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CLO-001

CompTIA Cloud Essentials

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Exam A

QUESTION 1

Which of the following does the server virtualization layer do?



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- A. It allows the underlying physical server hardware to be shared
- B. It allows the virtual machines to be dependent on each other
- C. It allows the virtual machines to be load balanced
- D. It prohibits the use of virtual machines by unauthorized users

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which of the following technologies are related to Web services?

- A. HTML, IDM, JSON
- B. HTML, IDM, XML
- C. HTML, JSON, XML
- D. DM, JSON, XML

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Web hosting is a service that enables customers to deploy a website quickly. This is an example of:

- A. IaaS.
- B. SaaS
- C. PaaS.
- D. On-demand software.
- E. None of the above.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

Which of the following describes the amount of data that can be sent across a link in a given time?

- A. Network bandwidth
- B. Network QoS
- C. Network latency
- D. Network speed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

How can the internal IT department successfully react to cloud computing?

- A. By becoming an external cloud provider
- B. By becoming an internal cloud provider
- C. By outsourcing all IT services
- D. By solely focusing on security issues

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Which of the following is an example of a cloud-related security risk?

- A. Losing network connectivity
- B. Not having enough software licenses
- C. Not knowing what the cloud provider will charge
- D. Storing customer data at a provider

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Why do management tools introduce a risk?

- A. The management tools present a vendor lock-in
- B. The management tools are indispensable above a specific scale of operation
- C. The migration may not be successful
- D. Too many software licenses are needed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

How do demand management processes change with the introduction of SaaS?

- A. New vendors have to be accommodated
- B. Users can procure SaaS solutions themselves
- C. The number of virtual machines can fluctuate with demand
- D. Maintenance will become easier

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Why does hardware and operating system maintenance take less effort with SaaS?



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- A. Maintenance becomes irrelevant
- B. Cloud provider takes care of it
- C. Hardware vendor takes care of it
- D. Operating system vendor takes care of it

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Which of the following is a unique characteristic of virtualization?

- A. Security features

- B. Federated identities
- C. Shared hardware
- D. Sourcing challenges

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which of the following is the MOST complex security provisioning problem in a cloud environment?

- A. Handling credit cards for purchasing cloud services
- B. Keeping track of cloud provider performance
- C. Managing users and their rights across multiple providers
- D. Software assets that are introduced and can expire

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

How can an organization successfully implement a PaaS strategy?

- A. Open up internal databases with Web service access.
- B. Take inventory of the application portfolio and select external suppliers
- C. Standardize on a limited set of virtual machines.
- D. Continuously execute performance analytics to monitor providers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Why does request fulfillment become more complicated in a cloud environment?

- A. All processes must become automated.
- B. Processes must be redesigned with the user experience in mind.
- C. The IT service team must be expanded.
- D. Users should be aware of the benefits before changes to the process are incorporated

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Private clouds are operated solely for _____ organization(s)

- A. governmental
- B. specific
- C. for-profit
- D. multiple

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Why are traditional chargeback systems not compatible with cloud computing?

- A. Cloud computing is low cost and does not accommodate charge back fees
- B. Cloud computing can be more expensive than in-house capacity
- C. Licensing models can become outdated quickly
- D. Resources that are used can fluctuate throughout the budget cycle

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

How does cloud computing improve business flexibility?

- A. Easier access by users outside of the organization
- B. Faster deployment of applications
- C. Rapidly growing and shrinking capacity
- D. All of the above are correct

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following roles can the IT department play in the selection process of cloud computing providers?

- A. Help understand and explain the application lifecycle
- B. Help understand performance parameters
- C. Help understand provider quality
- D. All of the above are correct

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Cloud computing has the greatest benefit for which of the following user populations?

- A. User populations which steadily increase in size.
- B. User populations that vary and are unpredictable.
- C. User populations that are of fixed size.
- D. User populations that vary in size on a seasonal basis.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Google Apps is a set of online applications allowing users to create and share documents and spreadsheets. This is an example of:



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- A. PaaS
- B. SaaS.
- C. IaaS.
- D. None of the above.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which of the following is a limitation of owning servers?

- A. Inability to deploy new services quickly

- B. Inability to rapidly change to a different technology
- C. Capital tied up in hardware that might become obsolete
- D. Additional resources must be hired to maintain each server

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which of the following is a benefit of cloud computing?

