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# **Q&A**

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**Exam** : **646-227**

**Title** : Lifecycle Services  
Advanced IP  
Communications Exam

**Version** : DEMO

**1.Which task is required to identify a problem when performing the Problem Management service component?**

- A.Take a Support Call
- B.Record Events as Incidents Within a Ticketing System
- C.Escalate the Incident to Priority 1
- D.Determine if Incident Will Become a Problem
- E.Identify Reoccurring Incidents

**Correct:E**

**2.Drag Drop question**

Drag and drop each task in the left column to its associated activity in the right hand column.

Document Existing User Phone Feature Template	Business Requirements Workshop
Document User-Level Functionality Requirements	
Generate an IP Addressing Scheme	
Conduct a Solution Value Assessment	Data and Voice Infrastructure Site Survey
Define Power and Environmental Requirements	
Develop Quality of Service Specifications	
Document Collaboration Messaging Features/Functions	Host Physical Design Workshop
Document Existing Data Applications	
Conduct User Community Adoption Absorption Analysis	

**Correct:**

- Green choice2---->Yellow Choice1
- Green choice4---->Yellow Choice2
- Green choice9---->Yellow Choice3
- Green choice1---->Yellow Choice4
- Green choice7---->Yellow Choice5
- Green choice8---->Yellow Choice6
- Green choice3---->Yellow Choice7
- Green choice5---->Yellow Choice8
- Green choice6---->Yellow Choice9

**3.Within which phase would you find information about managing system trouble?**

- A.Prepare
- B.Plan
- C.Implement
- D.Operate
- E.Optimize

**Correct:D**

**4.Which two are phases of a project life cycle? (Choose two.)**

- A.Plan
- B.Business Requirements Definition
- C.Network Readiness Assessment
- D.Operational Readiness Assessment
- E.Design

**Correct:A E**

**5.Drag Drop question**

Within the implement phase, Project Planning contains four activities. Drag and drop from the left column the four activities in the order in which the activities would occur.

Collect and Verify Requirements.	Project Planning activity 1
Develop Written Proposal or RFP.	Project Planning activity 2
Develop Escalation Plan.	Project Planning activity 3
Hold an Internal Kickoff Meeting.	Project Planning activity 4
Develop Communications Plan.	
Develop Project Management Plan.	
Complete Applications Readiness Assessment.	
Hold a Business Requirements Workshop.	

**Correct:**

**Green choice6---->Yellow Choice1**

**Green choice3---->Yellow Choice2**

**Green choice5---->Yellow Choice3**

**Green choice4---->Yellow Choice4**