



Cisco

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Cisco Lifecycle Services Express (LCSE)

QUESTION: 111

Which two tasks are executed in the change management service component with the operate phase. (choose two)

- A. Identify key tasks and activities for problem management
- B. Account for all system assets and configurations
- C. Define software fix /upgrade process
- D. Establish escalation notification plan
- E. Develop the migration plan

Answer: B, C

QUESTION: 112

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QUESTION: 113

In the implement phase, solution implementation involves which of the following task?

- A. Analyze high-level design and technology requirements of the customer
- B. Perform preliminary Site Assessment
- C. Configure core products
- D. Execute test cases

Answer: C

QUESTION: 114

Which of the following is a key objective of operations readiness assessment in the plan phase?

- A. Assess the ability of site facilities to accommodate the proposed solution
- B. Assess existing network infrastructure and applications to verify its ability to support the proposed system
- C. Assess the current state of operations and network management infrastructure, including people, processes, and tools, to identify issues and opportunities
- D. Install and test system components in a nonproduction environment

Answer: C

QUESTION: 115

In the operate phase, the task of analyzing process exceptions belongs to which service component?

- A. Problem Management
- B. Service Assurance
- C. Change Management
- D. Incident Management
- E. Security Administration

Answer: B

QUESTION: 116

In the implement phase, the ongoing support hand-off meeting provides which of the following benefits?

- A. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
- B. Provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation
- C. Establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer's issues

D. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources

Answer: B

QUESTION: 117

Network readiness assessment is an important service component in the plan phase. Which task is part of network readiness assessment?

- A. Accounting for all advanced technology system assets and configurations
- B. Conducting a discovery workshop to gather data and initiate network implementation plan development
- C. Assessing current infrastructure and applications and their readiness to support proposed advanced technology system
- D. Documenting network availability and redundancy requirements
- E. Developing Site Readiness Assessment Report
- F. Conducting Operations Readiness Assessment

Answer: C

QUESTION: 118

Low level design, site readiness report, project management plan, network implementation plan, and systems acceptance test plan are pre-requisites for which service component in the design phase?

- A. Implementation Kick-off Meeting
- B. Staff Plan Development
- C. Staging Plan
- D. Project Kick-off
- E. Migration Plan Development
- F. Business Plan

Answer: E

QUESTION: 119

Developing a baseline network element configuration for networking and applications devices to be implemented in a network is a deliverable for which service component in the design phase?

- A. Detailed Design Development
- B. Systems Acceptance Test Plan Development
- C. Staging Plan
- D. Implementation Plan Development
- E. Project Kick-off

Answer: D

QUESTION: 120

Assessing the existing network infrastructure is a task conducted as part of which service component in the plan phase?

- A. Operations Readiness Assessment
- B. Detailed Design Development
- C. Solution Implementation
- D. Account Planning
- E. Network Readiness Assessment

Answer: E

QUESTION: 121

In the implement phase, project planning comprises which of the following tasks?

- A. Confirm project and milestone dates, as well as project and cutover roles and responsibilities
- B. Install, configure, and provision core products
- C. Update and document logical and physical topology maps and serial numbers
- D. Confirm deployment team, craft project plan, create communication and escalation plans

Answer: D

QUESTION: 122

Which two tasks are executed in the service assurance service component within the operate phase? (Choose two.)

- A. Analyze process exceptions
- B. Prepare a service readiness report
- C. Send internal/external surveys
- D. Review remediation plan from operational assessment

Answer: A, C

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