- A. Cloud computing delivers IT capabilities that scale with demand.
- B. Cloud computing delivers a wide range of services that are easily accessible to users
- C. Cloud computing delivers IT capacity on demand.
- D. Cloud computing negates the need for a procurement department.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Why is standardization of data formats important?

- A. It facilitates movement from one provider to another.
- B. It helps encourage innovation.
- C. It leads to a more mature stage of the cloud computing landscape
- D. It leads to more efficient machine utilization.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Synchronization of updates is _____ than replicating data across locations because it gives better assurance that data is always _____ everywhere.

- A. better, secure
- B. better, up to date
- C. worse, secure
- D. worse, up to date

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

Which of the following risk results if cloud computing providers limit their Service Level Agreement (SLA) liabilities?

- A. Compliance risk
- B. Legal risk
- C. Privacy risk
- D. Security risk

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Amazon Elastic Cloud Computing (EC2) is a facility for quickly providing virtual servers. This is an example of:

- A. SaaS
- B. IaaS
- C. PaaS
- D. QoS.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which of the following is an essential step in the start-up process of a virtual server?

- A. Identify the location of the physical machine
- B. Select identity providers
- C. Select security credentials
- D. Select the application set that will run on it

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Which of the following is MOST typically accessed through Web services?

- A. IaaS
- B. PaaS
- C. SaaS
- D. None of the above

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which of the following assets have risks related to a cloud provider going out of business?

- A. Data stored at the provider
- B. Cloud management tools housed at the provider
- C. Investment in servers at the provider
- D. Machine capacity at the provider

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which of the following is included in a compliance audit?

- A. Analyzing chargeback agreements
- B. Analyzing cloud provider Service Level Agreements (SLAs)
- C. Analyzing identity management and access controls
- D. Analyzing the provider release calendar

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

How does cloud computing influence service operations?

- A. Cloud computing is more cost effective
- B. The provisioning of servers and services is quicker or ceases to be an issue
- C. The provisioning of servers and services can be much slower
- D. The security level will increase

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Cloud computing brings new challenges to _____ management, because traditional licensing models do not fit well with scalable resources.

- A. commercial
- B. financial
- C. legal
- D. service

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following is indicated by a high number of variations of different virtual servers?

- A. Lack of an automated provisioning process of the virtual machines
- B. Lack of automation of virtual machine image manufacturing
- C. Lack of manpower to monitor the virtual machines
- D. Lack of physical servers to accommodate the different virtual servers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Cloud computing is priced according to _____ or has _____, rather than having upfront costs.



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- A. recurring subscription, a yearly contract
- B. a yearly contract, usage-based charges
- C. recurring subscription, usage-based charges
- D. number of users, a yearly contract

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which change in the security processes is introduced by cloud computing?

- A. Increased security of accessing credit card information
- B. Regulations need to be updated more frequently
- C. Storing passwords in the Configuration Management Database (CMDB)
- D. Working with multiple providers of user identities

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Who is responsible for granting access to a user in federated identity management?

- A. Identity provider
- B. Relying party

- C. SaaS provider
- D. User

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following is a definition of virtualization?

- A. Virtualization is a method to organize servers in a more efficient manner to double the number of accessible users
- B. Virtualization is a set of techniques for hiding software resources behind hardware abstractions.
- C. Virtualization is a set of techniques for hiding hardware resources behind software abstractions.
- D. Virtualization is a method to structure data in a more efficient manner with less cost to the user.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which of the following confidentiality risks is introduced by cloud computing?

- A. Company information can be transmitted electronically
- B. Digitizing information makes it easier to copy
- C. Government regulations require data to be disclosed
- D. Having files stored on the servers of a cloud provider

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which of the following processes needs to be changed to better handle Change Management in the cloud?

- A. Financial chargeback
- B. Security management
- C. Hardware maintenance
- D. Software distribution

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

In which of the following ways do IT outsourcing and cloud computing differ?

- A. Cloud computing services are typically much more scalable.
- B. Cloud computing is much cheaper.
- C. Hardware and software assets are typically customizable.
- D. IT outsourcing promotes innovation.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A military facility is NOT able to fully embrace cloud computing because of which of the following?

- A. High degree of confidentiality and operational assurance
- B. The associates cost and infrastructure needs
- C. Constantly changing and unpredictable workloads
- D. Constantly changing data and accessibility needs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which of the following risks occurs when a cloud provider stops serving the company?

