

# 640-760

## Cisco

### Supporting Cisco Service Provider IP NGN Operations (SSPO)

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<b>Exam Name:</b>	<b>Supporting Cisco Service Provider IP NGN Operations (SSPO)</b>		
<b>Exam Type:</b>	<b>Cisco</b>	<b>Exam Code:</b>	<b>640-760</b>
<b>Certification:</b>	<b>CCNA Service Provider Operations</b>	<b>Total Questions:</b>	<b>70</b>

**Question: 1**

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: 2**

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: 3**

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: 4**

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, E**

**Question: 5**

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. Show syslog
- C. Show tech-support
- D. Show stacks

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E. Show memory

**Answer: C**

**Question: 6**

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: 7**

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: B, C, E**

**Question: 8**

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: 9**

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: D**

**Question: 10**

The command below was executed on a Cisco 12000 Series Router running Cisco IOS XR. Which statement is true about the output of the command?

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