Create the Service Request Offering.

Question: 25

Your company has a private cloud that contains a System Center 2012 infrastructure. The network contains a Service Manager infrastructure and an Orchestrator infrastructure.
You plan to configure the private cloud to meet the following requirements:
Integrate runbooks to Service Manager requests.
Automate administration tasks by using runbooks.
Provide end users with the ability to perform administrative tasks.
You need to configure the private cloud to meet the requirements.
What should you do from Service Manager?

A. Register the Orchestrator Integration Packs.
B. Select the sync folder for the Orchestrator connector.
C. Create an Exception Management Workflow.
D. Register a data source.

Answer: A

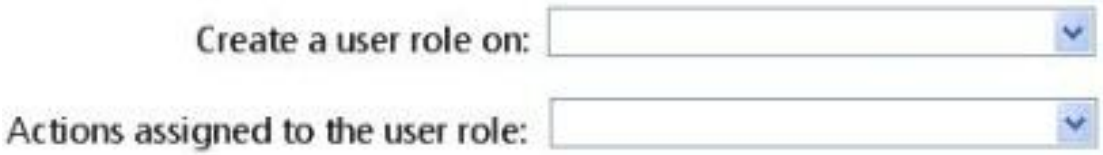
Question: 26

HOTSPOT
Your company has a private cloud that contains a System Center 2012 R2 infrastructure. The infrastructure contains four servers. The servers are configured as shown in the following table.

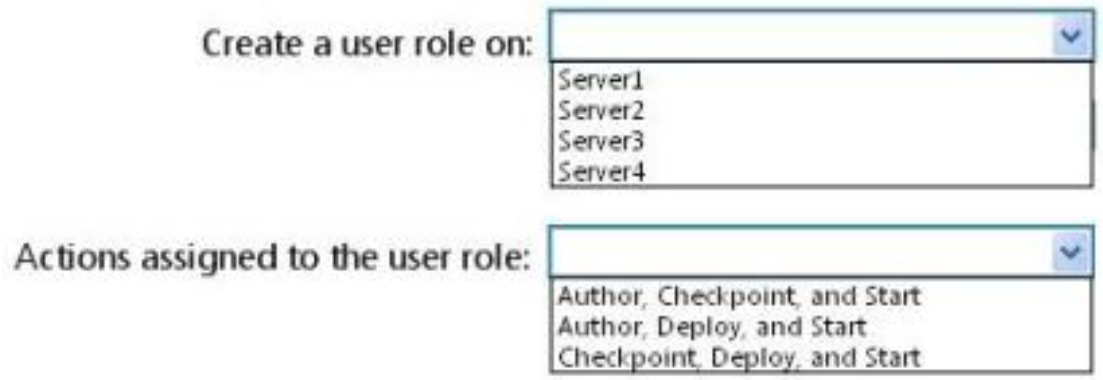
Server name	Component
Server1	Configuration Manager
Server2	Operations Manager
Server3	Service Manager
Server4	Virtual Machine Manager (VMM)

You need to implement self-service provisioning of virtual machines. The solution must ensure that users can start virtual machines, create virtual machine templates, and create services.
What should you do? To answer, select the appropriate options in the answer area.

Answer Area

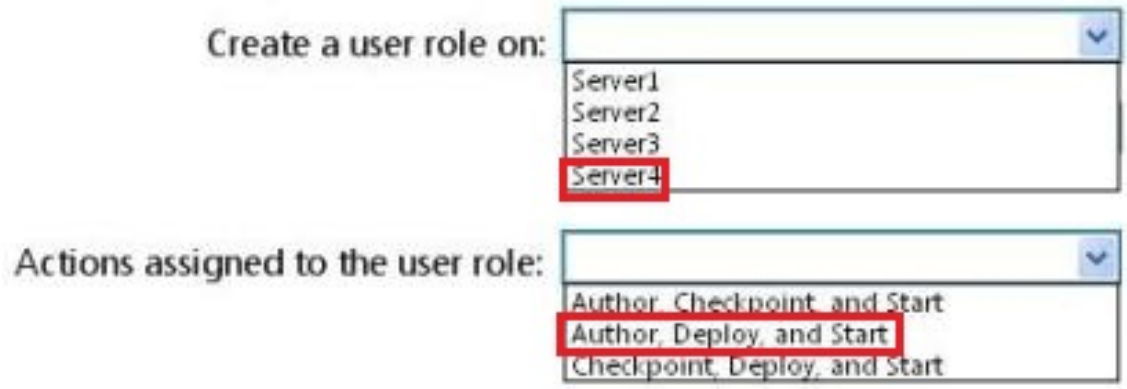


Answer Area



Answer:

Answer Area



Explanation:
The VMM can provide a self Service Portal for VM provisioning itself so no need for Service Manager or else.
Author: Grants members permission to author templates and profiles. Users with authoring rights can create hardware profiles, operating system profiles, application profiles, SQL Server profiles, virtual machine templates and service templates.
Deploy: Grants members permission to deploy virtual machines and services from templates and virtual hard disks that are assigned to their user role. However, they do not have the right to author templates and profiles.
(Expanded in VMM to include creation of Services)
Start: Grants members permission to start their own virtual machines and Services.
http://technet.microsoft.com/en-us/library/gg610613.aspx

Question: 27

You have a System Center 2012 Operations Manager infrastructure.
You have a line-of-business web application named App1. App1 stores its information in a dedicated Microsoft SQL Server database.

Your company defines a service level agreement (SLA) for App1 of at least 98 percent uptime.
You need to implement a solution that measures the availability of App1.
You create a distributed application for App1.
What should you create next?

A. A monitor
B. A Collection rule SLO
C. A rule
D. A Monitor state SLO

Answer: D

Explanation:
http://blogs.technet.com/b/server-cloud/archive/2011/11/11/application-performance-monitoringwithoperations-manager-2012.aspx

Question: 28

Your company has a private cloud that contains a System Center 2012 Service Manager infrastructure.
You need to create a service level objective (SLO) for incidents that have a priority value of 1.
What should you create first?

A. A rule
B. A service template
C. A queue
D. A channel

Answer: C

Explanation:
Queues are used in SCSM 2012 SLA Management to apply the SLA to a group of work items.
http://blogs.technet.com/b/servicemanager/archive/2012/01/25/scsm-2012-service-level- management.aspx

Question: 29

You deploy a System Center 2012 R2 infrastructure that contains Configuration Manager, Orchestrator, Operations Manager, Service Manager, and Virtual Machine Manager (VMM).
Operations Manager is configured to monitor all servers. Configuration Manger is configured to deploy Windows patches to the servers.
You deploy 10 new web servers by using a VMM service template.
You plan to deploy several hundred patches to the servers.
You need to automate the server patching process without generating alerts.
What is the best approach to achieve the goal? More than one answer choice may achieve the goal. Select the BEST answer.

A. From VMM, create an update baseline and configure the scope of the update baseline.
B. From Orchestrator, create a scheduled runbook that contains an activity to deploy the updates and to set the maintenance mode.
C. From Configuration Manager, create a software update deployment. From Operations Manager, set the servers to maintenance mode.

D. From Configuration Manager, create an automatic deployment rule.

Answer: B

Question: 30

Your company has a private cloud that is managed by using a System Center 2012 infrastructure. The network contains seven servers. The servers are configured as shown in the following table.

Server name	Server role
Server1	Virtual Machine Manager (VMM) management server
Server2	Virtualization host
Server3	Virtualization host
Server4	Virtualization host
Server5	Configuration Manager site server
Server6	Configuration Manager software update point
Server7	File server

You need to recommend a solution to apply Windows updates to the virtualization hosts.
The solution must meet the following requirements:
Approve Windows updates from the VMM Administrator Console.
Store information about Windows update installations in Configuration Manager reports.
What should you do first?

A. From the VMM Administrator Console, add Server6 as a host server, and then install the Configuration Manager agent on Server1.
B. On Server7, install Windows Server Update Services (WSUS), and then install the Configuration Manager agent on Server1.
C. On Server7, install Windows Server Update Services (WSUS), and then install the Configuration Manager agent on all of the virtualization hosts.
D. From the VMM Administrator Console, add Server6 as an update server, and then install the Configuration Manager agent on all of the virtualization hosts.

Answer: D

Explanation:
The requirements need a WSUS server.
Server 7 is the most appropriate server to install WSUS.
A configuration manager agent is required to store information about Windows update installation in the Configuration Manager reports.
http://technet.microsoft.com/en-us/library/gg712312.aspx
Step 1: Install and Configure a Software Update Point
The software update point is required on the central administration site and primary sites to enable software updates compliance assessment and to deploy software updates to clients.
The software update point is optional on secondary sites.
The software update point site system role must be created on a server that has WSUS installed.
The software update point interacts with the WSUS services to configure software update settings and request synchronization of software updates metadata.
When you have a Configuration Manager hierarchy, install and configure the software update point on the central

administration site first, then on child primary sites, and then optionally on secondary sites.
When you have a stand-alone primary site (no central administration site), install and configure the software update point on the primary site first, and then optionally on secondary sites.
Some settings are only available when you configure the software update point on a central administration site, or stand-alone primary site, and there are different options that you must consider depending on where the software update point is installed.

Question: 31

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You plan to monitor a Microsoft .NET application named App1 that is hosted in the private cloud.
You need to import the management packs required to monitor the application.
Which management packs should you import?

A. the Windows Server 2008 Operating System (Monitoring) management pack and the Operations Manager APM Web IIS 7 management pack
B. the Windows Server 2008 Operating System (Discovery) management pack and the Windows Server 2008 Internet Information Services Management Pack
C. the Windows Server Internet Information Services 7 Management Pack and the Operations Manager APM Web IIS 7 management pack
D. the Windows Server Operating System management pack and the Windows Server 2008 Internet Information Services Management Pack

Answer: C

Explanation:
Import the IIS 7.0 management pack (Microsoft.Windows.InternetInformationServices.2008.mp) and the Operations Manager APM Web IIS 7 management pack (Microsoft.SystemCenter.Apm.Web.IIS7.mp).
The Microsoft.SystemCenter.Apm.Web.IIS7.mp management pack is included in the download package in the Management Packs folder--it is not available on the management pack catalog.
For information about importing management packs, see Import a Management Pack.
Additionally, ensure that IIS 7.0 websites, applications, and services have been discovered.
http://technet.microsoft.com/en-us/library/hh543994.aspx

Question: 32

Your company has a private cloud that contains a System Center 2012 R2 infrastructure.
You have a management server named Server1 that has Operations Manager installed.
You have a management server named Server2 that has Virtual Machine Manager (VMM) installed.
You need to monitor network devices by using Operations Manager.
The solution must meet the following requirements:
Only provide the health status of devices located on physical networks.
Only include devices that are one hop away from a managed host.
Only include devices that are part of the private cloud.
What should you use?

A. The Fabric Health Dashboard
B. The Microsoft System Center Advisor (SCA)
C. The Network Vicinity Dashboard
D. The Application Summary Dashboard

Answer: A

Question: 33

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains two servers named Server1 and Server2 that run Windows Server 2008 R2.
The private cloud contains two servers. The servers are configured as shown in the following table.

Server name	Configuration	Network segment name
Server1	Audit Collection Services (ACS) collector	Network1
Server2	Audit Collection Services (ACS) forwarder	Network2

The network segments are separated by a firewall. All of the TCP ports from 1 to 1024 are allowed on the firewall.
You need to ensure that Server2 can send security events to Server1.
What should you do?

A. From the firewall, allow TCP 5723 from Network2 to Network1.
B. Deploy an Operations Manager gateway server.
C. From the firewall, allow TCP 51909 from Network2 to Network1.
D. From the firewall, allow TCP 51909 from Network1 to Network2.
E. Deploy an SMTP smart host.
F. From the firewall, allow TCP 5723 from Network1 to Network2.

Answer: C

Explanation:
ACS Forwarders Separated from the ACS Collector by a Firewall Because of the limited communication between an ACS forwarder and an ACS collector you only need to open the inbound TCP port 51909 on a firewall to enable an ACS forwarder, separated from your network by a firewall, to reach the ACS collector.
http://technet.microsoft.com/en-us/library/bb309575.aspx

Question: 34

HOTSPOT
Your company has a private cloud that contains a System Center 2012 R2 infrastructure.
You plan to use service level objectives (SLOs) to monitor the network resources.
In the table below, identify which type of SLO should be used to achieve each SLO goal.
Make only one selection in each row.

SLO	Monitor state SLO	Collection rule SLO
Availability	○	○
Performance	○	○
Events	○	○
Security	○	○

Answer:

SLO	Monitor state SLO	Collection rule SLO
Availability	○	○
Performance	○	○
Events	○	○
Security	○	○

Explanation:
Why? Here is a quote from the book:
Monitor-Based Objectives
Monitor-based objectives are used to measure the time in state of a specific objects. When defining a monitor based SLO, you have the ability to determine which of these states constitutes a breach of the SLO. An overall target is then set for the total time that the monitor must not be in the breach state.
Collection Rule Objectives
With collection rule SLOs, you can choose a performance collection rule and then measure it against a specific target. The measure can be based upon the performance counter's minimum, maximum, or average value, and the target can be greater than, less than, or equal to it.

Question: 35

Your company has a private cloud that contains two Active Directory forests named contoso.com and adatum.com. The contoso.com network and the adatum.com network are separated by a firewall.
No trusts exist between the forests.
You deploy System Center 2012 Operations Manager to adatum.com.
You install agents on 100 servers in both forests.

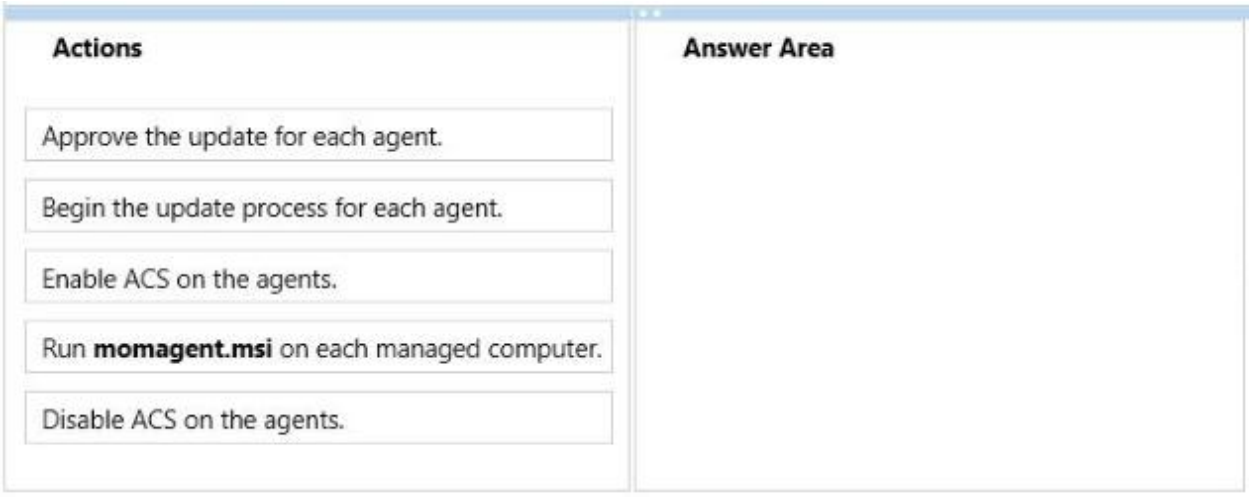
You need to ensure that you can monitor all 100 servers. The solution must minimize the traffic between the two networks.
What should you install? (Each correct answer presents part of the solution. Choose all that apply.)

A. A server certificate on the gateway server in contoso.com
B. A gateway server in adatum.com
C. A server certificate on the gateway server in adatum.com
D. Client certificates on all of the servers in adatum.com
E. A gateway server in contoso.com
F. A server certificate on the management server in adatum.com
G. Client certificates on all of the servers in contoso.com

Answer: A, E, F

Question: 36

DRAG DROP
Your company has a private cloud that contains a System Center 2012 infrastructure.
Audit Collection Services (ACS) is enabled. A server named Server1 has Operations Manager installed.
You upgrade Operations Manager on Server1 and the ACS collector to System Center 2012 R2.
You need to ensure that agents that have been installed by using a push installation are upgraded.
The solution must ensure that ACS is enabled on the agents.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Box 1:

Box 2:

Box 3:

Question: 37

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The Operations Manager management server role is installed on a server named Server1.
You deploy a server named Server2, and then join Server2 to the domain.
You log on to Server2 and install the Operations Manager agent. You specify Server1 as the management server.
You notice that Server1 did not discover Server2.
You need to add Server2 as an agent-managed device.
What should you do from the Operations Manager console?

