



**640-760**

**Supporting Cisco Service Provider IP NGN Operations**

Q&A

DEMO Version

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Good studying!

Technical and Support Team  
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**QUESTION NO: 1**

**QUESTION NO: 2**

According to the ITIL® v3 framework, what triggers an incident?

- A. whenever a severity 3 incident is closed
- B. when the problem is identified as urgent
- C. when a problem is discovered during a change window
- D. when an outage is called into a service center

**Answer: D**

**QUESTION NO: 3**

According to the ITIL® v3 framework, what is the primary reason for implementing SLAs?

- A. Ensure accurate measurement of response times.
- B. Establish an open line of communication between the customer and the service provider
- C. Reduce network latency.
- D. Provide a legal contract between the customer and the service provider.

**Answer: D**

**QUESTION NO: 4**

Each syslog message has a numerical severity level assigned to generate error messages about software or hardware malfunctions. Which of these messages has the highest numeric severity level?

- A. Error
- B. Emergency
- C. Debug
- D. Critical
- E. Alert

**Answer: C**

**QUESTION NO: 5**

Which three of these methods can you use to back up a configuration running Cisco IOS Software Release 12.2 Mainline? (Choose three.)

- A. SNMP
- B. SFTP
- C. TFTP
- D. KRON
- E. SSH

**Answer: A,C,D**

#### **QUESTION NO: 6**

A router is causing problems in the network and you want to capture as much information as you can before you manually reload or power-cycle the router. What command would you type at the CLI of the router to capture information that would be lost when the router is rebooted?

- A. showcrashinfo
- B. showsyslog
- C. show tech-support
- D. show stacks
- E. show memory

**Answer: C**

#### **QUESTION NO: 7**

Which three steps are best practices in accurately documenting a network? (Choose three).

- A. Document separate Layer 2 and Layer 3 topologies.
- B. Document Layer 3 topology to include all switches and routers.
- C. Clearly document the port identifiers on all of the links.
- D. Clearly depict different routing domains with appropriate information such as the routing protocol and process number.
- E. Avoid defining router-id commands and loopbacks in the router label.
- F. Use connectivity details of all layers of the OSI model in diagrams.

**Answer: A,C,D**

#### **QUESTION NO: 8**

Which three steps would you use to troubleshoot a performance-related problem in the network core? (Choose three.)

- A. define problem
- B. analyze problem
- C. determine affected users
- D. create action plan
- E. verify service-level requirements

**Answer: A,B,D**

#### **QUESTION NO: 9**

Which two steps are best practices to be followed while documenting a network. (Choose two.)

- A. Use proper icons for different devices in the network.
- B. Use different colors and widths for denoting different links of different bandwidth.
- C. Use same icons for all types of routers and switches in the network.
- D. Avoid defining the router-id in the router label.
- E. Use connectivity details of all layers of the OSI model in diagrams.

**Answer: A,B**

#### **QUESTION NO: 10**

What is the advantage of using a passive monitoring technique?

- A. does not require continuous measurement of traffic types
- B. measures application-specific parameters per traffic classes
- C. identifies issues and bottlenecks before they occur
- D. no interference with live traffic

**Answer: A**