




► Pour Commencer

▼ Week 0:
Introduction to
Network and
Service
ManagementOverview of the
ContentLecture 1: Definition
and Functional AreasLesson_Quiz Interview 1: Network
Management Team
(Orange)Lesson_Quiz Interview 2: Service
Management Team
(Orange)Lesson_Quiz Interview 3: Security
Management Team
(Airbus)Lesson_Quiz Practical Exercise 1:
Preparation► Week 1: Key
Concepts with
SNMP► Week 2:
Monitoring with
Nagios► Week 3:
Instrumentation
with JMX► Week 4: Next-
Generation
Management
Protocols

► Votre avis nous

QUIZZ W0_ITW2 (INTERVIEW CYRIL DELABALE & SHIFTEH SALEHI)

(7/7 points)

Rappel : la valeur NA indiquée à la fin de chaque question correspond au nombre de réponses attendues.

Question W0.ITW2.1: what types of services are managed by this service management team? (NA=4)

☒ Internet☒ Mobile☒ TV☐ DSLAM☒ Mail

Question W0.ITW2.2: "the service management is performed in an end-to-end manner" means the team controls the services: (NA=1)

☒ as perceived by the customers ☐ as perceived by the operator☐ as perceived by the content providers

Question W0.ITW2.3: the services are categorized into two different classes of services. (NA=1)

☐ true☒ false

Question W0.ITW2.4: the services of the "light" class are characterized by (NA=1)

☒ a low priority

☐ a low resource consumption

☐ a high resource consumption

Question W0.ITW2.5: which components are used by the management team to monitor the quality of service? (NA=2)

☒ robots emulating the behavior of customers

☐ robots deployed on customer devices

☐ probes emulating the behavior of customers

☒ probes deployed on customer devices



Question W0.ITW2.6: the service management team uses different test benches, in order to (NA=1)

☒ check an incident and make sure it is not a false alert ✓

☐ determine and adjust the class of a given service

☐ filter and prioritize alarms

Question W0.ITW2.7: what is the main role of the ticketing system? (NA=1)

☐ to make a reservation of transportation tickets

☒ to keep track of issues, their solving, and relevant information ✓

☐ to share information amongst management teams