- A. Continuity risk
- B. Financial risk
- C. Legal risk
- D. Confidentiality risk

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following is a relevant component of the cloud ecosystem?

- A. Hypervisors
- B. Image factory
- C. Security procedures
- D. Trained IT staff

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

Which of the following business benefits do cloud computing and IT outsourcing have in common?

- A. Clarity and budgeting ease of upfront costs
- B. Improvement of employee skills sets
- C. Reduction of capital expenditures
- D. Flexible contracts

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

Which IT process is likely to take more effort with cloud computing?

- A. Hardware maintenance
- B. Installing operating system patches
- C. Performance monitoring
- D. Server maintenance

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Why does cloud computing shift capital cost to variable cost?

- A. Cloud computing is more cost-efficient
- B. IT assets are not owned by the customer
- C. Servers are better utilized
- D. Staff is no longer hired by the customer

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 46**

Which of the following is the risk when an IT department restricts itself to solely being an infrastructure provider?

- A. Business users will bypass the IT department
- B. Cloud providers will take over the role of the IT department
- C. Service providers will bypass the IT department
- D. All of the above are correct

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 47**

Which of the following cloud computing risks is compliance related?

- A. Access rights that are handled by a cloud provider
- B. Capacity management that is handled by a cloud provider
- C. Cross-charging policies that are handled by both clients
- D. Provider reputation

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 48**

Which of the following is the difference between cloud computing and IT outsourcing?

- A. The service levels of cloud computing are much better.

- B. IT outsourcing is not based on open standards.
- C. Contracts with cloud providers can be changed much quicker.
- D. Only IT outsourcing works with external staff.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

How can cloud computing help reduce integrity risks?

- A. Cloud computing makes it easier to have a backup available.
- B. Cloud computing makes it easier to monitor access and usage of data.
- C. Cloud computing makes it easier to give people access to data in the cloud.
- D. Cloud computing makes it easier to have redundancy capabilities.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following is the business benefit of private PaaS?

- A. Improve the reuse of internal databases in an organization.
- B. Improve the speed of the internal development and deployment processes.
- C. Reduce cost and reliance on internal technical skills.
- D. Simplify interfaces for specific user groups.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

A company decides to subscribe to a new CRM product that will help improve their business processes. Which of the following types of cloud computing would MOST likely be implemented?

- A. PaaS
- B. XaaS
- C. IaaS
- D. SaaS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

An organization is replacing its core insurance platform. The solution is made up of internally hosted insurance systems and applications hosted in the cloud. Which of the following activities is part of service transition?



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- A. Ensure that as part of the change management process the events are sequenced to include the cloud provider and that they have resources available.
- B. Ensure that monitoring controls are implemented by the cloud provider to ensure that the system is highly available and that performance can be measured.
- C. Ensure that the SLA's for availability have been well documented and agreed to as part of the contract arrangement between the two companies.
- D. Ensure that the capacity and storage is available to meet the current and future demands of the solution of the cloud provider's infrastructure.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which of the following early examples of cloud computing was used for software engineering purposes in the form of web-based applications and required interoperability between different systems?

- A. Distributed Computing
- B. Service-Oriented Architecture (SOA)
- C. Virtual Private Networks (VPNs)
- D. Desktop Virtualization

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

An existing capability is being migrated into the cloud. Capacity management issues have been noticed in the past and an exercise is being performed to calculate current and future volumes. In which of the following lifecycle phases is this likely to be performed?

- A. Operation
- B. Design
- C. Transition
- D. Strategy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which of the following is an advantage of cloud computing for an organization?

- A. Increased security of applications and data due to virtualization
- B. Decreased downtime due to increased control over hosted servers
- C. Increased internal focus on IT when hosting with proven providers

D. Increased scalability to meet usage demands

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

A specific cloud deployment has been established specifically for financial services companies to consume. Which of the following BEST describes this type of cloud environment?

- A. Private cloud
- B. Community cloud
- C. Hybrid cloud
- D. Public cloud

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which of the following aspects of public cloud computing would a company MOST likely need to consider to ensure information security?

- A. Data integrity
- B. Server type
- C. Firewall specifications
- D. Network hardware

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

A software development platform is in the process of being migrated from an in-house framework to a cloud-based PaaS. Which of the following development aspects is likely to be applicable in the PaaS environment?

