DUMPSQUEEN

Cloud Services Expert Exam for Cloud Architects

EMC E20-920

Version Demo

Total Demo Questions: 10

Total Premium Questions: 108

Buy Premium PDF

dumpsqueen.com

QUESTION NO: 1 - (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?

Select and Place:

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
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
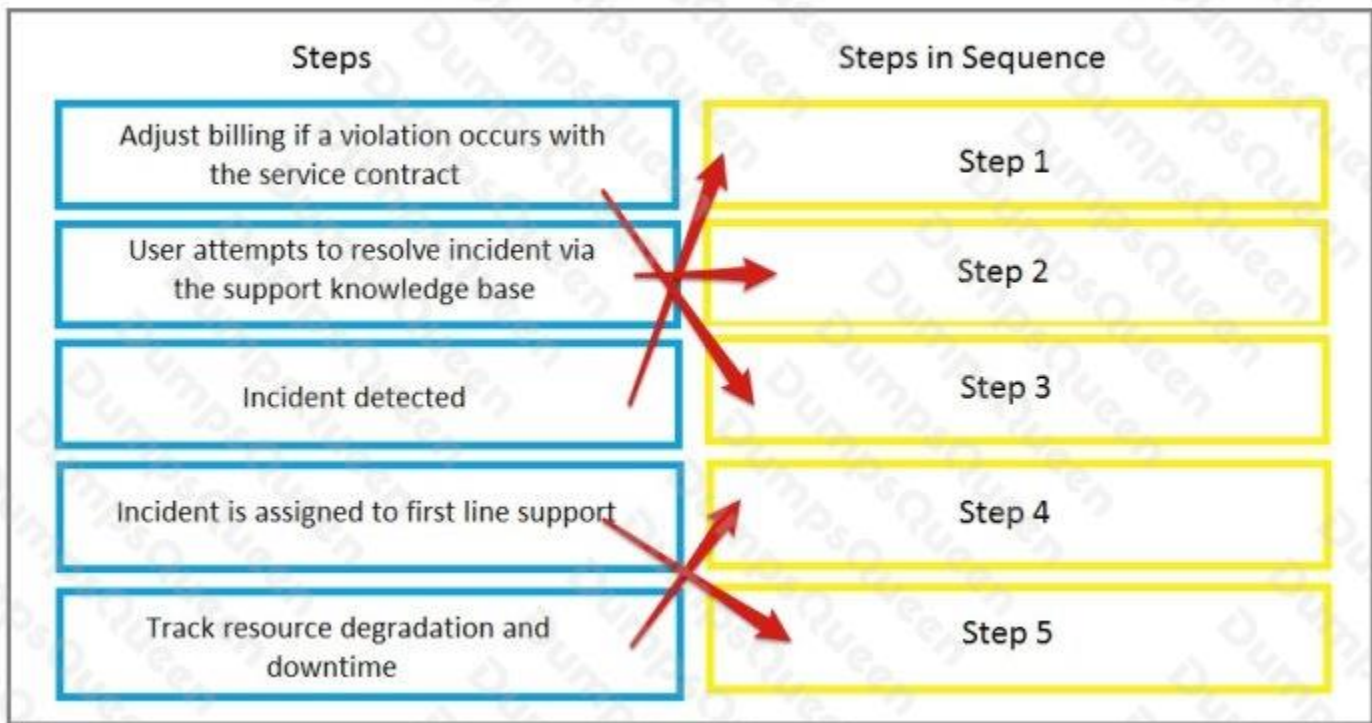
QUESTION NO: 2

What is the most important goal of an IT transformation to the cloud?

A. IT operates more efficiently and at less cost

B. IT should be more responsive and agile

C. IT is aligned to business outcomes and demonstrates value

D. IT should be a broker for external services

ANSWER: A

QUESTION NO: 3

You have been approached by a company to recommend a service model given the following economic drivers:

In addition, developers would like independent control to test and provision their own environments.

