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Question 1

Question Type: MultipleChoice

Which capacity management technique addresses power, rack space, cooling, and cabling needs?

Options:

- A- Tracking server and infrastructure performance in high heat areas
- B- Maintaining status quo of the data center infrastructure
- C- Building the data center infrastructure with a raised floor environment
- D- Optimizing physical infrastructure layout of existing and new equipment

Answer:

D

Question 2

Question Type: MultipleChoice

Which NCPI change management challenge is faced when optimizing business agility?

Options:

- A- Maximizing the ratio of rack efficiency to cost over runs.
- B- Maximizing the ratio of the UPS to batteries needed for uptime.
- C- Maximizing the ratio of planned to unplanned work in a data center.
- D- Maximizing the ratio of leak detection to computer room air conditioners.

Answer:

C

Question 3

Question Type: MultipleChoice

Tracking achievement against agreed upon service levels is an example of

which specific management process?

Options:

- A- Planned down time
- B- Infrastructure improvement
- C- Availability metrics reporting
- D- Advanced warning for failure

Answer:

C

Question 4

Question Type: MultipleChoice

Which specific incident management challenge does the system-level view of the relationship between interconnected components help identify?

Options:

- A- Incident urgency
- B- Resolution owner
- C- Problem location
- D- Proper corrective action

Answer:

C

Question 5

Question Type: MultipleChoice

Which management strategy is concerned with returning to the normal service levels as defined in a negotiated service level agreement (SLA)?

Options:

- A- Incident management
- B- Change management
- C- Capacity management
- D- Availability management

Answer:

A

Question 6

Question Type: MultipleChoice

Which standard was written for the protection of computer or data processing equipment?

Options:

A- NFPA 71

B- NFPA 72

C- NFPA 74

D- NFPA 75

Answer:

D

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