A. Modify the Global Management Server Settings - Security settings.
B. Create a new discovery rule.
C. Import the Windows Servers Base Operating System Management Pack.
D. Run the Discovery Wizard - Computer and Device Management Wizard.

Answer: A

Explanation:
System Center Operations Manager 2012: Discovery
http://onetechday.wordpress.com/2012/04/28/system-center-operations-manager-2012-discovery/
Windows Servers Base Operating System Management Pack:
http://www.microsoft.com/en-us/download/details.aspx?id=20630 outdated MP for Windows 2000, Windows NT, Windows Server 2003, Windows XP Most likely not the solution, although possible.
Solution should be:We did a manual Agent install
http://technet.microsoft.com/en-us/library/hh212853.aspx
To configure manual agent installation settings for management group 1.Log on to the Operations console with an account that is a member of the Operations Manager Administrators role.
2. Click Administration.
3. In the Administration workspace, expand Administration, and then click Settings.
4. In the Settings pane, expand Type: Server, right-click Security, and then click Properties.
5. In the Global Management Server Settings - Security dialog box, on the General tab, do one of the following:
To maintain a higher level of security, click Reject new manual agent installations, and then click OK.
To configure for manual agent installation, click Review new manual agent installations in pending management view, and then click OK.
Optionally, select Auto-approve new manually installed agents.

Question: 38

Your network contains an Active Directory domain named contoso.com that connects to a Windows Azure environment.
You deploy System Center 2012 R2 Data Protection Manager (DPM) to the domain.
You need to ensure that you can use DPM to back up to the Windows Azure environment.
Which three actions should you perform? Each correct answer presents part of the solution.

A. From Windows Azure, create an endpoint.
B. On the DPM server, allow inbound traffic on TCP port 135.
C. Install the Windows Azure Backup agent.
D. Install a certificate on the DPM server and the upload the certificate to Windows Azure.
E. Create a backup vault.

Answer: C, D, E

Explanation:
http://technet.microsoft.com/en-us/library/dn296608.aspx
http://technet.microsoft.com/en-us/library/jj728748.aspx

Question: 39

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You deploy Data Protection Manager (DPM) to a server named DPM1.
A server named Server1 has the Hyper-V server role installed and hosts a virtual machine named VM1.
From DPM1, you perform a full backup of Server1.
You discover that you are unable to restore individual files from VM1.
You need to ensure that you can restore individual files from VM1 by using the DPM Administrator console.
What should you do first?

A. On VM1, install Windows Server Backup.
B. On DPM1, install the Hyper-V server role.
C. On VM1, install the integration features.
D. On DPM1, attach the VHD of VM1.

Answer: B

Explanation:
The integration features are also required but the "first" step according to the link below is to install the Hyper-V role on the DPM server.
Ref: http://technet.microsoft.com/en-us/library/hh758184.aspx

Question: 40

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The company defines the Service Level Agreement (SLA) for a web application as 99 percent uptime.
You need to create service level objectives (SLOs) that meet the SLA requirement.
Which object or objects should you create from the Service Manager Console? (Each correct answer presents part of the solution. Choose all that apply.)

A. A queue
B. A connector
C. A channel
D. A calendar
E. A metric
F. A subscription

Answer: A, D, E

Explanation:
In SCSM 2012 the Service Level Management offers a great opportunity to implement SLAs for different IT management processes.
With the four components of SLA management you can build your own complex SLAs:

Queues ->Which work items are covered in the SLA Calendar -> The service hours of an SLA Metrics ->What is measured in the SLA
Service Level Objective -> Target of the SLA
http://blogs.technet.com/b/servicemanager/archive/2012/01/25/scsm-2012-service-level-management.aspx

Question: 41

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains an Operations Manager infrastructure and a Service Manager infrastructure.
You need to configure Service Manager to create incidents automatically based on Operations Manager alerts.
Which object should you create from the Service Manager Console?

A. A subscription
B. A queue
C. An incident event workflow
D. A connector

Answer: D

Question: 42

DRAG DROP
You have a System Center 2012 R2 infrastructure that has Operations Manager installed.
Your company is testing a custom application named App1. App1 is deployed to a test server named Server1. Server1 runs Windows Server 2012 R2.
You push the Operations Manager agent to Server1 and you start to receive alerts from Server1.
You need to give a team of developers historical traces of App1. The developers will store the traces in Team Foundation Server (TFS).
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Box 1:

Box 2:

Import the IntelliTrace Profiling Management Pack.

Box 3:

Configure an IntelliTrace collection.

Question: 43

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You have a web application named App1 that is hosted in another datacenter. The datacenter is not part of the private cloud.
You need to ensure that Service Manager incidents are generated automatically when App1 is unavailable.
What should you create?

A. A channel
B. A Service Level Tracking object
C. A synthetic transaction
D. An event subscription

Answer: C

Explanation:
To monitor the application that runs on these traditional platforms we leverage custom MP's, synthetic transactions to be able to test websites, and HTTP probes to test web services ensuring that the outside-in functionality of the application is available.
http://blogs.technet.com/b/server- cloud/archive/2012/03/29/using-system-center-2012-to-monitortheinfrastructure-amp- application-layers-for-private-public-and-traditional- environments.aspx

Question: 44

Your company has a private cloud that contains a System Center 2012 R2 infrastructure.
You have a server named Server1 that runs Windows Server 2012 R2. Server1 hosts a Java-based application.
You need to ensure that you can monitor exceptions generated by the application.
Which three actions should you perform? Each correct answer presents part of the solution.

A. Deploy the Java Application Performance Monitoring agent to Server1.
B. Import the Management Pack for Java Application Performance Monitoring (APM).
C. Deploy JavaBeans to Server1.
D. Import the Management Pack for Java Enterprise Edition (JEE).
E. Deploy JavaBeans to the Operations Manager server.

Answer: A, B, D

Question: 45

Your network contains an Active Directory domain named contoso.com. The domain contains a domain controller named DC1 and a member server named Server1.
You have a server named Server2 that is a member of a workgroup. All servers run Windows Server 2012 R2.

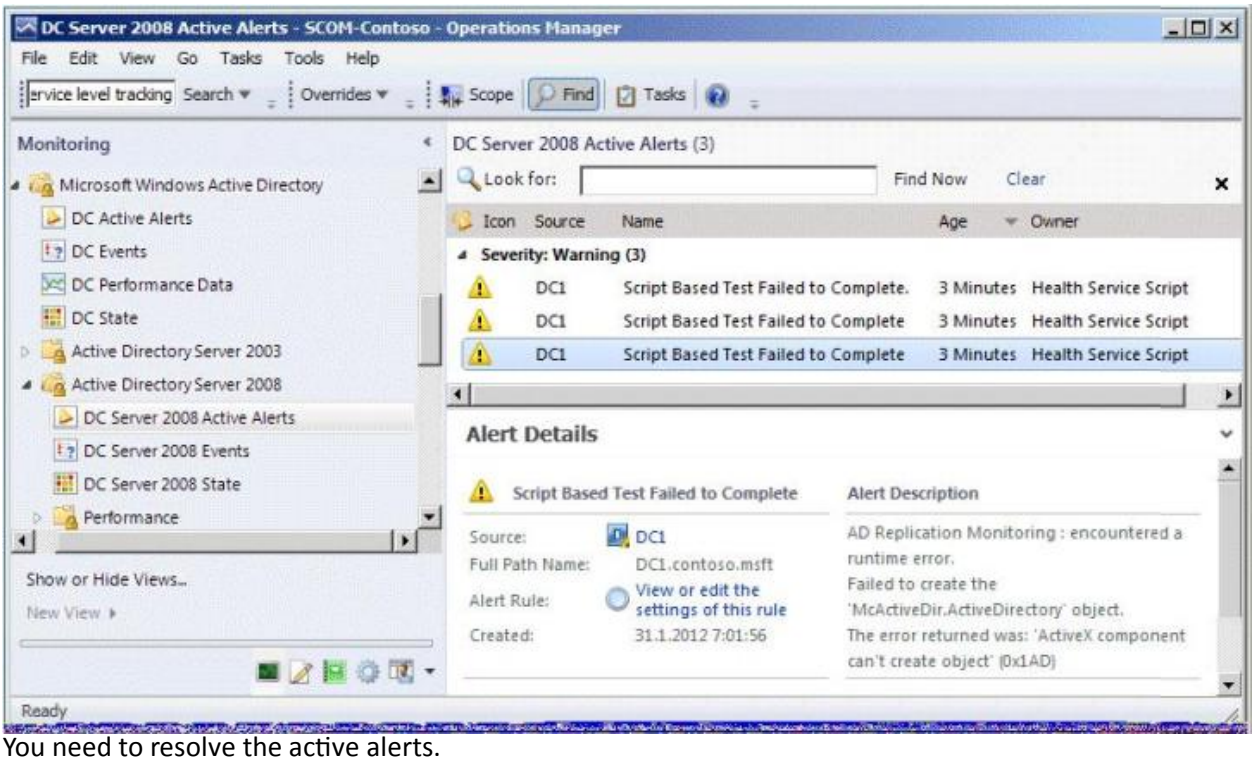
Server1 has System Center 2012 R2 Operations Manager installed. DC1 is configured as an enterprise certification authority (CA). Server1 and DC1 are located on the internal network. Server2 is located on a perimeter network.
You need to monitor Server2 by using Operations Manager.
Which three actions should you perform? Each correct answer presents part of the solution.

A. Request and install a certificate on Server2, and then import the certificate to Server1.
B. Run the Discovery Wizard on Server1.
C. Open port UDP 161 and UDP 162 on the firewall between the internal network and the perimeter network.
D. Open port TCP 5723 on the firewall between the internal network and the perimeter network.
E. Manually install the Microsoft Monitoring Agent on Server2.
F. Request and install a certificate on Server1, and then import the certificate to Server2.

Answer: A, D, E

Question: 46

Your network contains an Active Directory domain named contoso.com. The domain contains a domain controller named DC1 and a server named Server1.
You install the management server role on Server1.
You install the Operations Manager agent on DC1.
You run the Operations Manager console and discover the active alerts shown in the exhibit. (Click the Exhibit button.)



You need to resolve the active alerts.
What should you do?

A. On DC1, install MOMADAdmin.exe.
B. On Server1, install OomADs.msi.
C. On Server1, install MOMADAdmin.exe.
D. On DC1, install OomADs.msi.

Answer: D

Explanation:
http://technet.microsoft.com/en-us/library/hh230736.aspx
You can use MOMAgent.msi to deploy System Center 2012 – Operations Manager agents from the command line. Deploying agents from the command line is also referred to as a manual install When installing the AD Management pack, please remember to open up the properties for the Agent which the DC is installed and check "Allow this agent to act as a proxy and discover managed objects on other computers." ALSO, please install the "OOMADs.msi" locally on the DC. What is this? This is the Active Directory Management Helper Object. It's not well mentioned in documentation I have read up on.
Apparently the "AD Database and Log: The script 'AD Database and Log' failed to create object 'McActiveDir.ActiveDirectory'.
The error returned was: 'ActiveX component can't create object' (0x1AD)" error is a result of not having this component installed "The file which is installed automatically on a push install via a Management Server can be copied and manually installed from the OpsMgr software … there is a HelpObjects folder where ooMADS.msi can be run from."

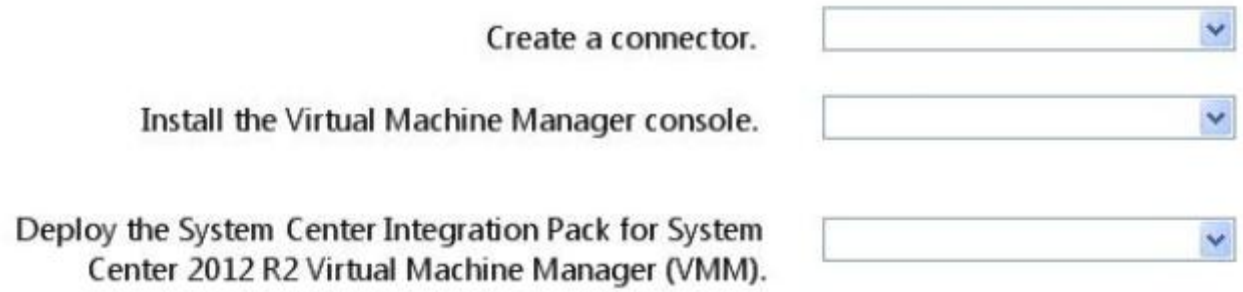
Question: 47

HOTSPOT
You have a System Center 2012 R2 infrastructure that contains three servers. The servers are configured as shown in the following table.

Server name	Component
Server1	Service Manager
Server2	Orchestrator
Server3	Virtual Machine Manager (VMM)

You need to create a self-service request offering that will allow users to provision new virtual machines.
On which server should you perform each of the following actions? To answer, select the appropriate server for each action in the answer area.

Answer Area



Answer Area

Create a connector. [Server1 / Server2 / Server3]

Install the Virtual Machine Manager console. [Server1 / Server2 / Server3]

Deploy the System Center Integration Pack for System Center 2012 R2 Virtual Machine Manager (VMM). [Server1 / Server2 / Server3]

Answer:

Answer Area

Create a connector. [Server1 / Server2 / Server3]

Install the Virtual Machine Manager console. [Server1 / Server2 / Server3]

Deploy the System Center Integration Pack for System Center 2012 R2 Virtual Machine Manager (VMM). [Server1 / Server2 / Server3]

Question: 48

Your company has a private cloud that contains a System Center 2012 infrastructure.
The network contains a Service Manager infrastructure and a Configuration Manager infrastructure.
You create a configuration baseline for desired configuration management.
You need to ensure that an incident is created automatically in Service Manager when a device is non-compliant
You install the Configuration Manager connector for Service Manager.
What should you do next?

A. Create an incident template.
B. Import the Configuration Manager Management Packs.
C. Create a Desired Configuration Management Event Workflow Configuration.
D. Create a service level objective (SLO) for the desired configuration management incident.

Answer: C

Explanation:
A connector is required to bring data from Configuration Manager into Service Manager.

From there, you create a Desired Configuration management Event Workflow.
Using Connectors to Import Data into System Center 2012 - Service Manager
http://technet.microsoft.com/en-us/library/hh524326.aspx
How to Configure Desired Configuration
Management to Generate Incidents http://technet.microsoft.com/en-us/library/hh495577.aspx
Gol: http://technet.microsoft.com/en-us/library/ff460938
In System Center Service Manager 2010 Service Pack 1 (SP1), you can import configuration baselines from System Center Configuration Manager 2007 by using a Configuration Manager connector.
Then, you can configure Service Manager to create incidents for each Service Manager configuration item that is reported as noncompliant against the defined values.
You can use the following procedures to configure incident management to automatically generate desired configuration management-based incidents.
To configure incident management to automatically generate desired configuration management based incidents
1. In the Service Manager console, click Administration.
2. In the Administration pane, expand Workflows, and then click Configuration.
3. In the Configuration pane, double-click Desired Configuration Management Event Workflow Configuration.
4. In the Configure Desired Configuration Management Workflows dialog box, click Add.
http://technet.microsoft.com/en-us/library/ff460938.aspx

Question: 49

Your company has a private cloud that contains a Microsoft ASP.NET application.
The application is hosted by Internet Information Services (IIS) on a server named Server1.
The application is accessed by using multiple URLs.
You configure a watcher node on a server named Server2.
You need to ensure that an alert is generated each time the watcher node receives an HTTP error of 400 or more.
The solution must ensure that the cause of the alert is captured.
Which type of monitor should you create from the Operations Manager console?

A. Windows Service
B. Process
C. Web Application Transaction Monitoring
D. TCP Port

Answer: C

Question: 50

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains three devices.
The devices are configured as shown in the following table.
You need to ensure that Operations Manager can discover all of the devices.
What should you do?

A. From the Operations Manager console, create one group and set the group to Dynamic Members.
B. From the Operations Manager console, create two Run As Accounts.
C. From the Operations Manager Shell, run the Set-SCOMUserRole cmdlet.
D. From the Operations Manager Shell, run the Enable-SCOMDiscovery cmdlet.

Answer: B

Explanation:
Each SNMPv3 device would need its own run as account.
As there are no SNMPv3 devices in the list only v1/v2 we need just one run as account per different community string.
As there are two diffrent community strings used for the 3 devices we need two run as accounts.
http://technet.microsoft.com/en-us/library/hh212920.aspx

Question: 51

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The private cloud has a connection to a partner company.
The connection uses a router named Router1.
Router1 is owned by the partner company.
The partner company's security policy states that only partner company network administrators can access the configuration information of the partner company's network devices.
You need to monitor the availability of Router1.
The solution must meet the security policy requirement.
Which access mode should you configure to discover Router1?

