

Keys for written test for the Post of Project Manager (SDC) held on 26.12.2021

Topic	Question Text	Answer Choice 1	Answer Choice 2	Answer Choice 3 (optional)	Answer Choice 4 (optional)	Correct answer
Project Manager	What is an interconnected data center?	An interconnected data center is where networks converge	An interconnected facility in your own data centers	A colocation facility for speed dating		Choice 1
Project Manager	_____ is the practice of building in back up sources and pathways to maintain operation in the event of failure.	High Availability	Redundancy			Choice 2
Project Manager	Virtual hosts often require several network interface cards , _____ storage adapters for maximum reliability and large amounts of memory available to support the virtual machines running on them.	Two	Three	Four	Five	Choice 1
Project Manager	Which of the following is not a benefit of server virtualization technology?	Agile capacity	More hardware	Expanded disaster recovery options	Better utilization of resources	Choice 2
Project Manager	In general, quad-core CPUs are recommended for virtual hosts because _____.	Most virtualization software is licensed by the number of sockets in a server and not the number of cores you have.	Most virtualization software is licensed by the number of cores in a server and not the number of sockets you have.			Choice 1
Project Manager	Which business practice protects the information needed by the organization to conduct its business?	Supplier management	Incident Management	Information Security Management	None of the above	Choice 3
Project Manager	A _____ is a set of activities which are networked in an order and aimed towards achieving the goals of a project.	Project	Process	Project Management	Project Cycle	Choice 1
Project Manager	Which of the following is true about Emergency changes?	Are pre-authorized	Are implemented without any additional authorization	Are authorized on Change type	Are implemented as soon as possible	Choice 4
Project Manager	A higher server consolidation ratio means you need _____ to support your data center's servers.	Fewer host servers	More host servers	Lower CPU utilization	Higher CPU utilization	Choice 1

Project Manager	When implementing virtualization, a server must provide ample memory space for the ____.	Operating system	Hypervisor	Virtual machines on the server	All of the above	Choice 4
Project Manager	What does the 'service request management' practice depend on for maximum efficiency?	Compliments and complaints	Self-service tools	Processes and procedures	Incident management	Choice 3
Project Manager	Typically, you want to have ____ resource usage on your virtual host servers for maximum efficiency.	50% to 55%	65% to 70%	75% to 80%	85% to 90%	Choice 3
Project Manager	Resource requirement in project becomes constant while the project is in its ____ progress stage	40 to 55%	55 to 70%	70 to 80%	80 to 95%	Choice 4
Project Manager	In many virtual environments, ____ poses constraints in implementation.	Provisioning host connectivity for networking	Provisioning host connectivity for storage	Memory	Hardware compatibility	Choice 3
Project Manager	Which guiding principle recommends assessing the current state and deciding what can be reused?	Focus on value	Start where you are	Collaborate and promote visibility	Progress iteratively with feedback	Choice 2
Project Manager	Server virtualization has proven to reduce data center capital and operational expenses assuming the consolidation ratio offsets the cost of ____.	Air-side economizers	Virtualization software licensing	Implementation	Server power supplies	Choice 2
Project Manager	What is a Data Center?	A building or portion of a building whose primary function is to research new data	A room in a building dedicated to monitoring data and information.	A building or a portion of a building whose primary function is to house a computer room and its related support areas.		Choice 3
Project Manager	Which term describes the functionality offered by a service?	Cost	Utility	Warranty	Risk	Choice 2
Project Manager	Which is the BEST example of an emergency change?	The implementation of a security patch to a critical software application	A scheduled major hardware and software implementation	The implementation of a planned new release of a software application	A low-risk computer upgrade implemented as a service request	Choice 1

Project Manager	What is a service offering?	Description of one or more services designed to address the needs of a target consumer group	A means of enabling value co-creation by facilitating outcomes that customers want to achieve without the customer having to manage specific costs and risks	Configuration of resources created by the organization that will be potentially valuable for their customers	None of the options	Choice 1
Project Manager	How should an organization include third-party suppliers in the continual improvement of services?	Ensure suppliers include details of their approach to service improvement in contracts	Require evidence that the supplier uses agile development methods	Ensure that all supplier problem management activities result in improvements	Require evidence that the supplier implements all improvements using project management practices	Choice 1
Project Manager	What is a Network Operating Center?	The area of a data center where the computer network is operated from	The area of a data center where operators can monitor the performance network devices and administer equipment in need of maintenance.	A. The area of a data center where operators monitor the network, also known as the computer room.		Choice 2
Project Manager	Five dimensions that must be managed on a project	Constraint, Quality, Cost, Schedule, Staff	Features, Quality, Cost, Schedule, Staff	Features, priority, Cost, Schedule, Staff	Features, Quality, Cost, Schedule, customer	Choice 2

Project Manager	What is an event?	Cause, or potential cause, of one or more incidents	Change of state that has significance for the management of a configuration item (CI) or IT service	Unplanned interruption to a service or reduction in the quality of a service	None of the options	Choice 2
Project Manager	What is the purpose of the 'relationship management' practice?	To align the organization's practices and services with changing business needs	To establish and nurture the links between the organization and its stakeholders at strategic and tactical levels	To minimize the negative impact of incidents by restoring normal service operation as quickly as possible	To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents, and managing workarounds and known errors	Choice 2
Project Manager	Which of the following terms determines if a service is fit for purpose?	Warranty	Utility	Risk	Value	Choice 2
Project Manager	Which guiding principle is PRIMARILY concerned with consumer's revenue and growth?	Keep it simple and practical	Focus on value	Optimize and automate	Progress iteratively with feedback	Choice 2
Project Manager	Why do most enterprises prefer a hybrid infrastructure?	No vendor lock-in	Combines the flexibility and scalability of public clouds with the control of on-premises	Temperatures rise at slower rates		Choice 2
Project Manager	Which practice ensures that accurate and reliable information is available about configuration items and the relationships between them?	Service configuration management	Service desk	IT asset management	Monitoring and event management	Choice 1

Project Manager	Why should incidents be prioritized?	To help automated matching of incidents to problems or known errors	To identify which support team the incident should be escalated to	To ensure that incidents with the highest business impact are resolved first	To encourage a high level of collaboration within and between teams	Choice 3
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