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Exam : 350-060

Title : CCIE SP Operations Written Exam

Version : DEMO

1. Certain tools conduct ongoing polling of a network device or managed system to determine its status and availability, and they generate an alert (event) for any exceptions that require a response or action. According to ITIL® v3 framework, which type of monitoring do these tools perform?

- A. passive
- B. active
- C. reactive
- D. proactive

Answer: B

2. According to ITIL® v3 framework, tools designed to detect and correlate alerts or communications that have been directed to a listening device or monitoring agent are performing which type of monitoring?

- A. passive
- B. active
- C. reactive
- D. proactive

Answer: A

3. According to ITIL® v3 framework, what type of Service Operational Management process monitors all managed occurrences within the managed network environment allowing for normal operation?

- A. incident
- B. configuration
- C. event
- D. problem

Answer: C

4. According to ITIL® v3 framework, which type of service operational management process is used to restore service as soon as possible to minimize operational impact through the managed network environment?

- A. incident
- B. problem
- C. event
- D. configuration

Answer: A

5. According to ITIL® v3 framework, which type of service operational management process involves root-cause analysis to identify and resolve the cause of events and incidents that impact the managed network environment?

- A. incident
- B. configuration
- C. event
- D. problem

Answer: D