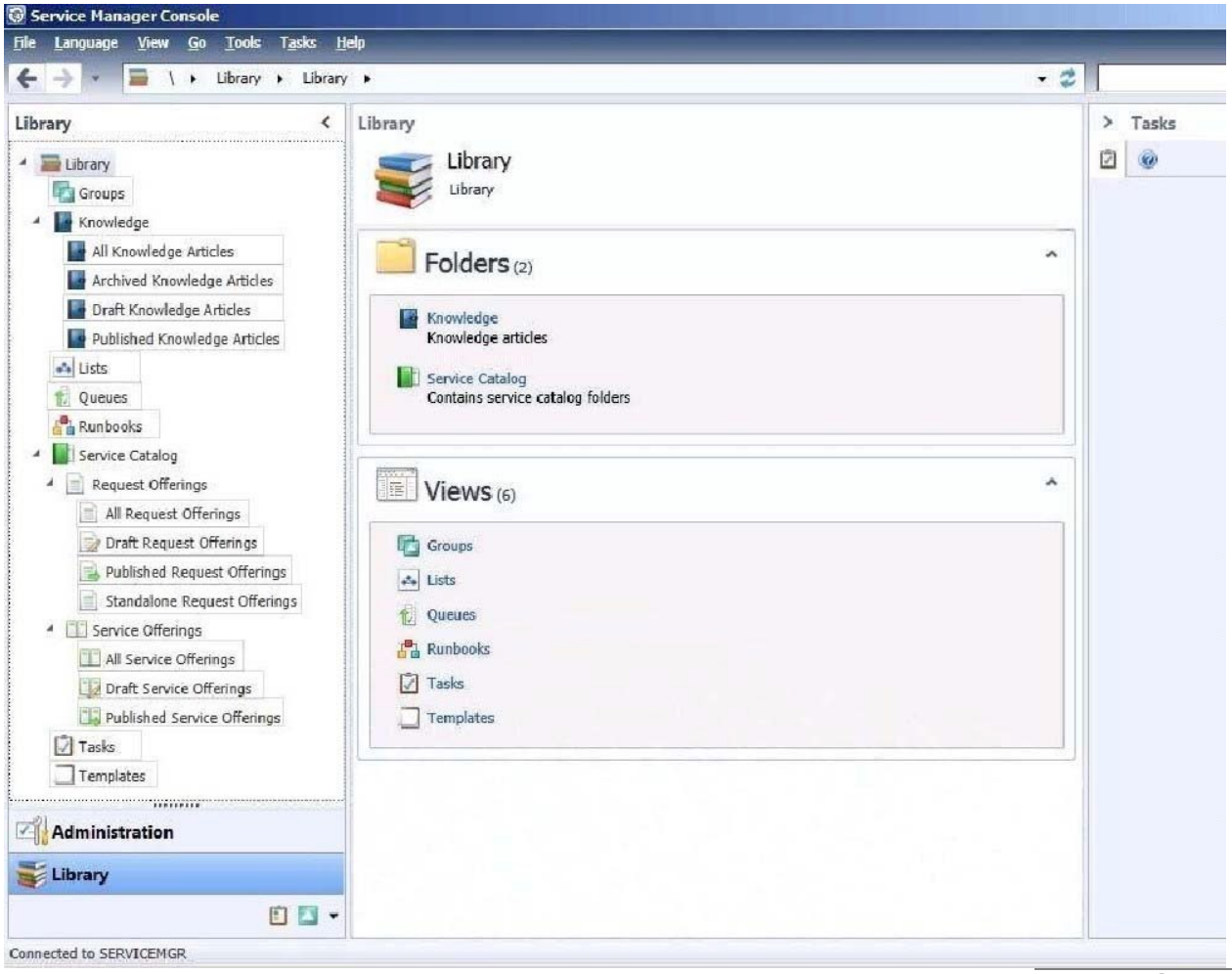
A. ICMP
B. SNMPv3
C. SNMPv1 and SNMPv2
D. ICMP, SNMPv1, and SNMPv2
E. ICMP and SNMPv3

Answer: A

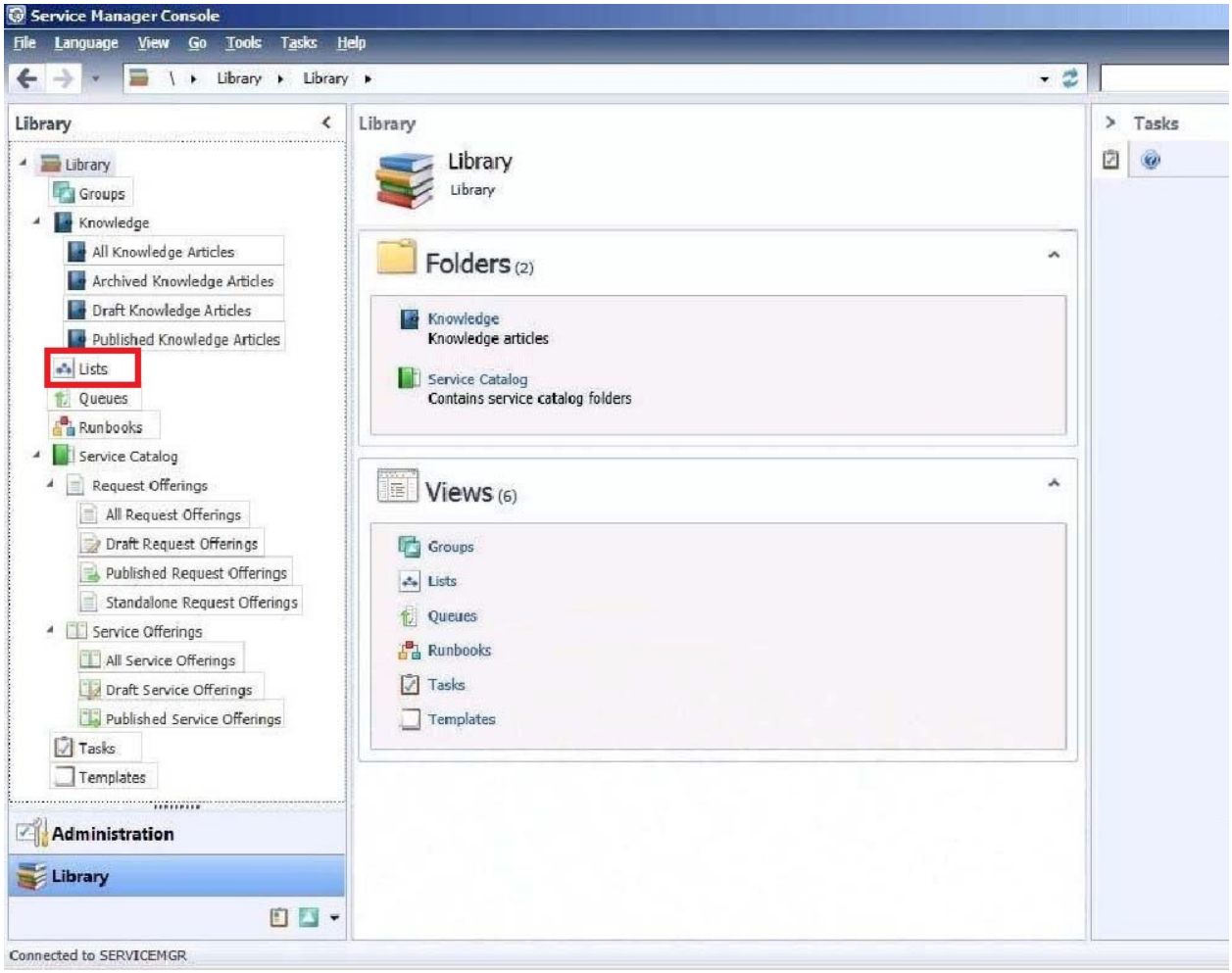
Explanation:
It says we must not access the configuration information of the partner company's network devices. So SNMP is not a choice, because it will give us just that.
To monitor the availability, in other words the online/offline status of the device, we may use ICMP.
Of course the device must answer to our ICMP requests like "ping", but that is not part of the question.

Question: 52

Your company has a private cloud that contains a System Center 2012 Service Manager infrastructure.
You create an incident template as shown in the exhibit.(Click the Exhibit button.)
You need to add SMS as an available source in the incident template.
What should you configure? To answer, select the appropriate configuration in the answer area.


Service Manager Console
File Language View Go Tools Tasks Help
Library Library
Library
Library
Groups
Knowledge
All Knowledge Articles
Archived Knowledge Articles
Draft Knowledge Articles
Published Knowledge Articles
Lists
Queues
Runbooks
Service Catalog
Request Offerings
All Request Offerings
Draft Request Offerings
Published Request Offerings
Standalone Request Offerings
Service Offerings
All Service Offerings
Draft Service Offerings
Published Service Offerings
Tasks
Templates
Administration
Library
Library
Library
Library
Folders (2)
Knowledge
Knowledge articles
Service Catalog
Contains service catalog folders
Views (6)
Groups
Lists
Queues
Runbooks
Tasks
Templates
Tasks
Connected to SERVICEMGR

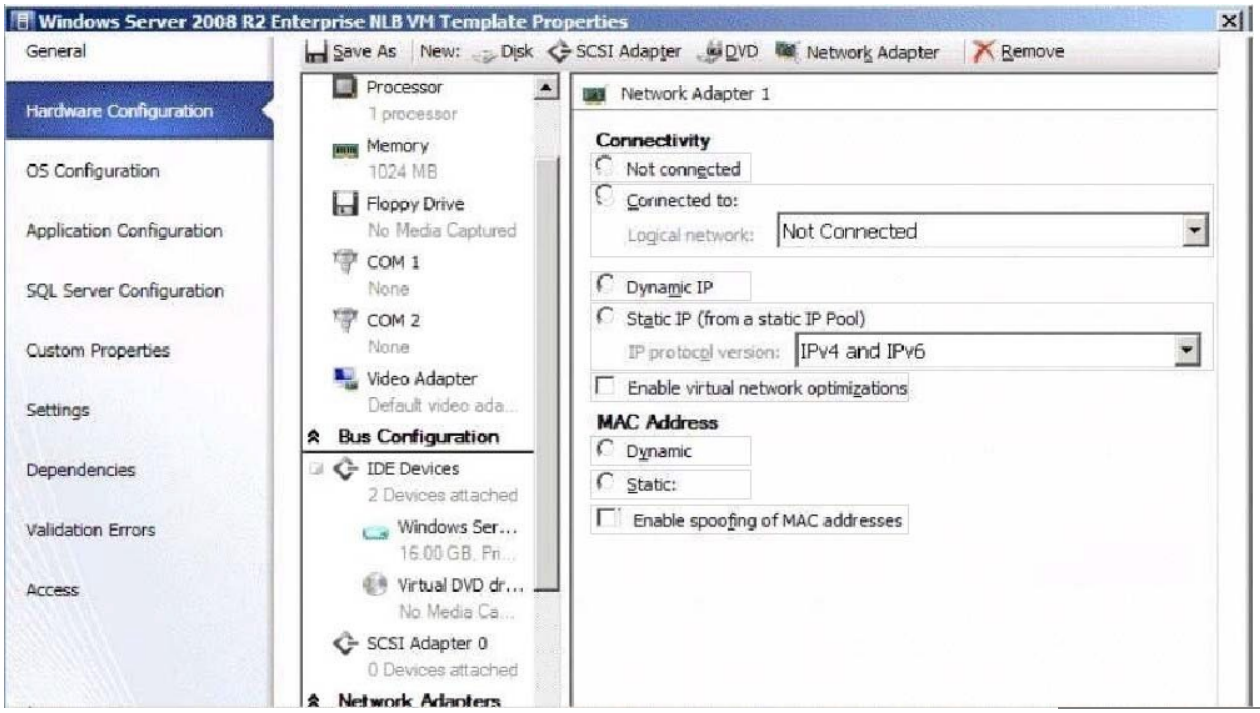
Answer:



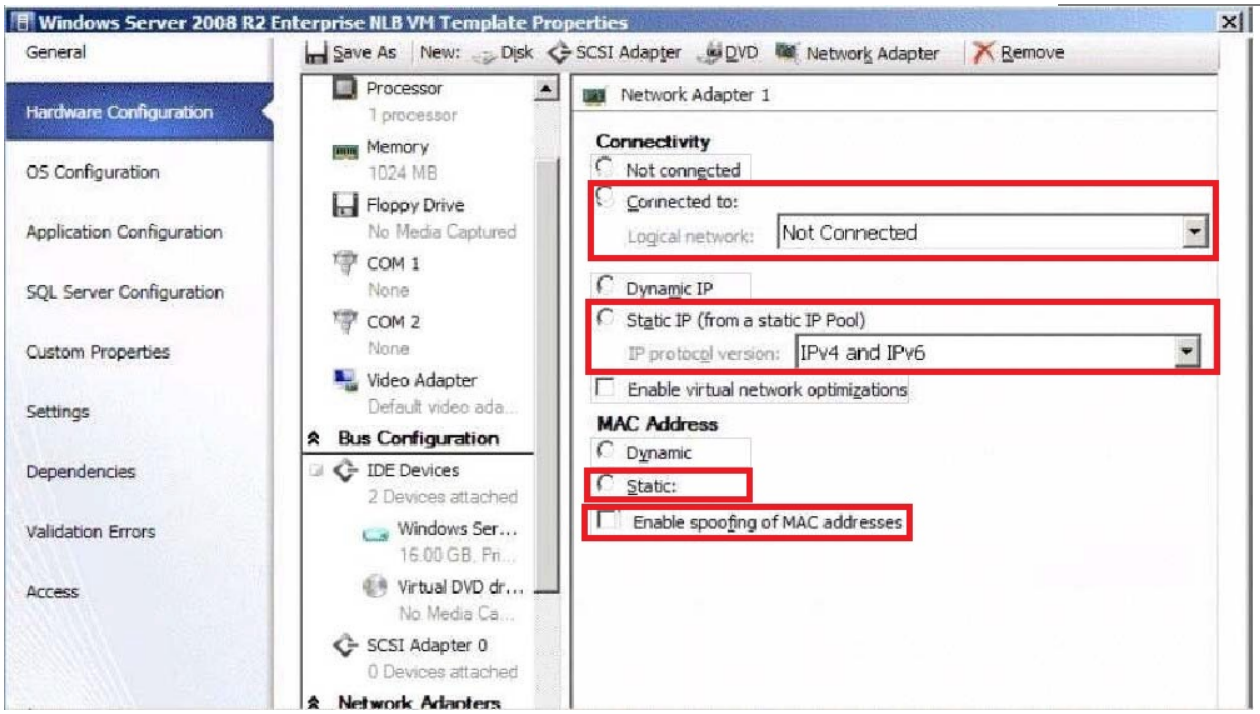
Explanation:
http://social.technet.microsoft.com/Forums/systemcenter/en-US/81468b35-72dd-47e3-800f-3e16bf2c9aef/service-manager-2012-incident-source-editing?forum=systemcenterservicemanager
"This is found in the Library workspace, go to Lists, use the filter to find Incident Sources, click Add Item, scroll down and edit the new item name. That source will now be available to all IRs"

Question: 53

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You plan to deploy a single-tier service to the private cloud.
The service is configured to use Network Load Balancing (NLB).
You need to create a Hardware Profile for the virtual machines that will be added to the service template.
The solution must ensure that the virtual machines will use Windows Network Load Balancing.
Which settings should you configure in the Hardware Profile? To answer, configure the four appropriate settings in the dialog box in the answer area.



