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QUESTION NO: 1

Quality of service is analyzed at which service component within the Cisco Unified Communications plan phase?

- A. Network Readiness Assessment
- B. Application Readiness Assessment
- C. Site Readiness Assessment
- D. Operation Readiness Assessment

Answer: A

QUESTION NO: 2

Which optimize phase service component assesses the current state of the network management infrastructure of a customer to identity issues and opportunities that lead to recommendations for improving the ability to manage their Cisco Unified Communications system?

- A. Deployment Assessment
- B. Technology Assessment
- C. Security Assessment
- D. Operations Assessment

Answer: D

QUESTION NO: 3

Which statement most accurately describes the account planning service component in the prepare phase for Cisco Unified Communications?

A. It performs a detailed financial analysis, including current phone network costs, training, and return of investment.

B. It researches unique challenges and conducts competitive analysis to determine a vertical approach and strategy.

C. It identifies the key players, high-level solution requirements, timelines, and scope of the opportunity.

D. It provides the partner with information regarding customer acceptance of the new solution.

Answer: B

QUESTION NO: 4

Which phase includes conducting Cisco Unified Communications network traffic analysis and capacity planning in order to ensure high availability?

- A. Design
- B. Prepare
- C. Maintain
- D. Optimize

Answer: D

QUESTION NO: 5

Which two of the following activities are included in the Cisco Unified Communications staff development? Select two.

- A. Collect Cisco Unified Communications Training Materials
- B. Develop Job Role Training Requirement
- C. Request for Training Budget
- D. Develop Curriculum Map
- E. Develop Informal Basic Training

Answer: B,D

QUESTION NO: 6

Which Service component in Cisco Unified Communications operate phase identifies and solves reoccurring incidents by analyzing incident trends to identify patterns and systemic conditions?

- A. problem Management
- B. incident Management
- C. Change Management
- D. Systems Monitoring

Answer: A

QUESTION NO: 7

Which service component in the design phase describes developing a detailed, sitE.specific plan for implementing the new technology system or solution?

A. Implementation Plan Development

- B. Detailed Design Development
- C. Systems Acceptance Test Plan Development
- D. Staging Plan Development

Answer: A

QUESTION NO: 8

The final documentation that records detailed implementation information for customers, including specific design requirements, are delivered at which server component within the Cisco Unified Communications implement phase?

- A. ProjectCloseout
- B. As-Built Documentation
- C. Operations Setup
- D. Post-Implementation Support Handoff Meeting

Answer: B

QUESTION NO: 9

Which service component in the plan phase evaluates the readiness of your current facilities infrastructure to support Cisco Unified Communications system development?

- A. Network Readiness Assessment
- B. Operation Readiness Assessment
- C. Site Readiness Assessment
- D. Application Readiness Assessment

Answer: C

QUESTION NO: 10

Which of the following three service requirements are included in the Cisco Unified Communications optimize phase? Select three.

- A. Business Case Alignment
- B. Security Assessment
- C. Incident management
- D. Operations Readiness Assessment
- E. Technology Assessment