- A. PaaS providers do not allow customers with their own software development teams to write new applications on the cloud platform.
- B. Cloud environments only support agile development. The software development team will need to change from their waterfall SDLC methodology before migrating.
- C. Familiarization will be required with cloud provider-based APIs, web services, and development frameworks.
- D. No expected change in software development process when migrating from in-house to PaaS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Which of the following is the MOST significant difference between SaaS and IaaS?

- A. IaaS can test network configurations.
- B. SaaS is accessible anywhere.
- C. SaaS is used for only public clouds.
- D. IaaS can be secured and encrypted.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

An organization subscribes to a public cloud. For which of the following does the subscriber NOT depend on the vendor?

- A. Internet bandwidth and packet latency
- B. Service Level Agreement
- C. Data backups

D. Infrastructure availability

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

How does using cloud computing help to enhance business value?

- A. By using cloud computing, businesses are able to realize lower asset utilization for personnel.
- B. By paying for actual usage, cloud computing allows businesses to convert fixed costs into variable costs.
- C. By using cloud computing, businesses are able to lower server utilization.
- D. By paying for actual usage, cloud computing allows businesses to convert variable costs into fixed costs.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Which of the following cloud service characteristics would impact how a current application will adapt in the future according to how quickly a business will grow?

- A. Time to market
- B. Scalability
- C. Hardware independence
- D. Security

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

Which of the following is an advantage of cloud computing that can enhance business value?

- A. Hardware dependence
- B. Scalability
- C. Fixed costs
- D. Security

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which of the following would be considered in a private cloud?

- A. Organizational direct attached storage
- B. Organizational SAN
- C. Vendor leased co-hosted storage
- D. Encrypted shared drive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

Which of the following critical success factors would likely persuade a company to use a SaaS service?

- A. The elimination of company driven application maintenance and backups
- B. The lowering of thin client management costs
- C. The decrease of company-owned physical system downtime
- D. The increase of web presence

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

Which of the following statements represents the correct definition of the terms 'cost allocation' and 'chargeback'?

- A. 'Cost allocation' focuses on recovering costs from consumers of cloud-delivered services whereas 'chargeback' relates to identifying costs and assigning them to specific cost categories.
- B. 'Cost allocation' and 'chargeback' are synonymous terms that relate to allocating costs of cloud services and ensuring that billing occurs for the services being delivered.
- C. 'Cost allocation' relates to identifying costs and assigning them to specific cost categories. 'Chargeback' is focused on recovering costs from consumers of the cloud-delivered services.
- D. 'Cost allocation' and 'chargeback' relate to ensuring that cloud computing delivery services are a profit center instead of a cost center. This leads to a positive return on investment for both cloud provider and cloud consumer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Cloud computing can BEST reduce costs for a business by:

- A. Utilizing services as needed.
- B. Increasing available data storage.
- C. Utilizing local resources.
- D. Increasing sales potential.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

Which of the following is an important factor for maintaining strategic flexibility?

- A. Return on investment
- B. Integrity
- C. Elasticity
- D. Vendor lock-in

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

In cloud computing, the ability to scale resources on demand, benefits the business in which of the following ways?

- A. Allowing a third party to manage service delivery ensures lower staffing costs.
- B. It is more cost effective to pay for what is needed rather than pay for peak demand upfront.
- C. Fewer in-house servers lower the power consumption of the datacenter.
- D. Shorter contracts and less capital expenses reduce expenditures to the IT budget.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

An organization requires that it federates its internal systems and their externally hosted SaaS finance system so a user does not have to re-authenticate. This is an example of which of the following?

- A. Open authentication
- B. Single sign-on
- C. Biometric scanning

D. Multifactor authentication

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

Which of the following are the appropriate steps to migrating a backwards compatible application into the cloud?

- A. Assess, proof of concept, migrate data, migrate application, automation/scaling, and optimizing
- B. Migrate the data and rebuild the application using APIs
- C. Purchase service from cloud provider, migrate the user accounts, and disable the internal infrastructure
- D. Decommission the internal infrastructure, purchase service from the cloud provider, and enable for business users

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

Which of the following risks are associated with using a customized proprietary cloud application?

- A. Simplified continuity of operation and disaster recovery plan
- B. Lack of internal control over function and design of applications
- C. Locking into the cloud provider and increasing costs over the long term
- D. Reassignment of roles and responsibilities would be necessary

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

Which of the following only provides configurable physical hardware and network resources used to make up the cloud?