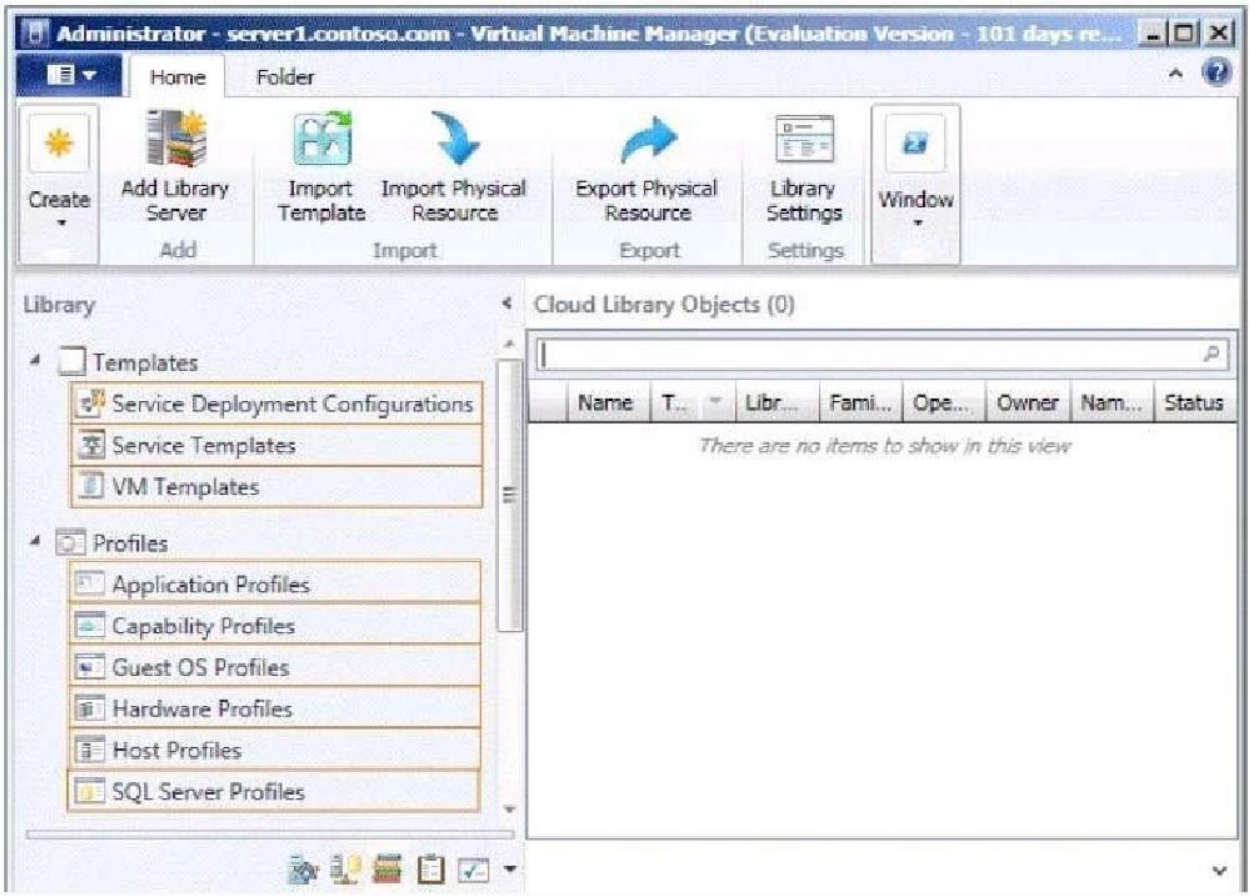
Answer:



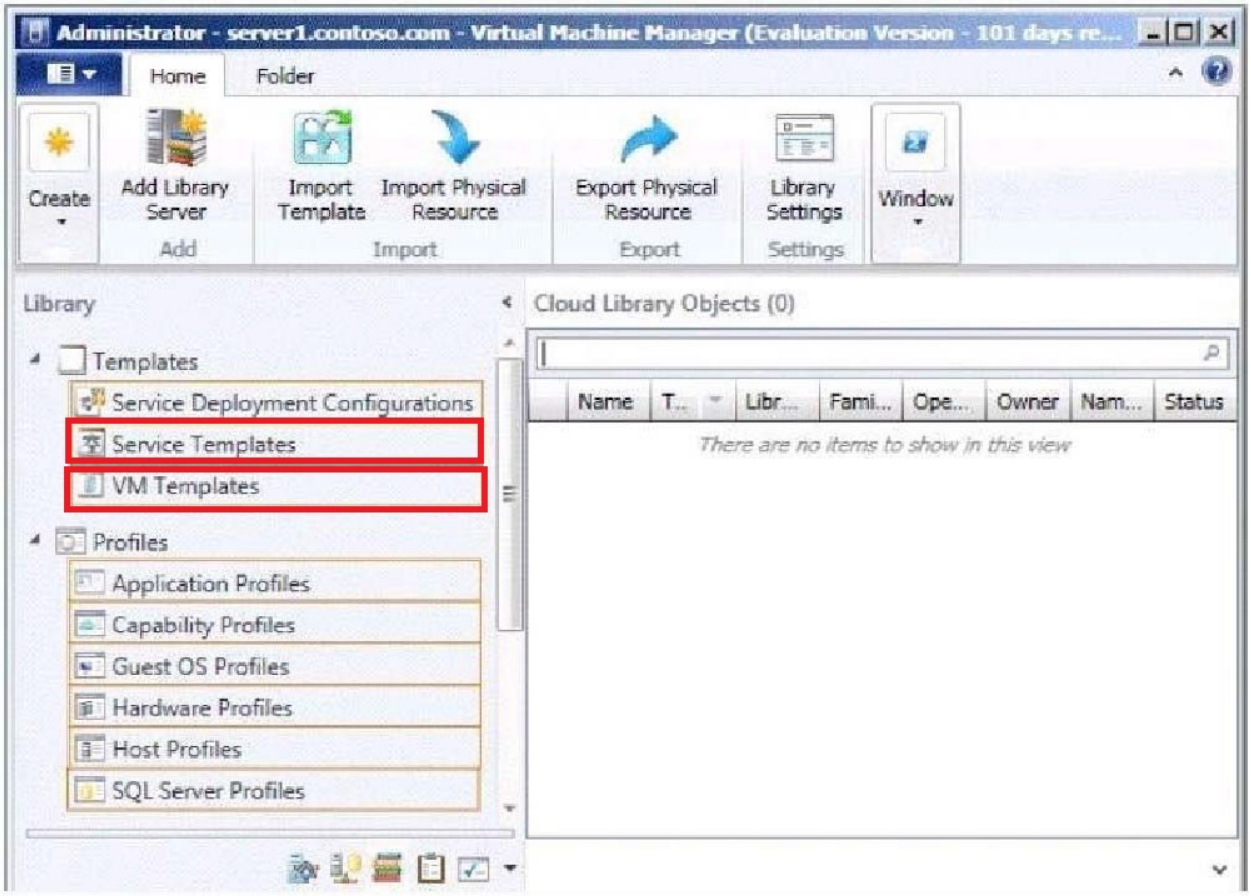
Explanation:
Connected to Logical Network
Static IP (from a static IP Pool)
Static Mac Address
Check "Enable spoofing of MAC addresses"
http://technet.microsoft.com/en-us/library/hh335098.aspx
The only potential issue is that when using System Center 2012 without SP1 checking the "Enable spoofing of MAC Addresses" doesn't actually enable it. It has a bug: Instead it must be done from the command line but the question doesn't mention what SP your System Centre is at.

Question: 54

Your company has a private cloud that is managed by using a System Center 2012 Virtual Machine Manager (VMM) infrastructure.
The company has multiple departments.
You need to deploy a two- tier web application to the departments.
Which two library objects should you create? To answer, select the appropriate library objects in the answer area.



Answer:



Question: 55

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains a Service Manager infrastructure.
The company implements a service level agreement (SLA) for the private cloud.
You need to recommend an escalation notification solution for when an SLA warning threshold is exceeded.
What should you include in the recommendation?

A. A subscription
B. A Desired Configuration Management Event Workflow Configuration
C. An incident event workflow
D. A monitor
E. A rule

Answer: C

Explanation:
You can use the following procedure to create a workflow rule that will change the support tier to Tier 2 whenever the Urgency property of an incident that is related to printing problems is changed to High.
This procedure assumes that you already created an incident template to change the support tier to Tier 2, and it assumes that you already created the priority calculation table.
For more information, see How to Set Incident Priority and "To create a new printer-related incident template" in How to Create Incident Templates.
http://technet.microsoft.com/en-us/library/ff461123.aspx

Question: 56

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
A server named Server1 hosts the System Center 2012 Service Manager management server.
A server named Server2 hosts the System Center 2012 Orchestrator management server.
You plan to use a runbook named Runbook1 to update the status of Service Manager incidents.
You need to ensure that you can create Runbook1, and then reference the runbook in Service Manager.
What should you do? (Each correct answer presents part of the solution.Choose all that apply.)

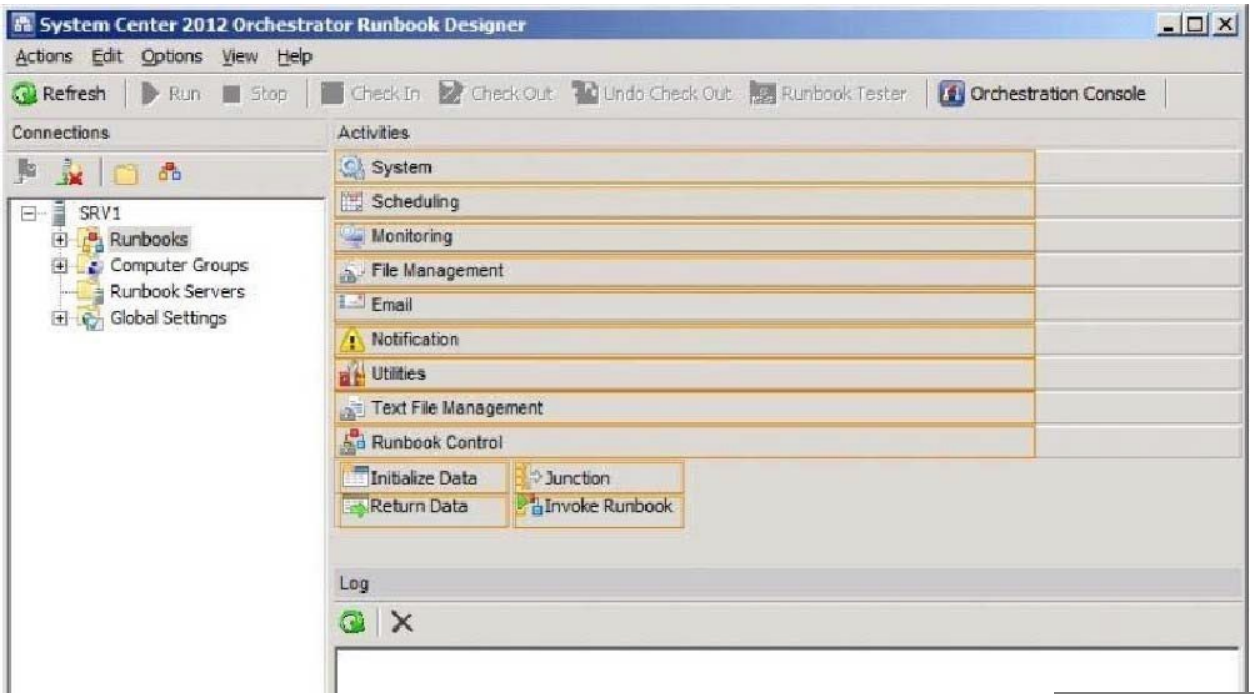
A. From the Service Manager Console, add an incident event workflow.
B. From the Service Manager Shell, run the Update-SCSMWorkflow cmdlet.
C. From the Service Manager Console, create an Orchestrator connector.
D. From the Orchestrator Deployment Manager, register the Integration Pack for System Center Service Manager.
E. From the Service Manager Console, update the Problem Status list.
F. From the System Center 2012 Orchestrator Runbook designer, create a connection.

Answer: B, C, D

Explanation:
Just a draft:
Install the integration pack for SCSM on Orchstrator and configure the connection settings (SCSM server name, User, Password) Create a new runbook
First activity -> "Monitor Object" of SCSM integration pack -> Incident Class -> On Update -> Filter "Support Group" not equal "Tier 1"
Add 6 "Send Email" activities -> 6 different recipients -> add the text in each mail body Link all 6 "Send Email" activities with the first "Monitor Object" activity On each link delete the default rule "On success" Add a new criteria -> Choose the "Support Group" from the data bus ->criteria of the first link "Support Group" equals "Tier 2"
Do the same with the other Links and Support Groups.
Check in and start the runbook
Reference:
http://social.technet.microsoft.com/Forums/en/administration/thread/ea41a3a4-0b40-47ee-9ecc-a2ecab8794bf

Question: 57

Your company has a private cloud that contains a System Center 2012 Orchestrator infrastructure.
You are creating a runbook named runbook1.
You need to ensure that the workflow starts when a file is added to a folder.
From which category should you add an activity? To answer, select the appropriate category in the answer area.

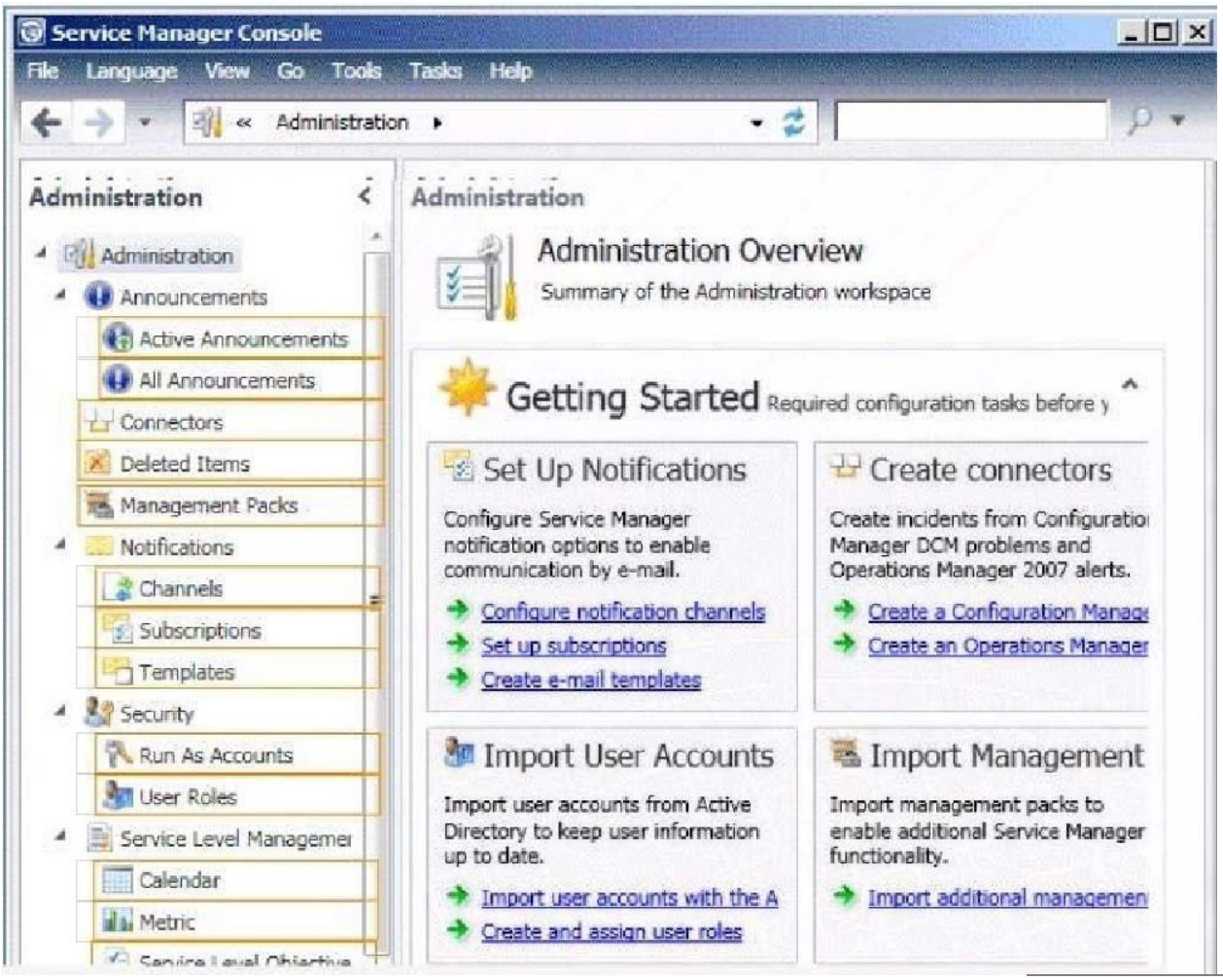


Answer:

