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1 / 5

Exam : **E20-918**

Title : IT-as-a-Service Expert
Exam for Cloud Architects

Version : DEMO

1.-- Exhibit -

Scenario 1

An IT department has defined 50 Service Offerings in their service catalog to satisfy the application developers. Many of the variants have only been deployed a small number of times. A "big data" platform is offered and being actively utilized by a team of data scientists.

All services are sourced from within the private cloud. The developers are able to customize the platform's compute, storage, protection and network configuration upon instantiation. They can also provision additional resources after the initial instantiation through an upgrade service within the catalog. Because of the culture of the organization, no chargeback mechanism is implemented.

Within six months, IT experiences these problems:

(a). Application developers are complaining of poor and inconsistent performance

(b). Resource utilization has far exceeded expectations

(c). The environment has become very complex

(d). Since the resource pools are shared throughout the organization, IT has been unable to identify usage patterns, making capacity planning very difficult

-- Exhibit -

Refer to Scenario 1.

What can the IT department do to resolve problem (c)?

A. Implement a showback mechanism to influence consumer behavior when choosing specific resources

B. Reduce resource contention between application developers and data scientists by using separate resource pools

C. Offload the "big data" IaaS platform to a public service provider

D. Standardize on a subset of offerings to meet the needs of most developers and minimize the number of customization options

Answer: D

2.-- Exhibit -

Scenario 1

An IT department has defined 50 Service Offerings in their service catalog to satisfy the application developers. Many of the variants have only been deployed a small number of times. A "big data" platform is offered and being actively utilized by a team of data scientists.

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-- Exhibit -

Refer to Scenario 1.

What can the IT department do to resolve problems (b) and (d)?

A. Meter usage patterns and implement a showback mechanism to influence consumer behavior when choosing specific resources

B. Standardize on a subset of offerings to meet the needs of most developers and minimize the number of customization options

C. Decrease the number of IaaS offering variations and customization options

D. Reduce resource contention between application developers and data scientists by using separate resource pools

Answer: A

3.-- Exhibit -

Scenario 1

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-- Exhibit -

Refer to Scenario 1.

What can the IT department do to address problem (a)?

A. Offer additional, larger resource platform options to the developers

B. Reduce resource contention between application developers and data scientists by using separate resource pools

C. Communicate appropriate SLAs that are realistic given the demand and resources available

D. Standardize on a subset of offerings to meet the needs of most developers and minimize the number of customization options

Answer: B

4.You have been hired by a large, global manufacturing company to conduct a consolidation assessment. During discussions with the local employees, you document which applications are most important to the business. You also gather and document key performance metrics. You find:

-Some applications are rarely used -Mission critical applications require 99.99% uptime to meet the SLAs -Corporate email is proprietary and confidential information -Certain applications must comply with country specific regulations

What should you use to determine proper application placement?

A. Workload analysis for right-sourcing

B. Application level gap analysis

C. Cloud security alliance controls matrix

D. Cloud services assessment

Answer: A

5.A commercial bank is beginning its journey to IT-as-a-Service (ITaaS), and has employed a Cloud Architect to assist them. The architect completes an assessment of the current environment and a list of final requirements is being generated.

What should the Cloud Architect recommend as the next step?

A. A gap analysis to compare the current state to the enterprise goals and IT strategic goals

B. A controls matrix to evaluate GRC vulnerabilities

C. A Balanced Scorecard to identify risks from the current state

D. Right-sourced workloads to look at applications and where to put them

Answer: A

6.A large hospital is beginning its journey to IT-as-a-Service (ITaaS), and has employed a Cloud Architect to assist them. The architect has completed an assessment of the current environment and performed a gap analysis.

What should the Cloud Architect recommend to determine if business activities are aligned with strategic vision?

A. Right-sourced workloads

B. ITaaS Organizational Readiness Assessment

C. A Balanced Scorecard

D. A controls matrix

Answer: C

7.An advertising firm is using a Customer Relationship Management SaaS solution. The SaaS provider has deployed load balancers to distribute users between multiple application servers. User login states are preserved in the load balancer. The load balancer is configured to direct each user to the same application server whenever the user logs in again. If the server is down or unavailable, the user's login request is rejected.

Although the company is very happy with the SaaS cost savings some users are complaining about application availability. To improve application scalability the SaaS provider provisioned additional servers for the environment. Some users, however, are still experiencing rejected logins.

Which service characteristic should the SaaS provider implement to improve the user log-on reliability and scale application performance?

A. Stateless

B. Stateful

C. Autonomy

D. Abstraction

Answer: A

8.A government department has developed an efficient and elastic software development environment that can be used as a cloud services offering. The department is actively marketing the capability to other government agencies. The other agencies are evaluating this service offering and are concerned about

identity compliance.

What can the department do to alleviate concerns about trust within their service offering?

A. Establish a single sign-on capability in the cloud and federate with each subscribing agency using strong authentication policies and end-point access control.

B. Harden the cloud service infrastructure stack. Use geographic location to ensure agencies can only access servers that host their development environment.

C. Identify the confidentiality, integrity and availability requirements for agency data. Use rights management software to restrict access to the agency's own data.

D. Provide a self-service portal with role-based authentication. Require users to re-authenticate every 30 minutes.

Answer: A

9.A Cloud Architect is reviewing a biotech company's IT decision making processes in preparation of implementing an ITaaS cloud. The IT department has a history of implementing technologies and solutions that don't meet the needs of the enterprise.

What design criteria would solve this problem?

A. Services should align to business objectives and be implemented through orchestration

B. Services should align to the overall IT strategy and be placed in a service catalog

C. Services should align to business objectives and be placed in a service catalog

D. Services should align to the overall IT strategy and be implemented through orchestration

Answer: C

10.A large marketing company would like to reduce IT costs and increase innovation. To achieve these goals, they would like to transform their current IT environment into an ITaaS cloud. You, the cloud architect, interview the IT personnel and discover the following:

-The company does not store information about their virtual server environment in a configuration

management database. -The network security software is inadequate to protect from either internal or external attacks. -There is no ability to gather information about standardized services offerings, self-service

provisioning, or usage of the IT environment.

Where would you document your findings?

A. Technology gaps report

B. Service gaps report

C. Orchestration gaps report

D. Automation gaps report

Answer: A