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- A. IaaS
- B. SaaS
- C. PaaS
- D. CaaS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

An organization has just gone to a start-up cloud provider for its entire infrastructure. Which of the following is one of the new organizational roles required at the cloud provider?

- A. Supply manager
- B. Commercial manager
- C. Infrastructure project manager
- D. Credit risk manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

Which of the following companies would BEST benefit from moving to a cloud service?

- A. A retail company that has a history of peaks and troughs throughout the year with its online shopping application.
- B. A family business that does not have any IT applications, but runs off manual processes and good customer service.
- C. A financial services company that is having a number of security issues with its customer internet banking platform.
- D. An insurance company that has a mature, low cost and efficient IT infrastructure that does not have significant change.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

A cloud subscriber may come under certain security constraints when hosting sensitive data in the cloud due to government regulations. Which of the following is the BEST mitigating control that could be implemented by the cloud provider?

- A. Offer multi-tenancy software as a service with segregated physical infrastructure.
- B. Offer a single-tenancy software service with segregated virtualized infrastructure.
- C. Offer multi-tenancy software as a service with logically segregated infrastructure.
- D. Offer a single-tenancy software service with monitored intrusion detection systems.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

Which of the following capabilities MUST a vendor be able to fulfill in order to provide a successful IaaS solution? (Select TWO).

- A. Network maintenance
- B. Application development
- C. Web-based application maintenance
- D. Application configuration settings
- E. Physical security

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

A company is trying to understand the IT service management impacts of adopting cloud computing as the delivery vehicle for a new service. Which of the following lifecycle phases would be likely to see these impacts evaluated?

- A. Strategy
- B. Operation
- C. Design
- D. Transition

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

A university has migrated several services from their internal infrastructure to a third-party cloud provider. Which of the following is MOST important to the university in order to ensure an appropriate security posture?

- A. Regular patching applied by the university
- B. Governance and oversight by the cloud provider
- C. Antivirus checks performed by the cloud provider
- D. SLA and metrics requested by the cloud provider

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

An external cloud service provider has been chosen by a financial company to deliver some capabilities that used to be performed in-house. Which of the following would provide the BEST amount of coverage to the financial company byway of continually asserting that there is an acceptable security posture being achieved by the service provider?

- A. Define required security service levels, agree on security evaluation criteria, and perform regular compliance checks based on the service levels and evaluation criteria.
- B. Perform a penetration test every 6 to 12 months and mandate that any unacceptably high issues or risks are mitigated.
- C. Perform a risk assessment annually and mandate that any unacceptably high risks are mitigated.
- D. Ensure that the service provider aligns to an industry standard, such as ISO 27000 series or another regulatory compliance framework and request that they self-monitor annually.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

When an organization moves to a cloud service for IaaS the cost model changes. Which of the following illustrates that cost model?

- A. Move from an ongoing OPEX model for infrastructure to an ongoing service charge for the life of the infrastructure
- B. Move from a depreciation model of infrastructure to a leasing model of infrastructure with bundled support and maintenance.
- C. Move from a CAPEX model for infrastructure to an ongoing OPEX charge with bundled support and ongoing maintenance.
- D. Move from an OPEX model for infrastructure to an ongoing CAPEX charge with bundled support and ongoing maintenance.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

Which of the following is BEST used when setting up security for services being used within a public cloud?

- A. LDAP
- B. SFTP

- C. SNMP
- D. SSL

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

Which of the following cloud services would be used to rent hardware, computing and network space, and storage over the Internet?

- A. SaaS
- B. IaaS
- C. PaaS
- D. XaaS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

In order to maintain strategic flexibility and the ability to bring a cloud system back internally, which of the following is the MOST important requirement in the contract?

- A. Yearly independent audit is performed to measure performance
- B. Cloud provider has ability to terminate contract
- C. One week timeframe for termination of service
- D. Cloud subscriber maintains ownership of their data

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

Which of the following characteristics of cloud computing describes the ability to grow easily in response to an increase in demand?

- A. Hardware independence
- B. Scalability
- C. Variability
- D. Security

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

Which of the following is true when mitigating risks in a cloud environment while avoiding impact to performance?

- A. When securing cloud resources, only the most sensitive data should be secured.
- B. When securing cloud resources, it is always a best practice to encrypt all data stored in the cloud.
- C. When securing cloud resources, data security is not an issue.
- D. When securing cloud resources, it is always a best practice to use the strongest security on the most sensitive data.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

A financial services company plans to move its existing CRM system into the cloud. The current system hosts 50 million customers. Which of the following steps should be done FIRST for moving this application into the cloud?

