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# Question 1

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## Question Type: MultipleChoice

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A cloud provider is deploying a new SaaS product comprised of a cloud service. As part of the deployment, the cloud provider wants to publish a service level agreement (SLA) that provides an availability rating based on its estimated availability over the next 12 months. First, the cloud provider estimates that, based on historical data of the cloud environment, there is a 20% chance that the physical server hosting the cloud service will crash and that such a crash would result in 3 days of downtime before the cloud service could be restored. It is further estimated that there is a 100% chance that, over the course of the 12 month period, there will be various attacks on the cloud service, resulting in a total of 36 hours of additional downtime. Based on these estimates, the availability rating that needs to be published in the SLA is \_\_\_\_\_ (rounded to one decimal). Select the correct answer.

### Options:

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- A- 99.0%
- B- 99.4%
- C- 99.8%
- D- 99.9%

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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A typical service level agreement (SLA) document for a cloud service will cover which of the following characteristics? Select the correct answer.

**Options:**

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A- availability

B- reliability

C- performance

D- All of the above.

**Answer:**

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D

## Question 3

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**Question Type:** MultipleChoice

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The Multi-Regional Compliance and Legal Issues challenge of cloud computing can occur when an organization's data is hosted in a geographically different location than the organization itself. In this case, there may be important government regulations that do not apply in one of the regions, or they apply differently in the different regions. Select the correct answer.

**Options:**

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A- True

B- False

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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The challenge of Limited Portability Between Cloud Providers can be mitigated if cloud consumers can build solutions based on industry standards and if cloud providers support these industry standards. Select the correct answer.

**Options:**

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**A-** True

**B-** False

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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A \_\_\_\_\_ is an event-driven program capable of transparently intercepting and processing messages sent to or from services. Select the correct answer.

**Options:**

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**A-** virtual server

**B-** cloud service

**C-** service agent

D- None of the above.

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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A cloud provider is deploying a new SaaS product comprised of a cloud service. As part of the deployment, the cloud provider wants to publish a service level agreement (SLA) that provides an availability rating based on its estimated availability over the next 12 months. First, the cloud provider estimates that, based on historical data of the cloud environment, there is a 30% chance that the physical server hosting the cloud service will crash and that such a crash would result in 2 days of downtime before the cloud service could be restored. It is further estimated that there is a 100% chance that, over the course of the 12 month period, there will be various attacks on the cloud service, resulting in a total of 60 hours of additional downtime. Based on these estimates, the availability that needs to be published in the SLA is \_\_\_\_\_ (rounded to one decimal). Select the correct answer.

**Options:**

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A- 99.2%

**B-** 99.4%

**C-** 99.6%

**D-** 99.9%

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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The cloud consumers that are members of a community cloud typically share the responsibility for defining and evolving the community cloud. Therefore, membership in the community guarantees access to and administrative control of all cloud-hosted IT resources. Select the correct answer.

**Options:**

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**A-** True

**B-** False

**Answer:**

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B

## Question 8

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**Question Type:** MultipleChoice

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Service agents have a technical interface (or service contract) and are therefore required to be explicitly invoked. Select the correct answer.

**Options:**

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A- True

B- False

**Answer:**

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B

## Question 9

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**Question Type: MultipleChoice**

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Which of the following are technology innovations that contributed to the emergence of cloud computing? Select the correct answer.

**Options:**

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- A- clustering technology
- B- grid computing technology
- C- virtualization technology
- D- All of the above.

**Answer:**

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D

## Question 10

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**Question Type: MultipleChoice**

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Which of the following roles are assumed by software programs? Select the correct answer.

**Options:**

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- A- cloud consumer
- B- cloud provider
- C- cloud service owner
- D- None of the above.

**Answer:**

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D

## Question 11

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**Question Type: MultipleChoice**

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Which of the following are cloud deployment models?SELECT ALL THAT APPLY

**Options:**

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- A- identity cloud

- B- balanced cloud
- C- on-premise cloud
- D- hybrid cloud

**Answer:**

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D

## Question 12

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**Question Type:** MultipleChoice

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Once configured, usage of self-provisioned IT resources can be automated, requiring no further human involvement by the cloud consumer or cloud provider. This results in \_\_\_\_\_. Select the correct answer.

**Options:**

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- A- multitenancy
- B- resiliency
- C- ubiquitous access

D- on-demand usage

**Answer:**

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D

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