



# ITTEST

## QUESTION & ANSWER

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**Exam : E20-920**

**Title : Cloud Services Expert Exam  
for Cloud Architects**

**Version : DEMO**

1.A company that provides cloud services has operation processes in place for service delivery.

The following information is desired:

- Measure consumption against available resources
- Track usage thresholds
- Produce usage trending reports

What type of process would provide this information?

- A. Incident Management
- B. Capacity Management
- C. Service Level Management
- D. Availability Management

**Answer: B**

**Explanation:**

## Common Operational Processes: Examples from ITIL

Service delivery

- Capacity management
- Service level management
- Availability management
- IT security management
- IT service continuity management

Example →

- Measure consumption against available resources
- Track usage thresholds
- Produce trending reports

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Automated capacity management capabilities offering the ability to track, report and predict capacity issues.

Reference

<https://www.emc.com/collateral/analyst-reports/h14744-state-of-it-transformation-english-financial.pdf?doMainUrlForCanonical=https%3A%2F%2Fwww.emc.com>

2.A company is designing their service catalog. They plan to manage access to offered services based on the job functions of their consumers.

What is this an example of?

- A. Role-based access control
- B. Single sign-on
- C. Security profiles
- D. Resource monitoring

**Answer: A**

**Explanation:**

## Catalog Characteristics: Role-Based

role-based ▾

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- Controls access and privileges
- Configuration and management option

### Developer Role Example

- More options and customization
- Support for application and service delivery
- Require capability to publish across tenants
- Showback
- Support multiple

### End User Role Example

- Simple choices that are relevant to their business
- Pricing/chargeback
- Restricted to single tenancy

3.An IT organization for a medium sized grocery retailer is considering adopting ITaaS. As a first step, they performed an inventory of all existing IT capabilities to determine the ones that could be offered as stand-alone services to their lines of business through a service catalog.

As a cloud architect on the IT team, what would you recommend?

- A. Patch Management
- B. Authentication
- C. Network
- D. Storage

**Answer:** A

4.You have been asked by a recently formed DevOps team to qualify the principles for Continuous Delivery.

Which method falls outside the practice of continuous delivery?

- A. Use component-based architecture
- B. Tie code releases to operational constraints
- C. Automate the delivery pipeline
- D. Deploy smaller code segments more often

**Answer:** C

5.DRAG DROP

A company has an incident process in place for the cloud services that they support.

What is the correct order of steps for an incident process?

Steps	Steps in Sequence
Adjust billing if a violation occurs with the service contract	Step 1
User attempts to resolve incident via the support knowledge base	Step 2
Incident detected	Step 3
Incident is assigned to first line support	Step 4
Track resource degradation and downtime	Step 5

**Answer:**

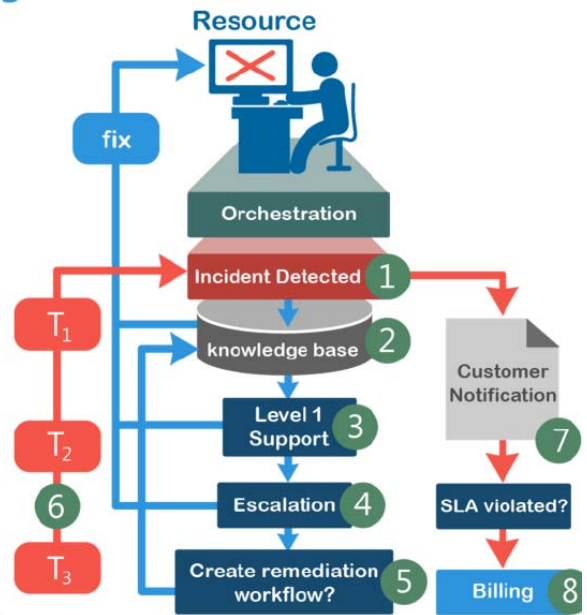
Steps	Steps in Sequence
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Incident detected	Step 3
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Track resource degradation and downtime	Step 5

**Explanation:**

- 1.- Incident detected.
- 2.- User attempts to resolve incident via the support base.
- 3.- Incident is assigned to first line support
- 4.- Track resource degradation and downtime
- 5.- Adjust Billing

## Example: Incident/Problem Process

- Incident detected
- Attempt to resolve via support knowledge base
- If unsuccessful, help desk - first line support specialists assigned
- If first line support can't resolve, incident escalated until resolution
- Incident reviewed and if warranted, create an automated remediation and add to knowledgebase
- Track resource degradation and downtime
- Notify user or customer
- Adjust billing in accordance with service contract if a violation occurs



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