- A. Perform security testing of the application to ensure that there are no new security vulnerabilities being introduced.
- B. Perform testing to confirm that all the customer data can be mapped/migrated during the allocated change window.
- C. Communicate with customers that they will be moving to a new CRM system which will be hosted in the cloud.

D. Perform a physical site assessment on where the application is hosted to ensure adequate controls are in place.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

Which of the following is an effect of cloud computing on application development?

- A. SaaS allows for open-source application development.
- B. SaaS delays the time to market for most applications.
- C. SaaS inhibits vendor interoperability on application platforms.
- D. SaaS allows for a shorter time to market for some applications.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

Which of the following BEST describes the property of cloud computing that allows changes in transaction volume without major changes to the system?

- A. Scalability
- B. Reliability
- C. Integrity
- D. Availability

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

The IT department has migrated company email to a web-based cloud provider. Which of the following dependencies placed on the cloud computing vendor will have the MOST affect on all company staff?

- A. Cost of service
- B. Availability of service
- C. Maintainability of service
- D. Location of service

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

Which of the following skills is MOST needed by the cloud vendor to communicate with the subscriber?

- A. Project management
- B. Customer service
- C. Industry best practices
- D. Visualization

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

A company is implementing a system replacement which has application components that are internally hosted and multiple application components that are hosted as software as a service by different cloud providers. Which of the following represents the challenge of this architecture?

- A. Complexity
- B. Time to market
- C. Cost saving
- D. Elasticity

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

Which of the following would be a method to ensure ongoing benefits of a cloud agreement?

- A. Confirm a continual assurance framework is in place to measure the cloud provider's performance in line with organizational objectives.
- B. Have independent security testing performed against the cloud provider to ensure that the business's customer data is safe.
- C. Ask the cloud provider to lower the cost before each contractual renewal so that the business is obtaining value for money.
- D. Have independent stress and volume testing performed against the cloud provider to measure the availability SLA.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

Which of the following is a benefit of implementing cloud computing via the ITIL guideline?

- A. Increased costs
- B. Larger knowledge base
- C. Increased free hard drive space
- D. Improved service level

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

Which of the following services represents an environment where the computing architecture is providing a hosted service to a limited group inside a corporate firewall?

- A. Public Cloud
- B. VLAN
- C. Private Cloud
- D. VPN

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

Which of the following is a reason why an IT manager understanding business cost allocations would recommend implementing a cloud infrastructure? (Select TWO).

- A. The cloud can be used to increase revenue.
- B. The cloud can be used to help cut unnecessary spending on IT.



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- C. The cloud can be used to increase system downtime.
- D. The cloud can be used to reduce payroll costs of IT staff
- E. The cloud can be used to increase customer base.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

In which of the following scenarios would a hybrid cloud be the BEST choice for an organization to use?

- A. A security organization that performs a large percentage of penetration testing.
- B. A financial organization that must keep all data under their control.
- C. A retail organization that needs to maintain all processing in their own datacenter.
- D. A large development firm that creates applications for the customer to host on their cloud.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

Which of the following questions should be considered BEFORE selecting a cloud computing vendor?

- A. What cloud computing product will fit the business need?
- B. What is the vendor policy on telecommuting?
- C. What is the timeline for transition to the vendor?
- D. What is the datacenter's power consumption?

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

Which of the following can influence the monthly service fee Company A pays for Company B to host their cloud, such that Company A might pay more per month as their company grows?

- A. Amount of data stored
- B. Connectivity speed
- C. Confidentiality of the data
- D. Uptime requirements

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

Which of the following is a drawback of direct cost when implementing cloud computing?

- A. It cannot be applied to IaaS.
- B. It is complex.
- C. It is less accurate.
- D. It only works with SaaS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

Which of the following is one way to mitigate the issue of non-secure communication methods used by cloud providers?

- A. Insist that the provider switch to secure protocols, such as SSH instead of Telnet.
- B. Insist that the provider use authentication to connect to the non-secure applications.
- C. Insist that the provider place firewalls and routers at the border of the cloud environment.
- D. Insist that the provider implement username/password on all protocols.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

Which of the following types of organizations would NOT benefit from cloud computing due to legal requirements?

