

# 646-228

## Cisco

### *Lifecycle Services Advanced IP Communications (LSAIPC)*

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**QUESTION 1**

Which two operations technology strategy development activities within the prepare phase are performed recommending people, processes and tools supporting the operations and management of a system to the customer?

- A. Define the requirements for monitoring service-level measurements
- B. Identify and assess the operational requirements that address and meet the business objectives and goals of the customer
- C. Examine and evaluate existing operations and network management process flows and existing operations and network management designs
- D. Define and document the appropriate service-level requirements associated with availability, capacity and security that correlate within the technology service delivery goals
- E. Analyze documented business and technology requirements of the customer

Answer: B,E

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**QUESTION 2**

During the plan phase, which template is used during the assess and document infrastructure requirements for the proposed solution task?

- A. IPC Project Plan
- B. Operational Assessment Checklist
- C. Vertical Industry Snapshots
- D. Site Requirements Specification Document
- E. Staging Plan

Answer: D

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**QUESTION 3**

Network readiness assessment is an important service component in the plan phase. Which task is part of network readiness assessment?

- A. Conducting Operations Readiness Assessment
- B. Developing Site Readiness Assessment Report
- C. Documenting network availability and redundancy requirements
- D. Conducting a discovery workshop to gather data and initiate network implementation plan development
- E. Accounting for all advanced technology system assets and configurations
- F. Assessing current infrastructure and applications and their readiness to support proposed advanced technology system

Answer: F

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**QUESTION 4**

The planning workshop and internal kickoff meeting is an interactive session to clarify high-level requirements, set expectations and define the project environment through activities. Which three activities are performed during the planning workshop? (Choose three.)

- A. Development of strategies for training and for network monitoring and support
- B. Review account history
- C. Determine resource requirements and the organization's readiness for change
- D. Designate project management office (PMO) and governance framework and structure.

Answer:

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**QUESTION 5**

In the implement phase, the ongoing support hand-off meeting provides which of the following benefits?

- A. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
- B. Improves customer satisfaction by ensuring a productive operations environment of systems and processes; and minimizes the time it takes to migrate the customer into an automated and process-oriented environment, realizing productivity benefits from operations resources
- C. Establishes both an ongoing review process to ensure that issues are addressed promptly and that the partner can assess and position service activities proactively and a communications mechanism to help the partner maintain awareness of the customer's issues
- D. Provides the customer with necessary reactive break-fix services required for daily operation of the network, the availability of reactive break-fix services being a requirement for customer acceptance of the implementation

Answer: D

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**QUESTION 6**

Which activity is important for all helpdesk, admin and operations staff to attend?

- A. The Project kickoff meeting
- B. IP Addressing Scheme Workshop
- C. Informal Basic Training
- D. Solution Security Configuration Review
- E. System Design Workshop

Answer: C

**QUESTION 7**

In the design phase, which tasks is conducted during the host physical desing workshop activity?

- A. Finalize legacy integration including Legacy Voice, Data and Active Directory
- B. Design Dial Plan Architecture and Emergency call Routing
- C. Develop Quality of Service Specifications
- D. Define Message Store Options and sizing
- E. Identify Network Management Design Objectives

Answer: C

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**QUESTION 8**

Which three business case development activities within the prepare phase are performed providing financial justification and business benefits for the customer to review and evaluate before investing in the technology? ( Choose three)

- A. Present Business Requirements
- B. Review Business and technical requirements of the customer
- C. Review High-level Design
- D. Develop a financial analysis
- E. Collect and Verify project Management budgetary requirements
- F. Document and present project management budgetary requirements

Answer: B,C,D

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**QUESTION 9**

Which two tasks are performed during the technical strategy meeting within the prepare phase? (Choose two.)

- A. Document Security Requirements for overall System and contact Center
- B. Document System-Level Functionality Requirements
- C. Map defined business Requirements to the customer's current and future technology projects
- D. Document Logical-Level Functionality Requirements
- E. Provide audience with a Vision of IPC current and future capabilities

Answer: A,C

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**QUESTION 10**

Which two are phases of a project life cycle? (Choose two)

- A. Plan
- B. Business Requirements Definition
- C. Operational Readiness Assessment

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