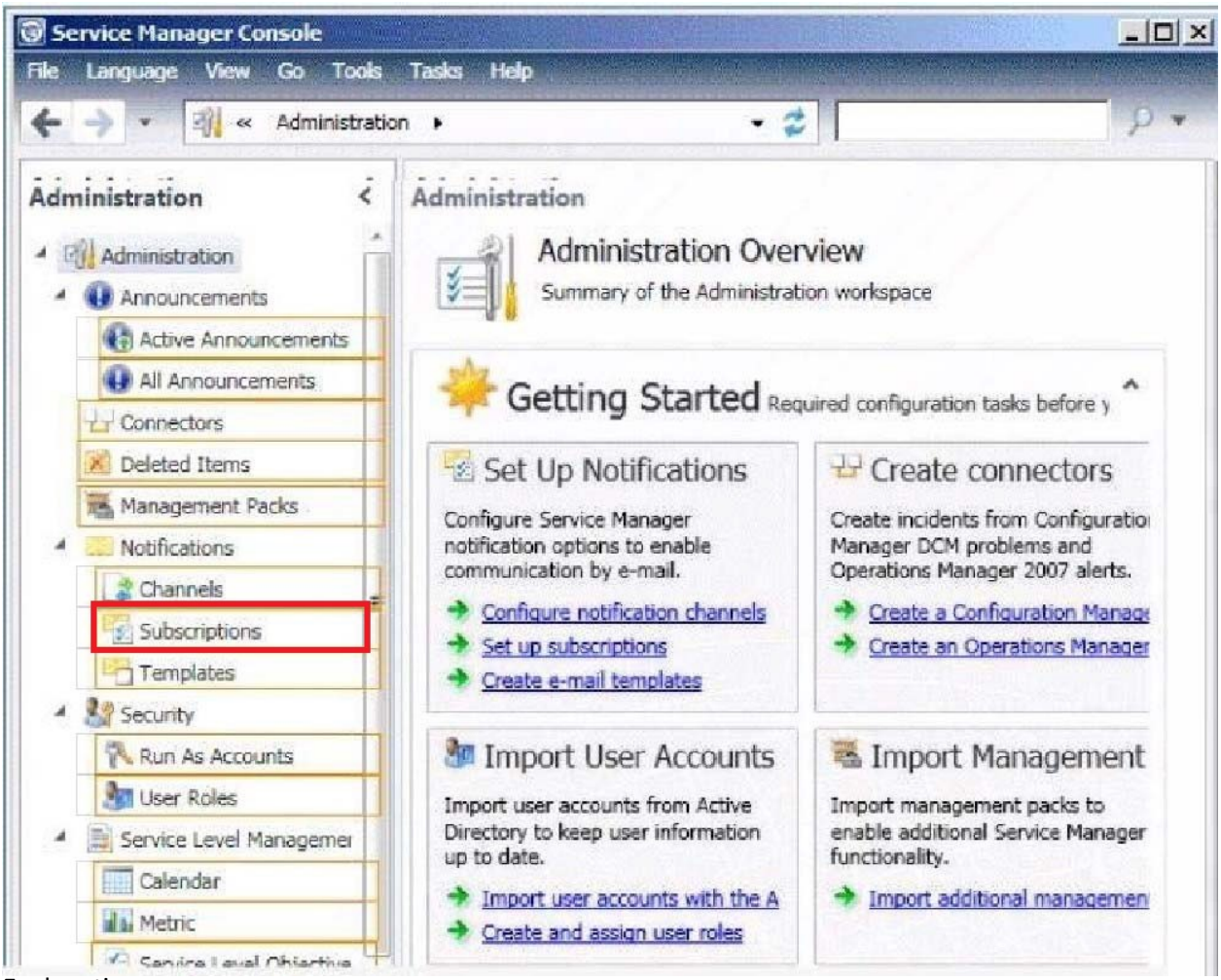
Explanation:
http://technet.microsoft.com/en-us/library/hh440534.aspx
In the Activities pane, click File Management to expand the category, and then drag the Monitor Folder activity into the Runbook Designer Design workspace.

Question: 58

Your company uses System Center 2012 Service Manager to manage and track problems.
You need to ensure that a user named Admin1 is notified automatically when an incident is updated.
What should you configure?
To answer, select the appropriate category in the answer area.


Service Manager Console
File Language View Go Tools Tasks Help
Administration
Administration
Administration
Announcements
Active Announcements
All Announcements
Connectors
Deleted Items
Management Packs
Notifications
Channels
Subscriptions
Templates
Security
Run As Accounts
User Roles
Service Level Manageme
Calendar
Metric
Administration
Administration Overview
Summary of the Administration workspace
Getting Started
Required configuration tasks before y
Set Up Notifications
Configure Service Manager notification options to enable communication by e-mail.
Configure notification channels
Set up subscriptions
Create e-mail templates
Create connectors
Create incidents from Configuratio Manager DCM problems and Operations Manager 2007 alerts.
Create a Configuration Manag
Create an Operations Manager
Import User Accounts
Import user accounts from Active Directory to keep user information up to date.
Import user accounts with the A
Create and assign user roles
Import Management
Import management packs to enable additional Service Manager functionality.
Import additional managemen

Answer:



Explanation:
Service Manager uses notification subscriptions to automatically send notifications to selected recipients when a selected condition occurs.
Source: System Center 2012 Service Manager Console

Question: 59

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
You plan to create a distributed application named DistributedApp1.
You need to ensure that a folder for DistributedApp1 is available from the Monitoring workspace in the Operations Manager console.
What should you do?

A. Add the OperationsManagerAppMonitoring object to DistributedApp1.
B. Save DistributedApp1 as a new management pack.
C. Add the OperationsManagerMonitoringView object to DistributedApp1.
D. Save DistributedApp1 in the Default Management Pack.

Answer: B

Explanation:
The Default Management Pack file contains common elements such as views at the top level of the Monitoring workspace.

This is an unsealed management pack file so that you can create views and folders at this level.
It should not be used for any other purpose.
For creating elements such as monitors and rules, create a new management pack file.
Selecting a Management Pack File
http://technet.microsoft.com/en-us/library/hh457560.aspx
The Default management pack that ships with
OpsMgr 2007 is used to store very specific information for the management group.
It is a widely known best practice to NOT write any custom rules, monitors, groups, views, or overrides to this MP.
Even customers who know this - and try to enforce this across their organizations....
will still inadvertently get junk in their default MP.... they will save things here by accident, or by granting access to advanced operators who aren't educated on this topic.
The main problem with doing so.... is that we will build a dependency for this MP on any MP it references....and therefore we wont ever be able to delete those management packs, until we clean this Default MP up, and start enforcing best practices.
http://blogs.technet.com/b/kevinholman/archive/2008/11/11/cleaning-up-the-default-mp.aspx

Question: 60

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains an Operations Manager infrastructure and a Virtual Machine Manager (VMM) infrastructure.
The private cloud contains a clustered VMM solution that has two virtualization hosts.
The VMM solution hosts seven virtual machines.
The virtual machines are configured as shown in the following table.

Virtual machine name	Virtualization host name	Host CPU utilization
VM1	Server1	20 percent
VM2	Server1	20 percent
VM3	Server1	30 percent
VM4	Server1	20 percent
VM5	Server2	20 percent
VM6	Server2	20 percent
VM7	Server2	20 percent

You configure Dynamic Optimization to use the following settings:
A CPU Dynamic Optimization threshold of 30 percent
A CPU host reserve threshold of 15 percent
Low aggressiveness
You monitor the VMM solution and discover that the virtual machines rarely migrate from Server1 to Server2 when CPU utilization exceeds the configured threshold.
You need to increase the likelihood of the virtual machines migrating from Server1 to Server2 when CPU utilization exceeds the configured threshold.
What should you do?

A. set the Aggressiveness to High.
B. Enable Power Optimization.
C. Configure a host profile.
D. Modify the CPU host reserve threshold.

Answer: A

Explanation:
http://blogs.technet.com/b/scvmm/archive/2011/05/04/dynamic-optimization-and- poweroptimization-in-scvmm-2012.aspx
Good post here:
What have you configured regarding the dynamic optimization? How aggressive is the treshold for optimizing your cluster? First of all, you must check the option "Automatically migrate virtual machines to balance load".
Second, specify how aggressive the optimization should be.
The more agressive, the more likely to live migrate VMs even for small gain.
Last, you can also configure the resource treshold for when optimization should kick in.
Default it`s set to 30% CPU and 512 MB RAM.
To test and verify, right click on your cluster, and click "optimize hosts".
VMM will check if it`s anything to gain, on demand, and eventually live migrate VMs to balance the load.
http://social.technet.microsoft.com/Forums/en-US/virtualmachingmgrhyperv/thread/45dfd50da2a4-4a7a-9c88-53fd7cedda77

Question: 61

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains two network segments that are separated by a firewall.
You have a management server named Server1.
You create a discovery rule and configure the rule to discover SNMP devices.
You discover that only the devices on the network segment that contains Server1 are discovered.
You need to ensure that the devices supporting SNMP on both network segments are discovered.
Which firewall port or ports should you allow on the firewall?

A. UDP 161
B. TCP 161 and UDP 22
C. UDP 5723 and UDP 5724
D. TCP 162

Answer: A

Explanation:
SNMP uses the default UDP port 161 for general SNMP messages and UDP port 162 for SNMP trap messages.
http://technet.microsoft.com/en-us/library/cc959643.aspx

Question: 62

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You deploy an application visualization solution.
You deploy a server named Server1, and then you install the Remote Desktop Services server role.
Server1 is monitored by using Operations Manager.
You deploy a virtualized application named App1 to Server1.
You need to set the state of Server1 to critical if CPU utilization by App1 exceeds 80 percent for five minutes.
What should you create?

A. a rule
B. a monitor
C. a service level objective (SLO)
D. an event subscription

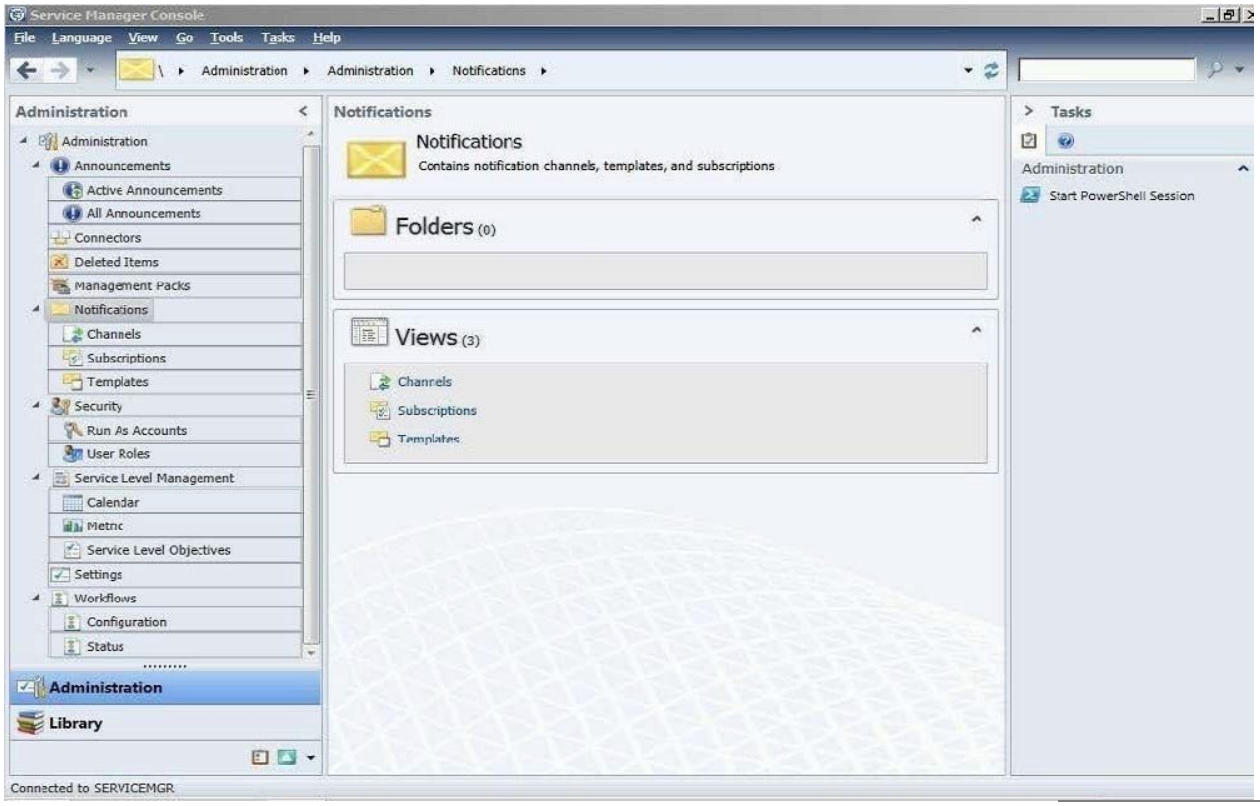
E. a synthetic transaction

Answer: B

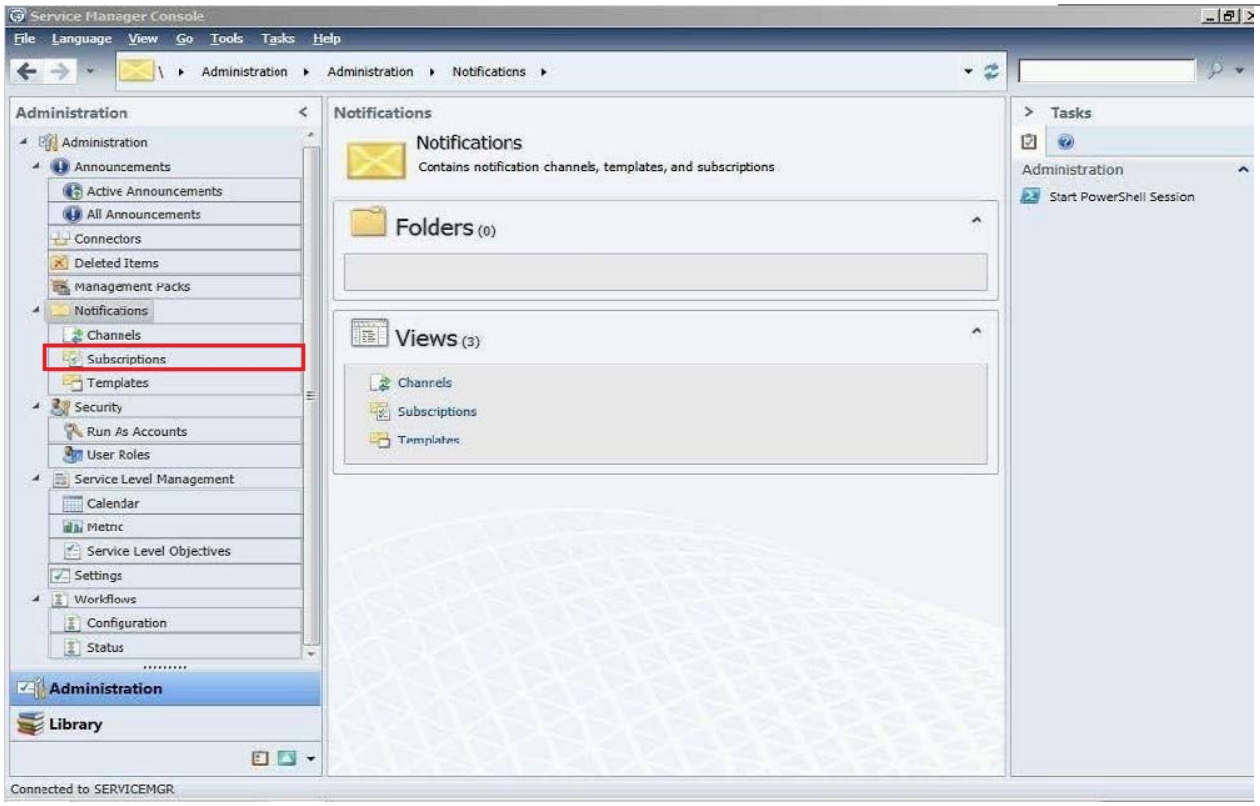
Explanation:
Service level Objectives
Service level objectives are measurements to ensure that you are meeting defined service level commitments.
In Operations Manager, you define a service level objective – the set of monitors that you need to track (such as performance or availability) – and then run reports against that service level objective to ensure that you are meeting your goals.
http://technet.microsoft.com/en-us/library/hh212753.aspx
SLO's are agreed as a means of measuring the performance of the Service Provider. SLO's are specific measurable characteristics of the SLA such as availability, throughput, frequency, response time, or quality.
This concept is part of SLM in SCSM 2012.
http://blogs.technet.com/b/privatecloud/archive/2013/03/26/service-manager-2012-and-service-levelmanagement-part-1.aspx
QUESTION STATES:
"You need to set the state of Server1 to critical if CPU utilization by App1 exceeds 80 percent for five minutes."
SLOs don't change the state of an object, monitors do:
Create a monitor if…
You want to affect the health of an object. In addition to generating an alert, a monitor will affect the health state of its target object. This is displayed in state views and availability reports.
http://technet.microsoft.com/en-us/library/hh457603.aspx

Question: 63

Your company help desk uses System Center 2012 Service Manager to manage and track problems.
You need to ensure that the manager of the help desk is notified automatically when a high-priority incident is updated.
What should you configure? To answer, select the appropriate configuration in the answer area.



Answer:



Explanation:

Service Manager uses notification subscriptions to automatically send notifications to selected recipients when a selected condition occurs.

