

**Cisco 640-760**

**Supporting Cisco Service Provider IP NGN Operations  
(SSPO)  
Version: 5.5**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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,D**

**Explanation:**

**QUESTION NO: 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. show crashinfo
- B. show syslog
- C. show tech-support
- D. show stacks
- E. show memory

**Answer: C**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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: A,B,D**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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?

```
RP/0/9/CPU0:GSR-1#show ip route
```

Codes: C - connected, S - static, R - RIP, M - mobile, B - BGP  
 ^ D - EIGRP, EX - EIGRP external, O - OSPF, IA - OSPF inter area  
 ^ N1 - OSPF NSSA external type 1, N2 - OSPF NSSA external type 2  
 ^ E1 - OSPF external type 1, E2 - OSPF external type 2, E - EGP  
 ^ i - ISIS, L1 - IS-IS level-1, L2 - IS-IS level-2  
 ^ ia - IS-IS inter area, su - IS-IS summary null, \* - candidate default  
 ^ U - per-user static route, o - ODR, L - local, A - access/subscriber

Gateway of last resort is not set

```
O 2.2.2.2/32 [110/301] via 71.44.1.66, 2w2d, TenGigE0/1/1/0
O E2 10.3.3.3/32 [110/1] via 71.44.1.66, 2d22h, TenGigE0/1/1/0
O E2 10.3.3.23/32 [110/1] via 71.44.1.66, 2d22h, TenGigE0/1/1/0
C 10.10.20.0/24 is directly connected, 5w2d, MgmtEth0/9/CPU0/0
L 10.10.20.21/32 [0/0] via 10.10.20.21, 5w2d, MgmtEth0/9/CPU0/0
L 10.10.20.29/32 is directly connected, 5w2d, MgmtEth0/9/CPU0/0
L 71.44.0.55/32 is directly connected, 2w2d, Loopback10
O 71.44.0.75/32 [110/101] via 71.44.1.66, 2w2d, TenGigE0/1/1/0
O 71.44.0.95/32 [110/201] via 71.44.1.66, 2w2d, TenGigE0/1/1/0
O 71.44.0.99/32 [110/401] via 71.44.1.66, 1w1d, TenGigE0/1/1/0
C 71.44.1.66/31 is directly connected, 2w2d, TenGigE0/1/1/0
L 71.44.1.67/32 is directly connected, 2w2d, TenGigE0/1/1/0
O 71.44.1.166/31 [110/65935] via 71.44.1.66, 1w1d, TenGigE0/1/1/0
O 71.44.1.168/31 [110/400] via 71.44.1.66, 1w1d, TenGigE0/1/1/0
O 71.44.1.170/31 [110/300] via 71.44.1.66, 2w2d, TenGigE0/1/1/0
O 71.44.1.180/31 [110/200] via 71.44.1.66, 2w2d, TenGigE0/1/1/0
L 127.0.0.0/8 [0/0] via 0.0.0.0, 5w2d
O E2 172.24.45.0/25 [110/1] via 71.44.1.66, 1w1d, TenGigE0/1/1/0
L 192.168.253.1/32 is directly connected, 5w2d, Loopback0
```

- A.** 71.44.1.66 is an IP address local to the router.
- B.** OSPF is not running on this router.
- C.** There are no static routes in the routing table.

D. The last route entry for Loopback causes routing loops

**Answer: C**

**Explanation:**

#### QUESTION NO: 11

According to the ITIL® v3 framework, after an incident is resolved and the root cause identified, what should be the next step?

- A. Enter the problem in the problem management system and close the ticket.
- B. Use functional escalation to escalate root cause analysis.
- C. Update the closure categorization for the incident.
- D. Record the root cause analysis in the known error database to identify and resolve potential incidents.

**Answer: D**

**Explanation:**

#### QUESTION NO: 12

While looking at a Cisco CRS syslog, you see this message:

```
%ROUTING-FIB-1-FIBTBLINIT
```

Based on the message alone, should you consider it a high-priority message?

- A. Yes, because router syslog messages require immediate action.
- B. Yes, because the severity of the syslog message requires immediate action.
- C. No, because router syslog messages are informational only.
- D. No, because the severity of the syslog message is informational only.

