Exam Code: 646-227

Exam Name: Lifecycle Services Advanced IP

Communications

Vendor: CISCO

Version: DEMO

Part: A

1: Which task is required to identify a problem when performing the Problem Management service component?

A.Take a Support Call

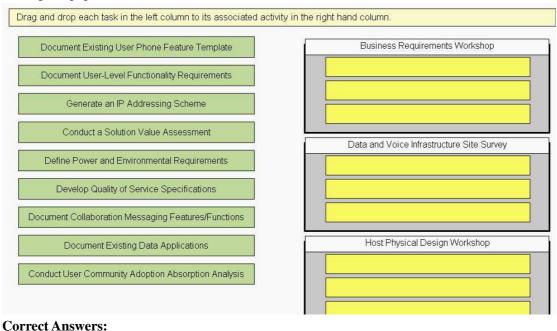B.Record Events as Incidents Within a Ticketing System
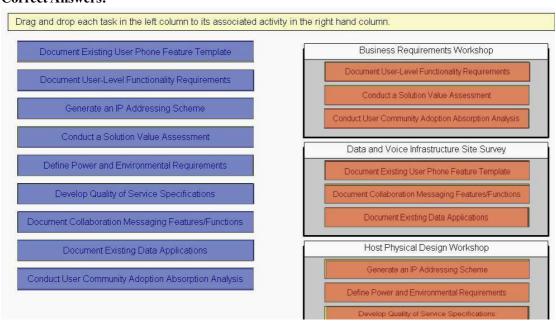
C.Escalate the Incident to Priority 1

D.Determine if Incident Will Become a Problem

E.Identify Reoccurring Incidents

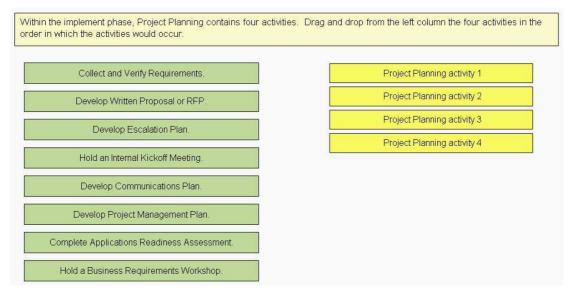**Correct Answers: E**

2: Drag Drop question

Drag and drop each task in the left column to its associated activity in the right hand column.

Left column tasks:
- Document Existing User Phone Feature Template
- Document User-Level Functionality Requirements
- Generate an IP Addressing Scheme
- Conduct a Solution Value Assessment
- Define Power and Environmental Requirements
- Develop Quality of Service Specifications
- Document Collaboration Messaging Features/Functions
- Document Existing Data Applications
- Conduct User Community Adoption Absorption Analysis

Right hand column activities:
- Business Requirements Workshop
- Data and Voice Infrastructure Site Survey
- Host Physical Design Workshop

Correct Answers:

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Data and Voice Infrastructure Site Survey
- Document Existing User Phone Feature Template
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- Document Existing Data Applications

Host Physical Design Workshop
- Generate an IP Addressing Scheme
- Define Power and Environmental Requirements
- Develop Quality of Service Specifications

3: Within which phase would you find information about managing system trouble?

A.Prepare

B.Plan

C.Implement

D.Operate

E.Optimize

Correct Answers: D

4: Which two are phases of a project life cycle? (Choose two.)

A.Plan

B.Business Requirements Definition

C.Network Readiness Assessment

D.Operational Readiness Assessment

E.Design

Correct Answers: A E

5: Drag Drop question

Within the implement phase, Project Planning contains four activities. Drag and drop from the left column the four activities in the order in which the activities would occur.

Collect and Verify Requirements.

Develop Written Proposal or RFP.

Develop Escalation Plan.

Hold an Internal Kickoff Meeting.

Develop Communications Plan.

Develop Project Management Plan.

Complete Applications Readiness Assessment.

Hold a Business Requirements Workshop.

Project Planning activity 1

Project Planning activity 2

Project Planning activity 3

Project Planning activity 4

Correct Answers:

Collect and Verify Requirements.		Develop Project Management Plan.
Develop Written Proposal or RFP.		Develop Escalation Plan.
Develop Escalation Plan.		Develop Communications Plan.
Hold an Internal Kickoff Meeting.		Hold an Internal Kickoff Meeting.
Develop Communications Plan.		
Develop Project Management Plan.		
Complete Applications Readiness Assessment.		
Hold a Business Requirements Workshop.		

6: Which three tasks in the implement phase are contained in the IPC Project Plan template? (Choose three.)

A.Develop Backup/Recovery Plan

B.Log Network Events

C.Define and Document Project Scope

D.Determine Project Schedule

E.Determine Vertical Approach and Strategy

F.Identify Risks and Risk Mitigation Plans

Correct Answers: C D F

7: Within the prepare phase, which two tasks are required to begin the prepare for business requirements workshop activity? (Choose two.)

A.Document User-Level Functionality Requirements

B.Document Vertical Business Initiatives Requirements

C.Identify key stakeholders for the Business Requirements Development Workshop

D.Conduct a Solution Value Assessment

E.Send Invitations

F.Document Corporate Business Initiatives Requirements

Correct Answers: C D

8: Upon which critical tool do the identify incident and identify problem activities rely?

A.Trouble Ticketing System

B.Continuous Improvement Plan

C.Performance and Event Monitor

D.Operations Incentive Program Tool

Correct Answers: A

9: Which phase includes managing the system in ongoing operations mode, system administration and backup, asset management, and scheduled maintenance?

A.Plan
B.Design
C.Implement
D.Operate
E.Optimize
Correct Answers: D

10: Which template or tool is used for each task in performing a Network Readiness Assessment on data and voice infrastructure activity?
A.Capacity Indicators
B.Site Survey
C.Validation Survey
D.Installation Guide
E.Opportunity Incentive Tool
Correct Answers: B