Source: System Center 2012 Service Manager Console

My opinion it would be the Subscriptions menu as it gives access to the 'Notification Subscription' wizard.

http://technet.microsoft.com/en-us/library/ff460891.aspx
Before notifications are sent, first configure each notification channel, such as the settings for Simple Mail Transfer Protocol (SMTP). Notification messages are sent based on a notification template. Therefore, you will need to create a notification template. You can then use the Notification Subscription wizard to subscribe a group of users to a notification that will be sent whenever the changes that you specify occur. Finally, you can verify that a notification is sent by manually generating the change.
http://technet.microsoft.com/en-us/library/hh524284.aspx
- To create an email notification template and subscription - Step 4:
4. In the Administration pane, click Notifications, and then click Subscriptions. In the Tasks pane, click Create Subscription, and then complete the Create E-Mail Notification Subscription Wizard.

Question: 64

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains 50 virtual machines that run Windows 7.
Each virtual machine has an application named Appl.exe installed.
A new version of Appl.exe is released.
You need to identify which virtual machines have the outdated version of App1.exe installed.
What should you do?

A. From Operations Manager, create a monitor.
B. From Configuration Manager, deploy a Desired Configuration Management baseline.
C. From Service Manager, create a Virtual Machine Manager (VMM) connector.
D. From Virtual Machine Manager (VMM), deploy a service template.

Answer: B

Explanation:
Desired configuration management in Configuration Manager 2007 allows you to assess the compliance of computers with regard to a number of configurations, such as whether the correct Microsoft Windows operating system versions are installed and configured appropriately, whether all required applications are installed and configured correctly, whether optional applications are configured appropriately, and whether prohibited applications are installed. Additionally, you can check for compliance with software updates and security settings.
http://technet.microsoft.com/en-us/library/bb680553.aspx

Question: 65

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The infrastructure contains multiple servers that have Data Protection Manager (DPM) installed.
A DPM server named Server1 is running out of hard disk space.
You add additional physical hard disks to Server1.
You verify that the additional disks are available from the local Disk Management console.
You need to ensure that the additional disk space can be used to store DPM backups.
What should you do?

A. From the DPM Administrator console, click Refresh.
B. From the DPM Administrator console, click Disk Allocation.
C. From the DPM Administrator console, click Add.
D. From the DPM Administrator console, click Rescan.

Answer: C

Explanation:
To add disks to the storage pool.
In DPM Administrator Console, on the navigation bar, click Management, and then click the Disks tab.
In the Actions pane, click Add.
The Add Disks to Storage Pool dialog box appears.
The Available disks section lists the disks that you can add to the storage pool.
Select one or more disks, click Add, and then click OK.
Adding Disks to the Storage Pool
http://technet.microsoft.com/en-us/library/bb808852.aspx

Question: 66

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
An administrator installs a new tape drive on a server that has Data Protection Manager (DPM) installed.
You discover that the tape drive is unavailable from the DPM Administrator console.
You verify that the tape drive is installed correctly on the DPM server.
You need to ensure that the tape drive is available from the DPM Administrator console.
What should you do from the DPM Administrator console?

A. From the Agents view, click Install.
B. From the Disks tab, click Add.
C. From the Protection view, click Tape.
D. From the Libraries view, click Rescan.

Answer: D

Explanation:
To configure tape libraries
In DPM Administrator Console, on the navigation bar click Management, and then click the Libraries tab.
In the Actions pane, click Rescan.
The Rescan operation might take several minutes to complete.
DPM will add any library jobs to the queue that began during the Rescan operation.
If a library job is already in progress when the Rescan operation begins, the Rescan operation will fail.
Configuring Tape Libraries
http://technet.microsoft.com/en-us/library/ff399665.aspx

Question: 67

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You install the servers shown in the following table.
The company's compliance department identifies the following tasks that must be performed:
Back up individual files from VM1.
Back up the configuration settings of VM1.
Restore the configuration settings of VM1.
Restore individual files from VM1 to an alternate location.
The compliance department administrators recommend installing the DPM agent on Server1, and then performing a full backup.
You need to identify which task is NOT met by the recommended solution.

Which task should you identify?

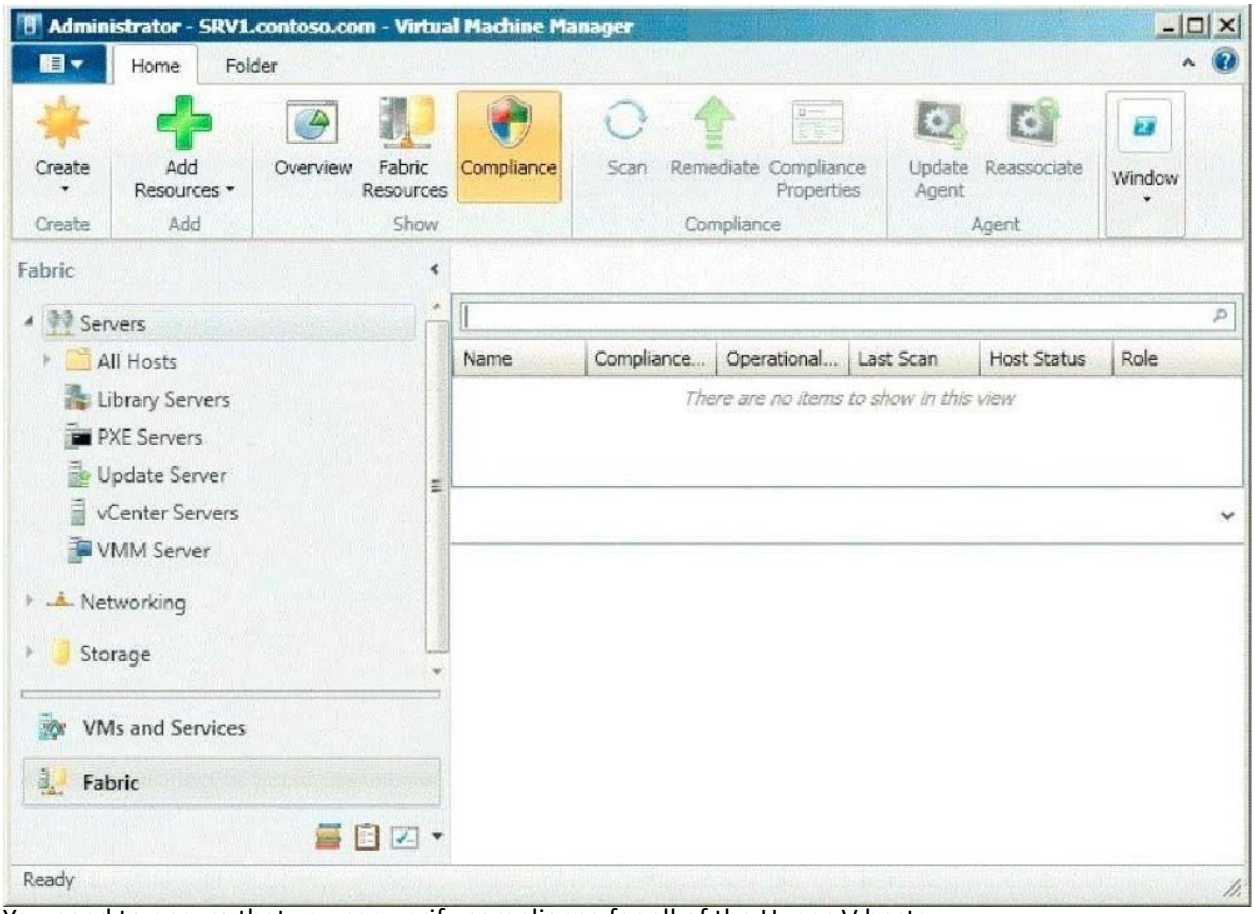
A. Restore individual files from VM1 to an alternate location.
B. Restore the configuration settings of VM1.
C. Back up the configuration settings of VM1.
D. Back up individual files from VM1.

Answer: B

Explanation:
In the event of disaster recovery, System Center Data Protection Manager (DPM) 2010 allows you to recover virtual machines as files to a network folder.
You can then copy those files to an alternate Hyper-V host server.
However, to start a virtual machine on an alternate Hyper-V host server, you have to manually create and configure the virtual machine using the recovered files.
DPM 2010 supports alternate location recovery (ALR), which allows you to recover a Hyper-V virtual machine to an alternate stand-alone Hyper-V host or to a cluster.
The recovered virtual machine is already registered and configured on an alternate Hyper-V host server.
http://technet.microsoft.com/en-us/library/ff634209.aspx
In a virtualized environment the issue is whether to backup from inside the guest or from the host.
The latter provides "bare metal restore" of an entire VM where something's gone catastrophically wrong with a VM (or the host) but in general it doesn't provide granular restore of files / folders.
DPM 2010 added Item Level Restore (ILR), allowing you to restore individual files or folders within a VM even though it had only been backed up from the host.
But this capability was only available when DPM 2010 ran on physical hardware, if the DPM server itself was in a VM this capability was not available.
DPM 2012 fixes this glitch and can now do ILR even when the DPM server is a VM.
http://4sysops.com/archives/dpm-2012-part-3-other-improvements/

Question: 68

Your company has a datacenter in Los Angeles.
The datacenter contains a private cloud that is managed by a System Center 2012 Virtual Machine Manager (VMM) infrastructure.
The infrastructure contains two management servers and 10 Hyper-V hosts.
You configure VMM to use an update server and to synchronize the updates by using a windows Server Update Services (WSUS) server named WSUS1.
You attempt to verify compliance with the Sample Baseline for Security Updates.
You view the console as shown in the exhibit. (Click the Exhibit button.)



You need to ensure that you can verify compliance for all of the Hyper-V hosts.
What should you modify?

A. the update classifications of the update server
B. the Assignment Scope of the baseline
C. the default configuration provider
D. the Network settings of the All Hosts host group

Answer: B

Explanation:
In the VMM console, open the Fabric workspace.
On the Home tab, in the Add group, click Add Resources, and then click Update Server.
The Add Windows Server Update Services Server dialog box opens.
In Computer name, enter the fully qualified domain name (FQDN) of the WSUS server (for example, VMMServer01.contoso.com).
Specify which TCP/IP port that the WSUS website listens on for connections (for example, port 8530).
Enter credentials for connecting to the WSUS server.
The account must have administrator rights on the WSUS server.
If necessary, select the Use Secure Socket Layer (SSL) to communicate with the WSUS server and client's check box.
Click Add.
The WSUS server will be added to VMM, followed by initial synchronization of the updates catalog.
Depending on how many update classifications and products you chose when you installed the WSUS server, this operation can take a long time, depending on such factors as network traffic and the load on the WSUS server.
To find out the status of the operation, monitor the status of the Add Update Server and Synchronize Update Server jobs in the Jobs window or in the Jobs workspace.

Note
After you enable update management in VMM, you should manage the WSUS server only through VMM, unless you are using a WSUS server in a Configuration Manager environment.
To verify that the WSUS server was added to VMM successfully:
In the Fabric workspace, on the Fabric pane, expand Servers, and click Update Server.
The results pane should display the WSUS server.
In the Library workspace, on the Library pane, expand Update Catalog and Baselines, and then click Update Catalog.
The results pane should display the updates that were downloaded during WSUS synchronization.

Question: 69

You deploy System Center 2012 Operations Manager.
You create two unsealed management packs named MP1 and MP2.
You create an override for MP1.
You create a group in MP2.
You need to apply the override for MP1 to the group in MP2.
What should you do before you apply the override?

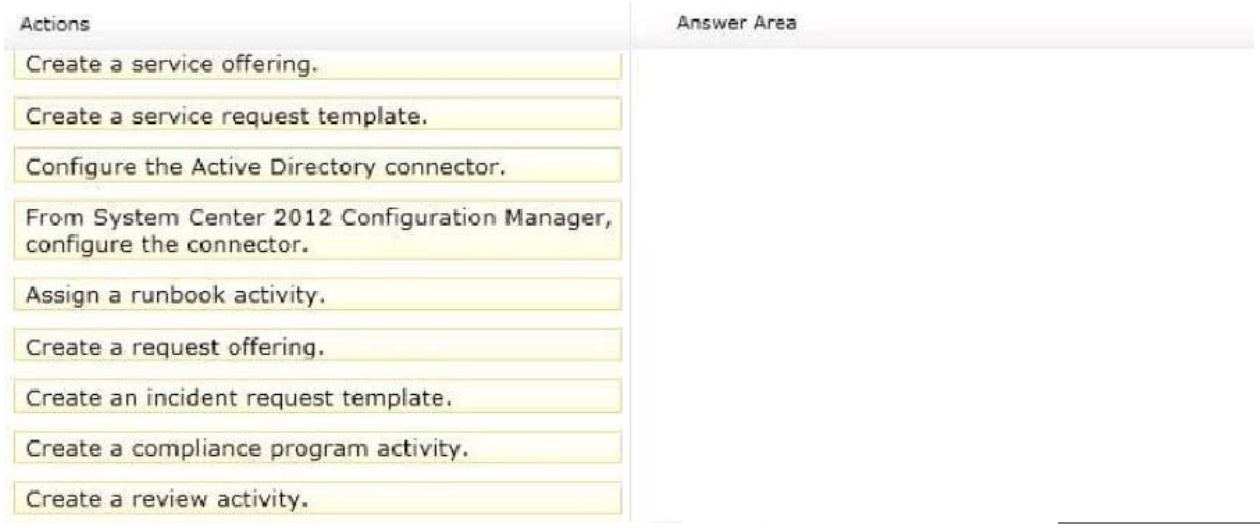
A. Create a new class in MP2.
B. Seal MP1.
C. Seal MP2.
D. Create a new class in MP1.

Answer: C

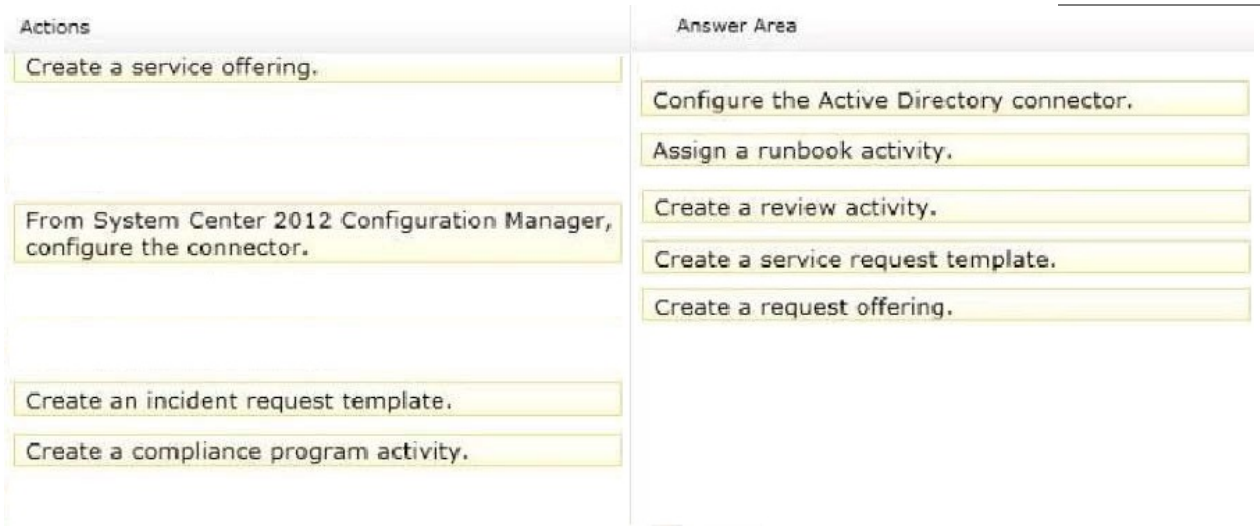
Explanation:
When you create a group, you save it to an unsealed management pack.
However, an element in an unsealed management pack, such as a group, cannot reference an element in a different unsealed management pack, such as an override or a view.
If you are going to use a group to target an override or scope a view, you must either save the group to the same unsealed management pack as the override or view, or you must seal the management pack that contains the group.
If you save the group to the same unsealed management pack as the override or view, you can only use that group for overrides and views that are also contained in that unsealed management pack.
If you seal the management pack that contains the group, you can reference that group from other unsealed management packs.
However, you cannot easily change any group settings in the sealed management pack or add new groups to the sealed management pack.
http://www.code4ward.net/main/Blog/tabid/70/EntryId/130/Implications-when-using-groups-from- a-sealed-MPfor-overrides.aspx

Question: 70

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains an Orchestrator infrastructure and a Service Manager infrastructure.
You need to automate user account provisioning for the Self-Service Portal.
The solution must ensure that new user accounts are approved by a member of the human resources department.
You configure the Orchestrator connector.
Which five actions should you perform next?
(To answer, move the appropriate actions from the list of actions to the answer area.)



