ITTEST

QUESTION & ANSWER

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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