What is the most appropriate service model to recommend?

A. PaaS

B. BaaS

C. IaaS

D. SaaS

ANSWER: C

QUESTION NO: 4

The principles of Autonomy, Abstraction, Discoverability, Composability, and Reusability are all principles of what?

A. Application profiling

B. Service characteristics

C. Delivery models

D. Service inventory

ANSWER: B

QUESTION NO: 5

The CTO of a company has engaged your services to transform the IT department to run ono pre-assembled infrastructure. As the internal team lacks experience in this field, they are searching for simple infrastructure solution which IT can place in a single cloud layer on.

Which infrastructure solution would you direct them towards?

A. Converged infrastructure blocks

B. Turn-key racks

C. Application system racks

D. Web-scale appliances

ANSWER: B

QUESTION NO: 6

An organization is currently virtualized, and the CIO is planning for the transition to ItaaS. They are striving to make significant changes to internal IT processes and policies in order to streamline operations, and to improve service levels by deploying automation and orchestration tools.

What is the most important consideration when choosing the orchestration tool?

A. Verify that the compute, storage and network element management tools can gather the required data for centralized management

B. Allow the chargeback tool to integrate with external service provider infrastructure for unified cost charging

C. Integrate with existing heterogeneous IT management tools including service desk, service catalog, performance monitoring and reporting

D. Allow addition of more IT services to the service catalog to meet the business demands

ANSWER: D

QUESTION NO: 7

An organization is categorizing their existing services against service characteristics to determine how ready each one might be for the catalog. Part of this effort involves looking at the following three attributes for each service characteristic: considerations, benefits, and tradeoffs.

What attributes correspond to the following characteristics: Loosely Coupled, Idempotent, and Service Contract?

A. Consideration: late or dynamic binding of servicesBenefit: development and implementation cost reductionTradeoff: complexity grows as number of services increases

B. Consideration: late or dynamic binding of servicesBenefit: improves reliability and scaleTradeoff: high degree of cooperation and agreement of design standards and conventions

C. Consideration: standardized service contracts and metadata definitionsBenefit: improves reliability and scaleTradeoff: complexity grows as number of services increases

D. Consideration: standardized service contracts and metadata definitionsBenefit: development and implementation cost reductionTradeoff: high degree of cooperation and agreement of design standards and conventions

ANSWER: B

QUESTION NO: 8

A company is assessing the cloud maturity of their existing capabilities. Which components should be analyzed to establish the baseline maturity?

A. Self-service, broad network access, resource pooling, rapid elasticity, measured service

B. Service catalog, plenty of bandwidth, virtualization, software defined networks, software defined storage

C. SLA, SaaS, PaaS, IaaS

D. Self-service, broad network access, measured service, SLA

ANSWER: A

QUESTION NO: 9

An organization is considering migrating from their traditional IT stack to ITaaS. The organization wants to use service catalog and chargeback to help reduce IT waste. The organization does not have the in house knowledge, people, or budget

to fully implement the service catalog in short-term. However, they have decided to commit to the transition and want to see results within twelve months.

What are the first three steps you should recommend?

A. 1: Create a cross-functional scrum team to meet every week2: Organize an application assessment3: Organize a service inventory analysis

B. 1: Create a cross-functional scrum team to meet every day2: Organize a workload analysis3: Organize an application assessment

C. 1: Create a cross-functional cloud team to meet every day2: Organize a service inventory analysis3: Organize an orchestration assessment

D. 1: Create a cross-functional cloud team to meet every week2: Organize a workload analysis3: Organize a service inventory analysis

ANSWER: D

QUESTION NO: 10

A mobile company has processes in place for service support. One process facilitates collaboration and is a placeholder for functional requests; another process contains metadata on systems, network, and software. What types of processes are these?

A. Configuration Management and Incident Management

B. Change Management and Release Management

C. Change Management and Incident Management

D. Configuration Management and Release Management

ANSWER: D