- A. Online library
- B. Social media sites
- C. Large marketing agencies
- D. Medical facility

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

A company decides to reduce its IT labor force by hiring an external company to manage various aspects of IT administration, such as software patch management, desktop virtualization, and remote network maintenance. The company will still retain technicians for maintenance and storage administration. Which of the following services has this company implemented?

- A. Outsourcing
- B. Virtualization
- C. PaaS
- D. IaaS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

Which of the following processes should be implemented to validate the application security of the cloud provider's SaaS application?

- A. Periodic integrity testing
- B. Periodic penetration testing
- C. Review of operating system configuration
- D. Application load testing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

Which of the following would represent a successful implementation of a cloud service strategy?

- A. An organization has identified services, investments, partners, and delivery channels designed to meet requirements.
- B. An organization has identified patterns of business activities that use services and manage activities to influence demand.
- C. An organization has managed the investment portfolio for services available to users of the cloud services.
- D. An organization has managed budgeting and accounting for cloud services needed for the organization.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

Which of the following BEST describes the property of cloud computing that enables services to be readily on hand?

- A. Integrity
- B. Confidentiality
- C. Availability
- D. Scalability

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

A legal hold has been requested on an employee's mailbox by the company's legal office. The company IT group is unable to implement the legal hold since the email system has recently been outsourced to the cloud. Which of the following has the company failed to consider when migrating the email service to the cloud?

- A. Business continuity plan
- B. Email restoration process
- C. Archival procedures
- D. Retention policy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

Which of the following steps BEST leads to successful adoption of a cloud service?

- A. Gather stakeholder requirements, select potentially suitable cloud providers, perform a pilot, and select the most appropriate provider.
- B. Choose the most well known cloud provider for the given service and negotiate a short-lived contract with strong penalty clauses.
- C. Request a list of reference sites from the potential cloud provider and interview a reference from within the same industry sector. If the site reference check is positive, then choose the cloud provider.
- D. Workshop selection criteria items with company management and choose the service provider based on the strongest formal responses from cloud providers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109

Which of the following is the FIRST item of consideration when a company wants to implement a cloud network by following the ITIL standard?

- A. Cost of implementation
- B. Current productivity
- C. Use of current skills
- D. Business needs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110

An organization is in the process of selecting a SaaS provider to replace its current internal customer relationship management system. The business expects better functionality than what is provided with the internal system. Which of the following is the BEST reason for moving to a SaaS cloud service?

- A. Understand who the most experienced IaaS cloud providers are so that a recommendation can be made to the business based on what other industry vendors are doing.
- B. Understand the current SLA's of the cloud providers to ensure that they can exceed the current expected business SLA's.
- C. Understand current functional and non-functional requirements of the system in order to ensure the new system can meet and provide value add to current business needs.
- D. Understand the cost model of the hosted infrastructure and whether the current system can be hosted on cloud provided infrastructure.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

Which of the following applies only to public cloud computing as opposed to outsourcing?

- A. Contracts are in years as opposed to days or months
- B. Internal IT staff move from one organization to another
- C. There are no upfront CAPEX costs for hardware
- D. Infrastructure is stored within a datacenter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

Which of the following is an example of an early cloud adoption?

- A. Data center
- B. Virtualization
- C. Video streaming
- D. Web email

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

Which of the following applications would be a good candidate to move to a cloud-based platform?

- A. Mission critical financial data
- B. Customer Relationship Management (CRM)
- C. High-performance computing
- D. Database that requires a low latency for indexing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 114

Companies that are looking to move from capital expenses to operating expenses benefit from cloud services.

- A. True
- B. False

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://support.rackspace.com/white-paper/getting-on-the-right-side-of-the-capex-vs-opex-divide/>

QUESTION 115

A private cloud is defined as:

- A. a deployment model that uses an external cloud provider to provide host application services that are Internet accessible.
- B. a deployment model that partners with other industry related companies to provide infrastructure services.
- C. a deployment model that uses virtualization technologies to provide infrastructure on demand within its network.
- D. a deployment model that uses an external cloud provider to provide host infrastructure services that are Internet accessible.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 116

Which of the following is the logical progression in internal private cloud adoption?

