

DUMPS ARENA

Cloud Services Expert Exam for Cloud Architects

EMC E20-920

Version Demo

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QUESTION NO: 1

An organization is deploying services in an existing private cloud. The lines of business have concerns about service performance in planned services. How should IT address these performance concerns?

- A. Cloud architect defines appropriate performance in the cloud design.
- B. Service manager defines appropriate performance in the SLA.
- C. Cloud administrator defines appropriate performance in the SLA.
- D. Cloud administrator defines appropriate performance in the cloud design.

ANSWER: D**QUESTION NO: 2 - (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:**Answer Area**

Automated remediation created and added to known error database

Incident is assigned to first line support

Adjust billing if a violation occurs with the service contract

Incident resolution developed

User attempts to resolve incident via the support knowledge base

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

ANSWER:**Answer Area****Automated remediation created and added to known error database****Incident is assigned to first line support****Adjust billing if a violation occurs with the service contract****Incident resolution developed****User attempts to resolve incident via the support knowledge base****User attempts to resolve incident via the support knowledge base****Incident is assigned to first line support****Incident resolution developed****Automated remediation created and added to known error database****Adjust billing if a violation occurs with the service contract****QUESTION NO: 3**

What key features do Web Scale infrastructure and applications share that contribute to their success?

- A. Intelligent hyper-optimized applications, clustered architecture, low OPEX, and HA design
- B. HA design, distributed architecture, low OPEX, and design for failure
- C. Clustered architecture, design for failure, HA design, and intelligent hyper-optimized applications
- D. Design for failure, intelligent hyper-optimized applications, distributed architecture, and low OPEX

ANSWER: C**QUESTION NO: 4**

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: 5

A company plans to offer CRM, CDN, and ERP services. According to NIST, which services categories correspond to these offerings?

- A. CRM: PaaS; CDN: PaaS; ERP: IaaS
- B. CRM: IaaS; CDN: IaaS; ERP: SaaS
- C. CRM: IaaS; CDN: SaaS; ERP: PaaS
- D. CRM: SaaS; CDN: IaaS; ERP: SaaS

ANSWER: D

QUESTION NO: 6

A European company has been providing web services within their private cloud. They now wish to make these web services available globally by using a public cloud provider. You are hired as a cloud architect to help them with this transition. In your analysis, you find that a different hypervisor is being used by the public cloud provider.

As the enterprise elastically provisions resources, what is a possible solution if the hypervisors are different?

- A. Modify the access role in the current service template to allow connection to the public cloud
- B. Recalibrate the current service template and deploy it in the public cloud
- C. Define a different service template to deploy in the public cloud
- D. Use a second service catalog to deploy the existing service template in the public cloud

ANSWER: D

QUESTION NO: 7

A company has an IT organization that is separated into teams that support different underlying technologies. Each team has its own budget and manages its own tools. They have a clear understanding of current performance, capacity, and events. Team response to assigned help desk tickets is satisfactory.

The company intends to deploy a private cloud and provide services to internal customers. What service operation management challenge may this company face?

- A. Inability to provide accurate pricing models
- B. Inability to calculate fixed costs
- C. Time consuming root cause analysis
- D. Lack of control over service placement

ANSWER: D

QUESTION NO: 8

You have been hired by a large, global manufacturing company to help them plan for cloud services.

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. Application level gap analysis
- B. Cloud security alliance controls matrix
- C. Cloud services assessment
- D. Workload analysis for right-sourcing

ANSWER: A

QUESTION NO: 9

An IT organization wishes to adopt ITaaS to offer services to customers. What should the organization consider when designing services?

- A. Manage the entire service lifecycle with the goal of zero-touch orchestration and service installation
- B. Use different service template for different business units to design all the services to be offered
- C. Ensure services are tightly coupled so that each service operates effectively
- D. Ensure that each service has dedicated resources available all the time in the resource pool

ANSWER: B

QUESTION NO: 10

An organization is deploying services in a private cloud. Consumers are calling IT because they are seeing performance issues within the deployed services. How should IT troubleshoot and identify these performance issues?

- A. Cloud administrator uses the monitoring tools
- B. Service manager uses the monitoring tools
- C. Cloud architect uses the metering tools
- D. Cloud administrator uses the metering tools

ANSWER: B