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**Exam : E20-920**

**Title : Cloud Services Expert Exam  
for Cloud Architects**

**Version : DEMO**

1.A company that provides cloud services has operation processes in place for service delivery.

The following information is desired:

- Measure consumption against available resources
- Track usage thresholds
- Produce usage trending reports

What type of process would provide this information?

- A. Incident Management
- B. Capacity Management
- C. Service Level Management
- D. Availability Management

**Answer: B**

**Explanation:**

## Common Operational Processes: Examples from ITIL

Service delivery

- Capacity management
- Service level management
- Availability management
- IT security management
- IT service continuity management

Example →

- Measure consumption against available resources
- Track usage thresholds
- Produce trending reports

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Automated capacity management capabilities offering the ability to track, report and predict capacity issues.

Reference

<https://www.emc.com/collateral/analyst-reports/h14744-state-of-it-transformation-english-financial.pdf?doMainUrlForCanonical=https%3A%2F%2Fwww.emc.com>

2.A company is designing their service catalog. They plan to manage access to offered services based on the job functions of their consumers.

What is this an example of?

- A. Role-based access control
- B. Single sign-on
- C. Security profiles
- D. Resource monitoring

**Answer: A**

**Explanation:**

## Catalog Characteristics: Role-Based

role-based ▾

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- Controls access and privileges
- Configuration and management option

### Developer Role Example

- More options and customization
- Support for application and service delivery
- Require capability to publish across tenants
- Showback
- Support multiple

### End User Role Example

- Simple choices that are relevant to their business
- Pricing/chargeback
- Restricted to single tenancy

3.An IT organization for a medium sized grocery retailer is considering adopting ITaaS. As a first step, they performed an inventory of all existing IT capabilities to determine the ones that could be offered as stand-alone services to their lines of business through a service catalog.

As a cloud architect on the IT team, what would you recommend?

- A. Patch Management
- B. Authentication
- C. Network
- D. Storage

**Answer: A**

4.You have been asked by a recently formed DevOps team to qualify the principles for Continuous Delivery.

Which method falls outside the practice of continuous delivery?

- A. Use component-based architecture
- B. Tie code releases to operational constraints
- C. Automate the delivery pipeline
- D. Deploy smaller code segments more often

**Answer: C**

5.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?

| Steps                                                            | Steps in Sequence |
|------------------------------------------------------------------|-------------------|
| Adjust billing if a violation occurs with the service contract   | Step 1            |
| User attempts to resolve incident via the support knowledge base | Step 2            |
| Incident detected                                                | Step 3            |
| Incident is assigned to first line support                       | Step 4            |
| Track resource degradation and downtime                          | Step 5            |

**Answer:**

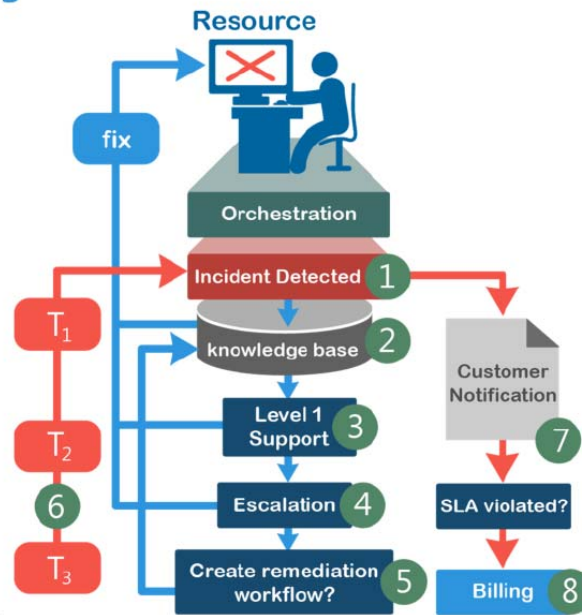
| Steps                                                            | Steps in Sequence |
|------------------------------------------------------------------|-------------------|
| Adjust billing if a violation occurs with the service contract   | Step 1            |
| User attempts to resolve incident via the support knowledge base | Step 2            |
| Incident detected                                                | Step 3            |
| Incident is assigned to first line support                       | Step 4            |
| Track resource degradation and downtime                          | Step 5            |

**Explanation:**

- 1.- Incident detected.
- 2.- User attempts to resolve incident via the support base.
- 3.- Incident is assigned to first line support
- 4.- Track resource degradation and downtime
- 5.- Adjust Billing

## Example: Incident/Problem Process

- Incident detected
- Attempt to resolve via support knowledge base
- If unsuccessful, help desk - first line support specialists assigned
- If first line support can't resolve, incident escalated until resolution
- Incident reviewed and if warranted, create an automated remediation and add to knowledgebase
- Track resource degradation and downtime
- Notify user or customer
- Adjust billing in accordance with service contract if a violation occurs



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