

Exam : Cisco 650-059

Title : LCSARS Cisco Lifecycle Services
Advanced Routing and Switching

Update : Demo

1. Which two of these activities comprise the problem management service component in the operate phase? (choose two.)

- A. send a replacement module
- B. schedule a maintenance window
- C. manage the problem
- D. identify the problem
- E. confirm roles and responsibilities

Answer: CD

2. Identify a customer support model for the solution is an activity that is part of which service component in the plan phase?

- A. operations readiness assessment
- B. planning project kickoff (deployment project management)
- C. operations plan development
- D. system requirements validation

Answer: A

3. Which three of these service components are included in the optimize phase? (choose three.)

- A. change management
- B. security administration
- C. technology assessment
- D. operations assessment
- E. operations readiness assessment
- F. security assessment

Answer: CDF

4. Utilizing a trouble ticketing system to track problems is a part of which service component in the operate phase?

- A. operations setup

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- B. change management
 - C. problem management
 - D. systems monitoring

Answer: C

5. Execute the systems acceptance test plan is an activity that is part of which service component in the implement phase?

- A. phased implementation
- B. acceptance testing
- C. staff training
- D. full system migration

Answer: B

6. Which of these best describes the actions you would take during the technology strategy development service component?

- A. analyze the customer`s business requirements and recommend the appropriate technologies to meet those business requirements.
- B. identify the customer`s business requirements for the proposed solution.
- C. address the customer`s physical site requirements.
- D. determine the appropriate end user training needed for the technology solution.

Answer: A

7. During which implement phase service component would you perform a re-cap of the solution implementation inorder to elicit customer feedback?

- A. select fault management tools and products
- B. operations setup
- C. project closeout
- D. change management

Answer: C

8. Review both the business and technical requirements is an activity that is part of which service component in the prepare phase?

- A. business case development
- B. customer education
- C. high level design development
- D. account planning

Answer: A