Answer:



Explanation:
http://syscen.blogspot.com/2012/01/automating-new-user-creation-with-scsm.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm_09.html
http://syscen.blogspot.com/2012/02/automating-new-user-creation-with-scsm_15.html
1. Create Runbook Automated Activity Template
2. Extend service request class
3. Create Service Request template using the new Class and include the Runbook Automated Activity Template.
4. Create the Service Request Offering.

Question: 71

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infra structure.
You have a line-of-business web application named App1.
App1 stores its information in a dedicated Microsoft SQL Server 2008 database.
You need to create a central diagram that contains the complete health information of App1.
You import the SQL, IIS, and Windows Server management packs.
What should you create next?

A. a dashboard view

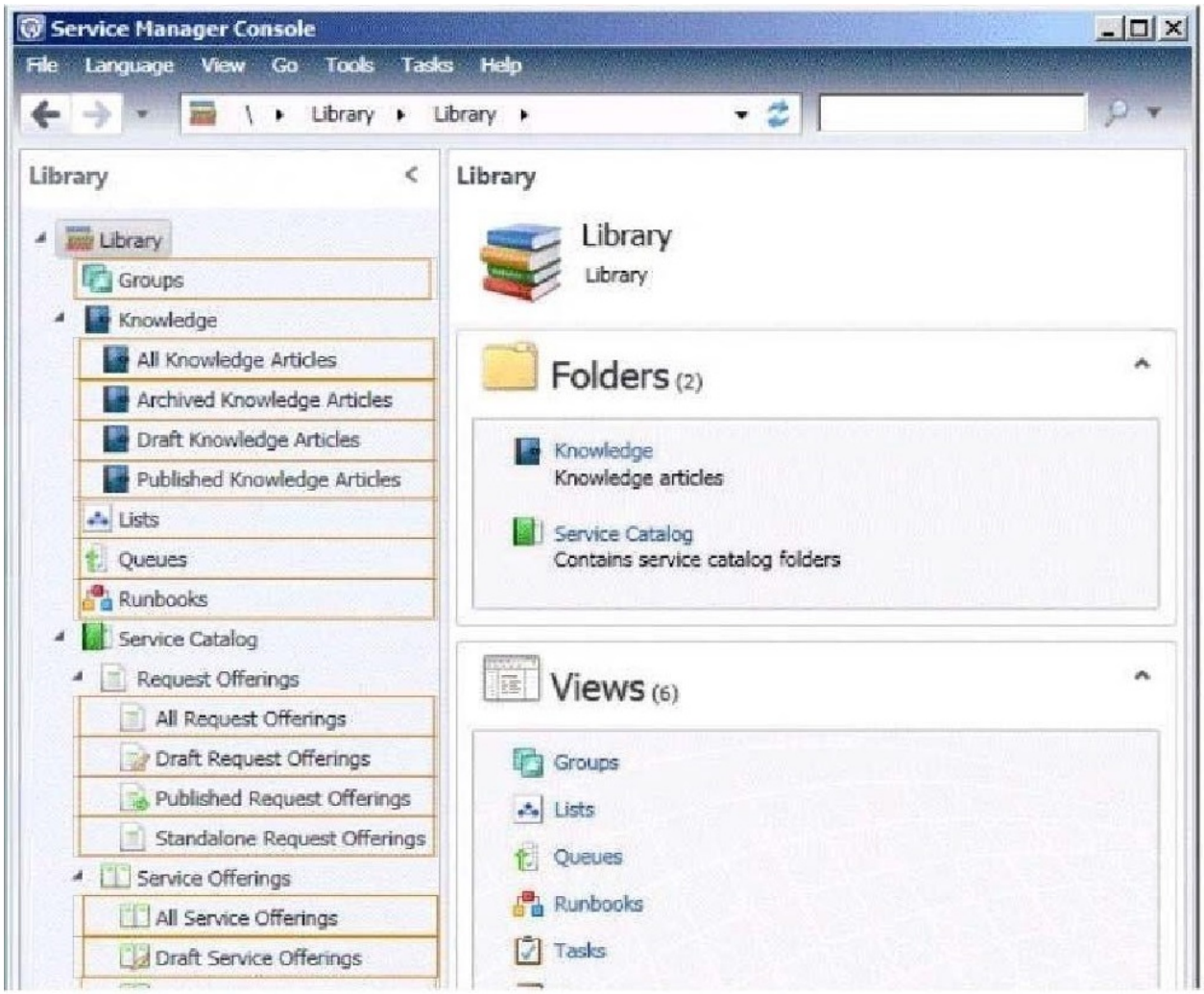
B. a distributed application model
C. a Service Level Dashboard
D. a diagram view

Answer: B

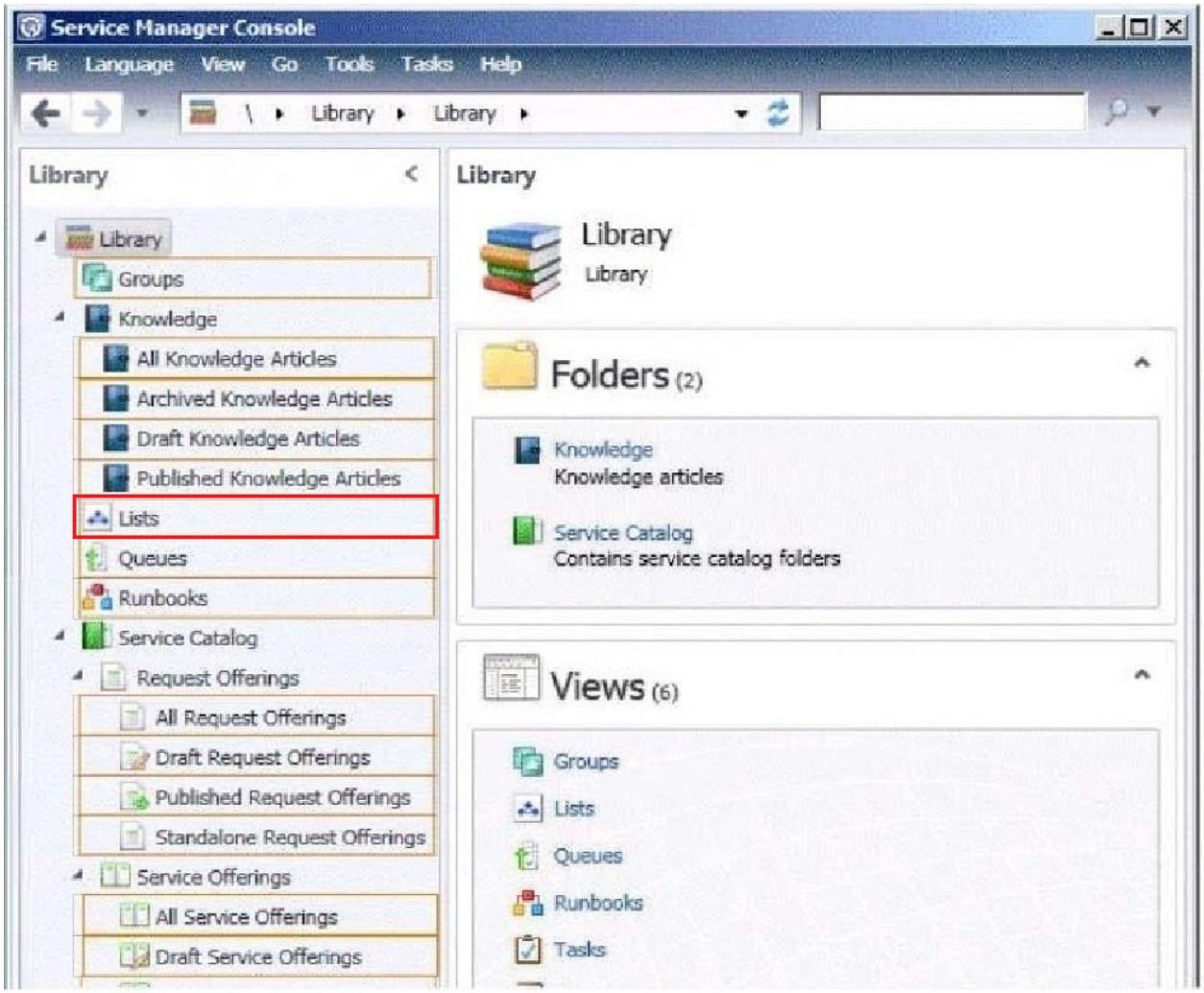
Explanation:
You need to create a distributed application first to be able to create the service level dashboard.
First a DA, followed by a service level objective, and finally a Service Level Dashboard.
http://technet.microsoft.com/en-us/library/hh212692.aspx
http://technet.microsoft.com/en-us/library/hh230719.aspx

Question: 72

Your company has a private cloud that contains a System Center 2012 Service Manager infrastructure.
The help desk uses Service Manager to manage and track incidents.
Service desk analysts report that they receive many Windows 7-related incidents.
You need to create a classification for the Windows 7-related incidents.
What should you configure to create the classification? To answer, select the appropriate configuration in the answer area.



Answer:



Question: 73

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
You discover that several users create incidents for the same issue by using the Self-Service Portal.
Over 100 incidents are created.
You need to ensure that all of the incidents can be resolved as quickly as possible.
What should you do?

A. create a service level objective (SLO).
B. Create a queue.
C. Select the Link to New Parent Incident task.
D. Select the Escalate or Transfer the Incidents task.

Answer: C

Explanation:
http://wwwco1vip.microsoft.com/downloads/en/details.aspx?FamilyID=01f0792d-f246-4549-a200-53001865495b
How to Create a Parent Incident from an Incident Form
In SystemCenter2012-ServiceManager, one way a help desk analyst can create a parent incident is when an existing incident is already opened.
You can create a parent incident using the following steps.

A parent incident serves as a container for several incidents.
The following procedure is performed on an incident that is neither a parent incident nor a child incident.
Afterward, a new parent incident is created and the existing incident is converted to a child incident.
To create a parent incident from an incident form
1.
In the Service Manager console, open the Work Items workspace, and in the Work Items pane, expand Incidents.
2.
Select any Incident Management view that contains active incidents, and then select an incident.
3.
In the Tasks pane, click Edit to open the incident.
4.
In the Tasks pane, click Link to New Parent Incident to open the Link to New Parent Incident dialog box.
5.
In the Link to New Parent Incident dialog box, select a template to create the new parent incident with, and then click OK.
For example, select Networking Issue Incident Template, and then click OK.
6.
In the Title box, type a new description or modify the description that is inserted by the template.
For example, type Network Outage in Bldg 773.
7.
In the Affected user box, select the user who reported this incident.
For example, select Joe Andreshak.
8.
In the Alternate Contact Method box, enter additional contact information for the affected user (optional).
9.
The Child Incidents tab appears in the form where you view the child incident that the new parent incident is grouped with and where you can add other child incidents.
10.
In the parent incident form, click OK to close it.
11.
In the original incident form, click OK to close it.

Question: 74

Your company has a datacenter in Los Angeles.
The datacenter contains a private cloud that is managed by using a System Center 2012 infrastructure.
The infrastructure has the System Center 2012 Service Manager Self-Service Portal installed.
You create a new service offering.
You need to ensure that only three users named Admin1, Admin2, and Admin3 can access the service offering.
What should you do?

A. Add the service offering and the request offering to a Service Manager group, and then create a Run As Account.
B. Add the Admin1, Admin2, and Admin3 configuration items to a Service Manager group, and then create a Run As Account.
C. Add the service offering and the request offering to a Service Manager group, and then create a User Role.
D. Add the Admin1, Admin2, and Admin3 configuration items to a Service Manager group, and then create a User Role.

Answer: D

Explanation:

With Role based security scoping in SCSM there is the possibility to configure a controlled environment for different service roles.
A SCSM role profile is a configuration set to define access to objects, views in the console, operations they can perform and members of the role (AD User/Group).
SCSM components of a User role are:
The security scope: Is the security boundary in SCSM.
Boundaries can be set on Group/queue, Class, Property & relationships.
UI filter scope: This filter is for defining what an operator can see in the SCSM console.
Limiting the options visible in the console improves the usability.
UI filters can be set on console tasks, templates and views.
User role profile: SCSM includes some predefined user profiles who include a set of allowed operations with a class/property/relationship scope over objects.
User Assignment: The members of the user role in SCSM.
This can be set for users or groups.
(Always recommended to use groups)
http://scug.be/scsm/2010/03/21/service-manager-role-based-security-scoping

Question: 75

Your company has a private cloud that is managed by using a System Center 2012 infrastructure.
The network contains a Virtual Machine Manager (VMM) infrastructure and an Operations Manager infrastructure.
You create and deploy a three-tier service to VMM.
You plan to view service diagrams in Operations Manager.
You need to identify which management packs must be imported to Operations Manager for the planned diagrams.
The solution must minimize the number of imported management packs.
Which management packs should you identify? (Each correct answer presents part of the solution. Choose all that apply.)

A. the Windows Server Operating System management pack
B. the Internet Information Services 7 Monitoring management pack
C. the File Services management pack
D. the Microsoft SQL Server Monitoring Management Pack
E. the Monitoring Pack for Active Directory (AD)
F. the Windows Server DNS 2003/2008/2008 R2 Monitoring Management Pack

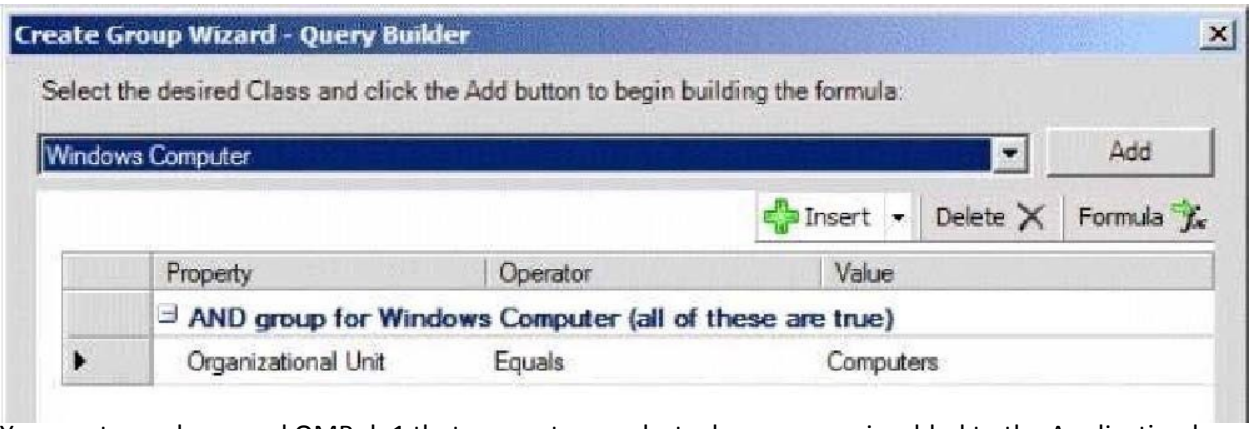
Answer: A, B, D

Explanation:
Information on three-tier service in VMM:
http://blogs.technet.com/b/m2/archive/2011/03/29/how-to-deploy-thepet-shop-application-as-a-service-invmm.aspx
Three tiers are Web tier, Middle tier, and SQL tier.
A) The Windows Server Operating System management pack provides the fundamental monitoring basics for computers running the Windows 2000 Server and Windows Server 2003, 2003 R2, 2008 and 2008 R2 Operating System
B) The Internet Information Services Management Pack provides proactive and reactive monitoring of your Internet Information Services (IIS) environment.
C) The File Services management pack retrieves events and other health information generated by the services that make up the File Services role.
D) The Monitoring pack for SQL Server provides the capabilities for Operations Manager 2007 R2 and Operations Manager 2012 to discover SQL Server 2005, 2008, 2008 R2, and SQL Server 2012.

It monitors SQL Server components such as database engine instances, databases, and SQL Server agents.
E) The Monitoring Pack for Active Directory (AD) provides both proactive and reactive monitoring of your Active Directory deployment.
F) This management Pack monitors DNS infrastructure health, availability and performance on Microsoft Windows server 2003/2008/2008 R2.

Question: 76

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains an Active Directory forest named adatum.com.
Operations Manager monitors a server named Operations1.
Operations1 has a computer account in an organizational unit (OU) name ServerOU1.
You create a group named GP1 as shown in the exhibit. (Click the Exhibit button.)