**Answer: B**

**Explanation:**

#### QUESTION NO: 13

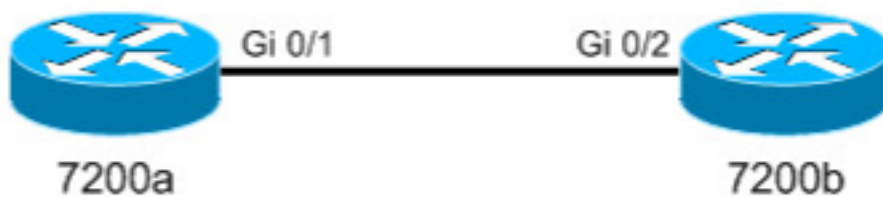
According to the ITIL® v3 framework, how does problem management contribute to network availability?

- A. by maintaining optimal levels of service quality
- B. by developing and documenting workarounds to known problems
- C. by providing inputs for calculating SLA penalties
- D. by restoring normal service operation as quickly as possible

**Answer: B**

**Explanation:**

**QUESTION NO: 14**



Refer to the Gigabit Ethernet link in the exhibit. Which of the following IP address schemes would allow for IP reachability across this link?

- A. Router A with IP 10.1.1.0/31 to Router B with IP 10.1.1.1/31
- B. Router A with IP 10.1.1.1/31 to Router B with IP 10.1.1.2/31
- C. Router A with IP 10.1.1.7/30 to Router B with IP 10.1.1.8/30
- D. Router A with IP 10.1.1.255/31 to Router B with IP 10.1.1.253/31

**Answer: A**

**Explanation:**

**QUESTION NO: 15**

Which one of these items is used to define key elements for successfully building obtainable service levels?

- A. critical success factors
- B. key performance indicators
- C. key quality indicators
- D. metrics

**Answer: A**

**Explanation:**

**QUESTION NO: 16**

What action should you take if the NMS is receiving temperature alarms from a router?

- A. Check the fan tray to ensure that all of the fans are functioning properly.
- B. Check the line card to ensure that it is not generating excessive heat.
- C. Check the interfaces to ensure that they are not generating excessive heat.
- D. Check the grounding wire to ensure that it is attached properly.

**Answer: A**

**Explanation:**

**QUESTION NO: 17**

According to the ITIL® v3 framework, what five characteristics can you use to identify effective KPIs? (Choose five.)

- A. specific
- B. agreed
- C. realistic
- D. budget-based
- E. heuristic
- F. time-based
- G. measurable
- H. Boolean

**Answer: A,B,C,F,G**

**Explanation:**

**QUESTION NO: 18**

Which one of the following statements is true for syslog messages?

- A. A syslog packet is limited to 1024 bytes.
- B. Syslog messages use UDP port 520.
- C. At the application layer, syslog sends acknowledgments.
- D. Syslog is a peer-to-peer protocol.

**Answer: A**

**Explanation:**



**QUESTION NO: 19**

You are responsible for monitoring the IP network. You have noticed since the beginning of your shift that a particular interface on a network switch has been flapping, and it has finally gone down. You open an incident ticket. According to the ITIL® v3 framework, what should you do to determine if it is a recurring issue?

- A. Use Telnet to connect to the device and troubleshoot.
- B. Ping the device to verify connectivity.
- C. Perform a search of the known-error database.
- D. Clear the alarm from the event system to see if it recurs.
- E. Clear the interface counters and see if additional errors are incurred

**Answer: C**

**Explanation:**

**QUESTION NO: 20**

Which of these items enables an agent to notify the management station of significant events by sending an unsolicited message?

- A. syslog message
- B. SNMP trap
- C. managed object code
- D. RMON notification

**Answer: B**

**Explanation:**

**QUESTION NO: 21**

When connecting to the console port, you see this message:

```
%SYS-2-MALLOCFAIL: Memory allocation of 1028 bytes failed from 0x6015EC84, Pool Processor, alignment 0
```

What two situations could cause this message? (Choose two.)