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Exam : E20-918

Title : IT-as-a-Service Expert Exam for
Cloud Architects

Vendors : EMC

Version : DEMO

NO.1 A hosting company has experienced a sudden increase in customer interest and wishes to implement ITaaS. They are now hosting online shopping applications for several retail computer and electronics companies.

Developers in the customer companies use their own internal credentials and have the ability to publish

applications and changes to their stores. Shoppers access these stores using a variety of mobile

applications and web browsers.

What should be addressed when migrating to ITaaS and implementing a service catalog for the retail and electronic companies?

- A. Integration with different authentication systems
- B. Support for several different CMDB systems
- C. Integration of multiple hypervisors
- D. On-demand resource pool creation

Answer: A

NO.2 A company is deploying a major new business application. The company has difficulty managing the

software development lifecycle. As a result, the time from generating requirements to operational delivery

is significant.

Which best addresses the company's need for shorter release cycles and better code quality?

- A. Implement common collaboration tools
- B. Utilize configuration management methodologies
- C. Use of common automation and orchestration processes
- D. Transition to a DevOps culture

Answer: D

NO.3 The marketing line of business of an enterprise has deployed web services within a private cloud. They

wish to provide additional web services elastically and distribute them around the globe using a public

cloud provider.

The web services have a loosely coupled design and have no content dependencies on any

resources in the private cloud. They are created from a standard PaaS template, which includes an intrusion prevention system that periodically polls a central management server for security updates. The IPS management server is located within the private cloud. No layer 2 connectivity exists between the private and public clouds. The consumers of these web services are distributed across the globe. Which solution would you recommend to best support the web service elasticity and to minimize service network latency for the consumer?

- A. Implement an encrypted VPN tunnel between the private and public clouds.
- B. Implement a global load balancing service as a front-end for the web services.
- C. Increase bandwidth between the private cloud and the Internet.
- D. Deploy a central database server to consolidate web service content.

Answer: B

NO.4 A large enterprise has several applications deployed in a hybrid cloud. Ever since the hybrid cloud was deployed, the enterprise network operations center has never been able to fully reconcile network and audit logs.

What should be investigated first as the possible source of the issue?

- A. Confirm time is synchronized between locations
- B. Filtering false positives
- C. Exposing management APIs
- D. Tenant in-control versus provider in-control differences

Answer: A

NO.5 Which metric measures the time taken to realize benefits from an ITaaS solution?

- A. Time-to-value
- B. Time-to-live
- C. Time-to-deliver
- D. Time-to-deploy

Answer: A

NO.6 A financial company has made several acquisitions within the past few years. They currently have two

primary data centers that are 50 km apart. Recently, an internal assessment was conducted to explore

ways to improve ingress/egress utilization and to extend their firewall to the cloud.

Which type of firewall would best suit their needs?

- A. Reverse proxy servers
- B. Federated
- C. Load balanced reverse proxy servers
- D. Linked VPN

Answer: B

NO.7 An enterprise company has a large, virtualized data center. They are currently in the process of auditing

their virtual servers to ensure they are in compliance with regulatory requirements.

They want to be able to check new and existing virtual servers for compliance and automatically

remediate any virtual machines that are found to be out of compliance.

As a Cloud Architect, which product would you recommend for this purpose?

- A. Cisco Intelligent Automation for Cloud (CIAC)
- B. VMware vCenter Orchestrator
- C. VMware vCenter Configuration Manager
- D. RSA Archer eGRC Platform

Answer: C

NO.8 An organization wishes to move toward full ITaaS implementation. Their IT team is skilled, disciplined,

and exhibits strong teamwork. They have demonstrated the ability to deliver services with supporting

processes and regulations.

As their ITaaS consultant, you need to take them to the next level in the service orientation maturity model.

What is the next level?

- A. Service Aligned
- B. Service Aware
- C. Service Capable
- D. Service Neutral

Answer: A

NO.9 An enterprise decided to place some sensitive data in the public cloud and

implemented security mechanisms to protect this data.

Recently the public cloud provider's systems had a security breach. The enterprise was not concerned

because they felt their data had been completely protected. All of the services housing the data are

protected by an IPS application and no alerts were generated by the system.

How did the enterprise protect its data?

A. All data in the public cloud environment was encrypted at-rest and in-transit. The encryption

keys were under complete control of the enterprise and were not available to the public provider.

The cloud provider's logs showed that the enterprise's services were copied.

B. All data in the public cloud environment was encrypted at-rest and in-transit. Copies of the encryption keys were secured by the public cloud provider in case they were lost.