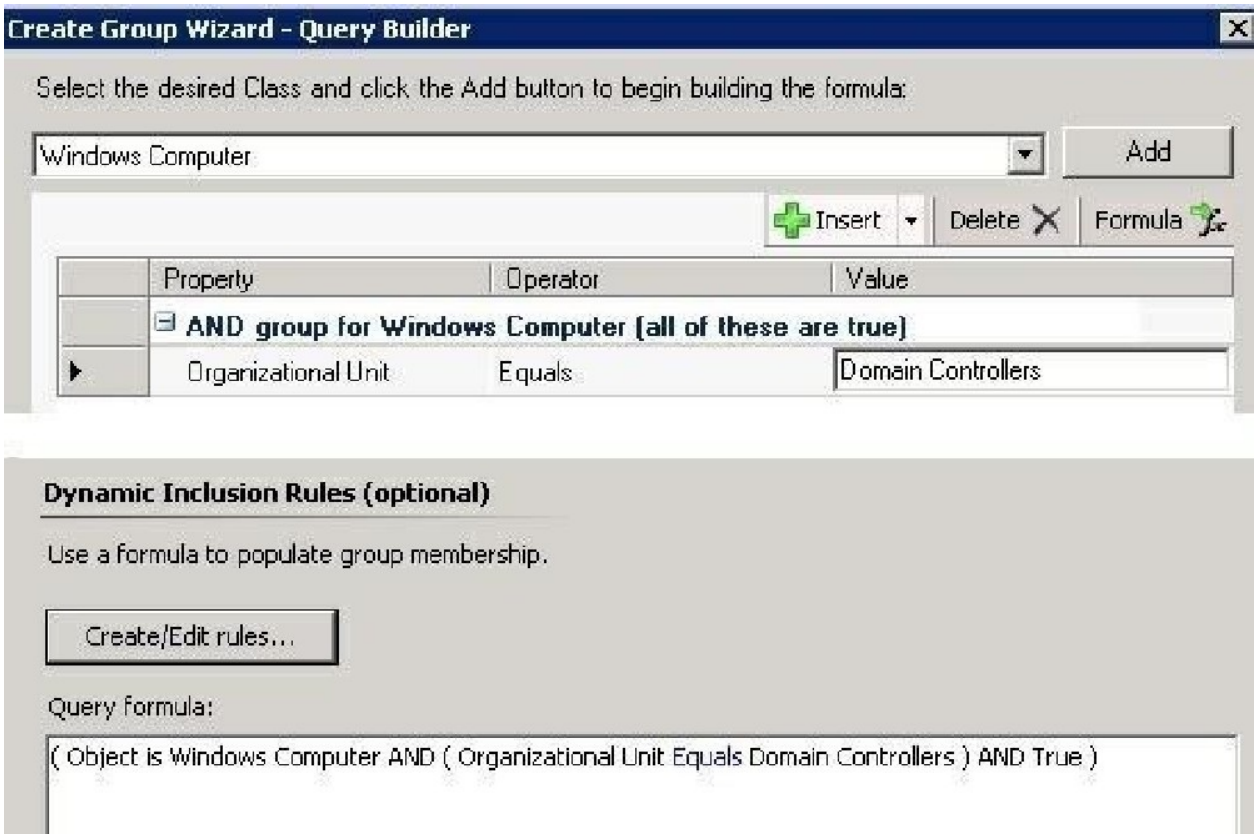
You create a rule named OMRule1 that generates an alert when an error is added to the Application log.
You target OMRule1 to GP1.
You discover that alerts fail to be generated when errors are added to the Application log on Operations1.
You need to ensure that an alert is generated when an error is added to the Application log on Operations1.
What should you modify?

A. the target of OMRulel1
B. the dynamic membership of GP1
C. the category of OMRule1
D. the explicit membership of GP1

Answer: B

Explanation:
How does a rule get to an agent?
For any particular rule/monitor, OpsMgr will enumerate all instances of the target class and apply the rule to each.
If there are no instances of the target class on a particular agent, then the rule will do nothing.
It's that simple.
If I can't target groups, why are they listed when I select a target for a rule? Groups are classes just like any other.
They're singleton classes where the class and the instance are one and the same, but they are classes nonetheless which is why they show up in the list with all other classes.
There are really very few circumstances where you will target a rule at a group though.
What if I do target a group?
You can apply a rule/monitor directly to a group, but it will execute against the group object itself.
OpsMgr will not enumerate members of the group and apply the rule to each.
Any rules targeted at groups will actually operate on the Root Management Server since groups have no host and

unhosted objects are managed by the RMS.
How do I target some group of objects then?
To the specific question of how to get a particular rule/monitor to a subset of components, you have two basic options.
Let's say for example, you have a particular subset of web sites that you need a particular rule to apply.
You could target that rule at the IIS 2003 Web Site class for example, but that would apply the rule to all instances of that class.
It would probably apply to sites that you didn't want.
Option 1 would be to create a new class and target the rule at the class.
In the case of an IIS site, this would mean that you would need to go to the Authoring Console or raw XML and create a new class and discovery.
That's a more advanced solution that most customers will do and probably overkill anyway.
Option 2 is the create a rule target at the whole class and disable it.
Create a group with the sites you want and create an override for that group to enable your rule.
This might sound like a workaround, but it's a completely valid solution.
How do I know if I'm selecting the right target?
The easiest method to validate you are using a target that actually has instances is to use the Discovered Inventory view in the Operations Console prior to creating your rule/monitor.
In the Actions pane is an option called "Change target type..." that will bring up the same Select a Target Type dialog box that you see when you select the target for a rule/monitor.
This view will list all instances of the target class you select.
You can validate which agents have an instance of that class and how many instances each has.
If there are no instances listed, then the rule isn't going to do anything.
If there are instances, then you not only be confident that the rule/monitor will execute on the agent, but you can also view the properties of the instance that will be accessible to any rules/monitors targeted at it.
http://blogs.technet.com/b/brianwren/archive/2007/08/22/targeting-rules-and-monitors.aspx
NOTE:
The text below was copied from a duplicate question https://social.technet.microsoft.com/wiki/contents/articles/7205.operations-manager- dynamicgroup-examples.aspx
Operations Manager Dynamic Group Examples
In Operations Manager, groups are logical collections of objects, such as Windows-based computers, hard disks, or instances of Microsoft SQL Server.
Groups are populated by explicitly adding objects to the group or dynamically according to criteria you set.
For more information on the use of groups, see Creating and Managing Groups in the Operations Guide.
This article provides example of group definitions.
The examples describe the items to select in the Query Builder and the resulting formula:



Question: 77

The network contains two servers named Server1 and Server2 that run Windows Server 2008 R2.
The private cloud contains two servers.
The servers are configured as shown in the following table.

Server name	Configuration	Network segment name
Server1	Audit Collection Services (ACS) forwarder	Network1
Server2	Audit Collection Services (ACS) collector	Network2

The network segments are separated by a firewall.
All of the TCP ports from 1 to 1024 are allowed on the firewall.
You need to ensure that Server1 can send security events to Server2.
What should you do?

A. From the firewall, allow TCP 51909 from Network1 to Network2.
B. From the firewall, allow TCP 5723 from Network1 to Network2.
C. Deploy an Operations Manager gateway server.
D. Deploy an SMTP smart host.

Answer: A

Explanation:
ACS Forwarders Separated from the ACS Collector by a Firewall Because of the limited communication between an

ACS forwarder and an ACS collector you only need to open the inbound TCP port 51909 on a firewall to enable an ACS forwarder, separated from your network by a firewall, to reach the ACS collector.
http://technet.microsoft.com/en-us/library/bb309575.aspx

Question: 78

Your company has a private cloud that is managed by using a System Center 2012 Operations Manager infrastructure.
The network contains an SMTP host named mail.contoso.com.
You need to configure Operations Manager to use mail.contoso.com to send email notifications.
What should you do?

A. Create a channel.
B. Configure the agent proxy setting.
C. Create a rule.
D. Create an internal connector subscription.

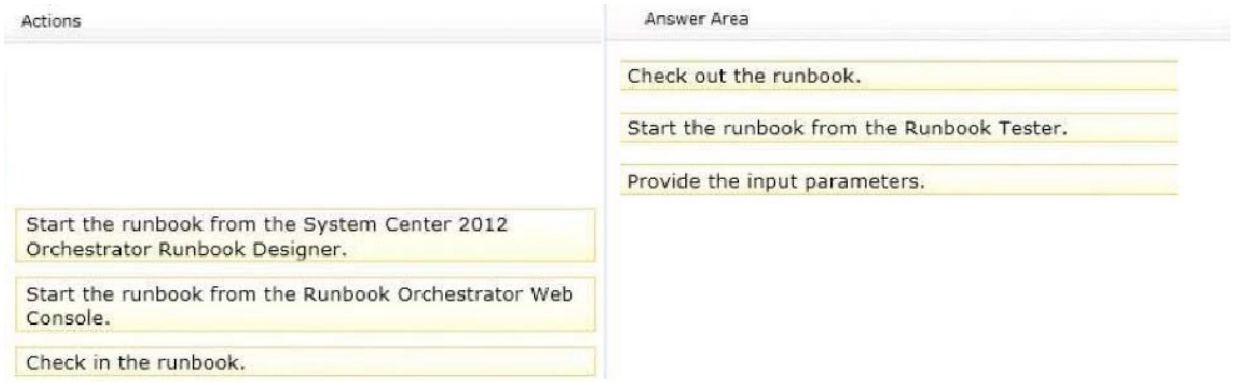
Answer: A

Explanation:
How to Enable an Email Notification Channel
To configure alert notifications for System Center 2012 ?Operations Manager, your first task is to enable a notification channel.
This topic describes how to configure a channel that will send alert notifications to subscribers by using email.
http://technet.microsoft.com/en-us/library/hh212914.aspx

Question: 79

You plan to automate a task by using System Center 2012 Orchestrator.
You create a new runbook that uses multiple input parameters and invokes a nested runbook.
You need to verify that the runbook executes successfully.
Which three actions should you perform in sequence?
(To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.)

Answer:



Explanation:
http://technet.microsoft.com/en-us/library/hh403809.aspx
It is clearly said that when we open the runbook in the designer and then start the runbook tester we'll be asked to check out. That is BEFORE we "start the runbook from the runbook tester".
http://www.youtube.com/watch?v=q40SsMs7NMs
After having startet the runbook in the runbook tester we'll be asked for input parameters.

Question: 80

Your role of Systems Administrator at ABC.com includes the management of the company's private cloud.
The private cloud is hosted on an internal System Center 2012 infrastructure.
System Center 2012 Operations Manager (SCOM) is used to monitor all network devices.
The network has a leased line connection to your ISP.
A router managed by the ISP connects the leased line to the LAN.
The router is configured to allow only the ISP to access the configuration of the router to comply with the security policy of the ISP.
You want to use System Center 2012 - Operations Manager (SCOM) to monitor the router and alert you if the router goes offline.
You need to configure SCOM to discover the router while adhering to the ISP security policy.
Which access mode should you use?

A. SNMPv2 only.
B. ICMP only.
C. ICMP and SNMPv2.
D. SNMPv2 and SNMPv3.

Answer: B

Explanation:
This is a tricky question, but the answer is B, ICMP (ping) only.
The question says "Operations Manager (SCOM) is used to monitor all network devices."... This made me think that the answer had to be both ICMP & SNMPv2 (C), but that is wrong! It is wrong because if we specify that a device uses both ICMP and SNMP, Operations Manager must be able to contact the device by using both methods or discovery will fail. So it has to be B.
Also worth noting that in Operations Manager, only ONE network discovery rule can be running per Management/Gateway server. Each server can only run one network discovery.
Here's a good post regarding network discovery in SCOM.
http://blogs.technet.com/b/ptsblog/archive/2011/11/28/network-monitoring-with-system-center-operationsmanager-2012.aspx

Question: 81

Your role of Systems Administrator at ABC.com includes the management of the company's private cloud.
The private cloud is hosted on an internal System Center 2012 infrastructure.
Operations Manager (SCOM) is used to monitor the servers in the private System Center 2012 cloud.
An SCOM monitor targets all the servers in the private cloud.
You want to create an override for the monitor to target only the servers that have a specific application installed.
A registry value is used to identify the servers with the application installed.
Which two of the following should you create to use with the override? (Choose two).

A. A Dynamic Group
B. A Static Group.
C. A Workflow.
D. A Task.
E. An Attribute.

Answer: A, E

Explanation:
AE additionally, here is a decent write-up of a similar scenario...
http://blogs.technet.com/b/kevinholman/archive/2009/06/10/creating-custom-dynamic-computer-groups-basedon-registry-keys-on-agents.aspx

Question: 82

Your role of Systems Administrator at ABC.com includes the management of the company's private cloud.
The private cloud is hosted on an internal System Center 2012 infrastructure.
The network includes servers that run Windows Server 2008 R2 Hyper-V and are managed by servers running System Center 2012 - Virtual Machine Manager (VMM).
You are configuring a hardware profile in VMM.
The hardware profile will be used to create virtual machines configured for Windows Network Load Balancing.
In the Network Adapter Properties, you configure the network adapter to be connected to a logical network and to use a Static IP address from the Static IP Pool.
You now need to configure the MAC address options.
Which two of the following options should you configure? (Choose two).

A. You should select the option for a Dynamic MAC Address.
B. You should select the option for a Static MAC Address.
C. You should tick the Enable Spoofing of MAC Addresses checkbox.
D. You should clear the Enable Spoofing of MAC Addresses checkbox.

Answer: B, C

Explanation:
Answers C, B
In order for NLB service to function properly, it will assign all clustered NIC the same MAC address. It cannot do this if spoofing is disabled, so answer C is valid. Additionally, we want to make sure that once the MAC addresses are set by NLB, they don't change, this means answer B is valid.
http://technet.microsoft.com/en-us/library/bb742455.aspx

http://blogs.technet.com/b/jhoward/archive/2009/05/21/new-in-hyper-v-windows-server-2008-r2-part-2-macspoofing.aspx
(Since VMM is an abstraction to hyperv, we can assume hyperV NLB requirements are the same as VMM NLB requirements.)

Question: 83

Your role of Systems Administrator at ABC.com includes the management of the company's private cloud.
The company has a System Center 2012 infrastructure that includes System Center 2012 - Service Manager (SCSM).
You use Service Manager for Service Level Management.
You need to create a service level objective (SLO) in Service Manager for incidents that meet the following criteria:
Priority = 1 Incident Category = Email
Problem
Assigned User = Empty
What should be your first step?

A. You should first create a Service Template.
B. You should first create a Connector.
C. You should first create a Queue.
D. You should first create a Query.

Answer: C

Explanation:
C.
SLO needs queue first (queue creates the relationship between incident type, priority and metric/escalation path) here is additional information to support the answer C (queue). The first paragraph under "Queue:" seems to reference this question directly.
http://blogs.technet.com/b/servicemanager/archive/2012/01/25/scsm-2012-service-level-management.aspx
"Queues:
With queues you can group different work items in Service Manager (SCSM 2010 and SCSM 2012) by criteria.
For instance: All Incidents with Priority 2 AND Incident Category „Mail Problem“ AND Assigned User is empty.
Queues are used in SCSM 2012 SLA Management to apply the SLA to a group of work items.
SCSM 2012 console -> Library -> Queues"

Question: 84

You work as a Network Administrator at ABC.com.
The network includes a System Center 2012 infrastructure.
System Center 2012 - Service Manager is used by the help desk department to track any problems reported with network devices, servers or computers.
You want to be notified every time a new incident that pertains to a server problem is opened.
You open the System Center 2012 Service Manager Console.
What should you do next?

A. You should configure an announcement.
B. You should configure a subscription.
C. You should configure a template.
D. You should configure a connector.

Answer: C

Explanation:
Although you will need a subscription to receive the messages, you need a template first (to satisfy the requirement -- You want to be notified every time a new incident that pertains to a server problem is opened")
When you create a template, you can specify a target class. The target class is used to target certain types of incidents for notifications.
http://technet.microsoft.com/en-us/library/hh519689.aspx
And here-
http://blogs.technet.com/b/servicemanager/archive/2009/09/28/creating-notification-templates-insystem-center-service-manager.aspx

Question: 85

You need to recommend a solution to meet the monitoring requirements for App2.
Which Operations Manager management pack should you recommend importing?

A. The VMM 2012 management pack
B. The Windows Server Hyper-V Management Pack
C. The Microsoft Application Virtualization 4.5 (App-V) Monitoring Management Pack
D. The Monitoring Pack for Server App-V management pack

Answer: D

Explanation:
And according to the download pages, only the Server App-V MP is for SCOM 2007 or later (which is also later released).
http://www.microsoft.com/en-us/download/details.aspx?id=23024 (only 2007)
http://www.microsoft.com/en-us/download/details.aspx?id=30003 (2007 or later)
http://technet.microsoft.com/en-us/magazine/jj819422.aspx