The cloud provider's logs showed that the enterprise's services were neither accessed nor copied.

C. All data in the public cloud environment was encrypted in-transit only. The encryption keys were

under complete control of the enterprise and were not available to the public provider.

The cloud provider's logs showed that the enterprise's services were copied.

D. All data in the public cloud environment was encrypted at-rest only. The encryption keys were

under complete control of the enterprise and were not available to the public provider.

The cloud provider's logs showed that the enterprise's services were copied.

Answer: A

NO.10 A large service provider is designing a solution to protect itself against malicious content, such as

viruses in a SOAP attachment, and denial of service attacks.

Which type of firewall is most appropriate for their needs?

A. Linked VPNs

B. Federated

C. Reverse proxy servers

D. XML

Answer: D

NO.11 An enterprise has decided to implement a new service that will process credit card

information. They

will deploy this service within their private cloud. They have a relationship with a public cloud provider that

claims to be PCI compliant.

The enterprise wishes to implement a service that is PCI compliant with the least amount of effort. The

service is protected by a policy-based intrusion detection system. Cardholder data is securely transmitted

to the web interface.

Which additional design elements would best be suited for this implementation?

A. The card number is masked as it is typed and is immediately encrypted and securely sent directly to

the credit card processing system. No credit card information is stored within the application.

B. The card number is masked as it is typed and is immediately encrypted, stored, and securely sent

directly to the credit card processing system. Credit card information is stored within the public cloud

provider using AES 128 encryption.

C. The card number is masked as it is typed and is immediately encrypted and securely sent directly to

the credit card processing system. Credit card information is backed up to the private cloud system and

stored using AES 128 encryption.

D. The card number is masked as it is typed and is immediately encrypted and securely sent to both the

credit card processing system and to private cloud for historical tracking and reporting only.

Answer: A

NO.12 The IT group within a manufacturing organization is transforming their manual service offerings into

automated service offerings to be available from a service catalog. After reviewing the required KPIs for

the service, the service transition project manager asks you if the monitoring tools they currently employ

need to be replaced.

What criteria are needed to effectively monitor the required KPIs?

A. Can they measure, gather, analyze, and present the required metrics?

B. Can they control, automate, monitor and manage all elements of the service?

- C. Can they provide end-to-end support of the services?
- D. Can they integrate with the orchestration engine to provide automation?

Answer: A

NO.13 A manufacturing company hired you to help them in their journey to a hybrid cloud. You conduct an assessment and recommend migrating several existing Tier 2 applications to a public cloud provider. You must work within the following constraints:

- Migration can be performed only during weekends
- Only limited downtime is acceptable
- The configuration of the host and applications cannot be changed
- The company needs to keep the costs as low as possible
- Although there are no specific performance requirements, they are concerned about the quality of the user experience

Which solution best addresses these needs?

- A. Layer 2 extension with VPN connection over Internet with WAN optimization
- B. Layer 3 connection over Internet with QoS
- C. Layer 3 connection over Internet with WAN optimization
- D. Layer 2 extension with dedicated link and WAN optimization

Answer: A

NO.14 The first phase of new ITaaS service introduces the offering to 10% of the engineering organization. The IT organization leverages the management tools used in their traditional data center processes to provide visibility into silos and control of the infrastructure. They also have adapted some ITSM concepts as a framework for their management practices. During the initial phase of the service deployment, a problem was encountered in one of the VMs. The IT organization is concerned about the extensive amount of time and resources spent determining the cause of the issue.

What is the most likely reason it takes more time than expected to resolve the problem?

- A. The legacy management tools do not have the capability to provide a holistic view of the

service
instance

- B. The expertise of the service desk personnel is inadequate to properly handle service related issues
 - C. The complex nature of orchestration and automation makes problem identification and root cause analysis unlikely.
 - D. The cultural hurdles that span organizational silos have not been addressed and resolved.
- Answer: A

NO.15 An IT organization is currently 80% virtualized and the CIO is planning for the transition to ITaaS.

Senior executives are concerned that IT supports too many services and that many of the services are neither efficient nor necessary.

What argument can the CIO make to address the executives' concerns and convince them that ITaaS is the correct strategic decision?

- A. ITaaS promotes the rationalization of services currently being offered by IT and offers the services that provide business value through the service catalog.
- B. A CMDB can be utilized during the instantiation of the services to improve service levels for the consumers of IT services.
- C. ITaaS offers an opportunity to evaluate whether certain IT services should be sourced with a public cloud service provider.
- D. ITaaS promotes the concept of on-demand self-service, allowing consumers to use only the services from which they can derive business value.

Answer: A