- A. Virtualize, Paas, IaaS, and SaaS
- B. SaaS, PaaS, IaaS, and Virtualize
- C. Virtualize, IaaS, PaaS, and SaaS
- D. IaaS, PaaS, Virtualize, and SaaS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: http://www.slideshare.net/JenniferRomanoBergstrom/introduction-to-web-survey-usability-design-and-testing?next_slideshow=1

QUESTION 117

A cloud computing vendor is focusing on delivering applications to customers. The goal is to simplify the deployment of database functionality while removing the need for customers to manage the operating system and application patching. Which of the following types of solution is the vendor offering?

- A. IT as a Service

- B. Infrastructure as a Service
- C. Anything as a Service
- D. Platform as a Service
- E. Software as a Service

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 118

As part of a cloud provider's services, customers can provision a new virtual machine as needed without human interaction with the provider. This scenario is BEST described by which of the following cloud characteristics?

- A. On-demand self-service
- B. Measured service
- C. Broad network access
- D. Rapid elasticity

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 119

A business has recently implemented a hybrid cloud federated solution, which will allow it to rapidly and dynamically allocate resources during high demand, and quickly implement its Disaster Recovery Plan (DRP) and Continuity of Operations (COOP). Given this implementation, the IT director is MOST likely concerned about:

- A. maintaining strategic flexibility.
- B. reducing OPEX allocations.
- C. hiring additional IT staff.
- D. eliminating security risks



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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 120

Which of the following is the primary difference between private and public cloud?

- A. Tenancy of the cloud
- B. Management of the cloud
- C. Service model of the cloud
- D. Location of the cloud

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.expedient.com/blog/private-vs-public-cloud-whats-difference/>

QUESTION 121

Cloud computing relies heavily on which of the following virtualization characteristics? (Select two.)

- A. User federation
- B. Hardware independence
- C. Simplistic setup
- D. Scalable resources
- E. Information sharing

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 122

Following an IT Service Management lifecycle approach, a Chief Information Officer would take which of the following paths to implement a cloud solution?

- A. Choose the SaaS provider; Design the application; Choose whether to develop the service application in-house or outsource; Operate the service application in the cloud.
- B. Decide whether to implement on the cloud; Choose a XaaS provider; Design the application; Choose where to develop the service application; Operate the service application in the cloud.
- C. Decide whether to implement the application on the cloud; Choose an IaaS provider; Choose whether to develop the service in-house; Operate the service application in the cloud.
- D. Strategize which IaaS provider to use; Design the application; Transition the development process to the cloud; Operate the service application in the cloud.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www.connectsphere.com/resource/articles/what-is-the-iti-service-lifecycle>

QUESTION 123

An organization wants to host a critical application on two redundant leased servers located at the ISP's datacenter. Which of the following is this an example of?

- A. PaaS
- B. IaaS
- C. Public cloud
- D. SaaS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.computenext.com/blog/when-to-use-saas-paas-and-iaas/>

QUESTION 124

A company Chief Information Officer (CIO) who wants to ensure rapid elasticity for the company's cloud solution would MOST likely choose which of the following types of cloud?

- A. Public cloud
- B. Private community cloud
- C. Private cloud
- D. Community cloud

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www.evolveip.net/cloud-elasticity-and-cloud-scalability-are-not-the-same-thing-2>

QUESTION 125

Consumption statistics for individual cloud service offering is used by which of the following ITIL processes?

- A. Supplier management
- B. Continuous service improvement
- C. Service level management
- D. Information security management

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 126

An application development company is considering implementing a cloud solution to help improve time to market with new software upgrades. The existing application has been in use by customers for several years and contains a large amount of code. Which of the following types of clouds would be BEST for this company to implement?

- A. IaaS
- B. XaaS

- C. PaaS
- D. SaaS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 127

A critical internal IT server provisioning process is under review and the IT manager is considering moving the process to the cloud. The IT staff has selected the cloud provider and must now migrate the process. Which of the following **MUST** the IT staff do to ensure the transition meets the IT manager's requirements?

- A. Pilot the process using cloud resources and perform a comprehensive test.
- B. Survey the business users and implement the solution that received the most positive feedback.
- C. Ask the server administrator to sign off and approve the implementation plan.
- D. Shift the current process to the cloud since the SLA will guarantee 99.999% availability.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 128

Which of the following will allow an organization to integrate internal identity management services with a cloud provider in order to provide single sign-on across the internal and cloud-hosted environments?

- A. Virtualization
- B. Federation
- C. Role-based authentication
- D. Outsourcing

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 129

Which of the following is a potential advantage of using Storage as a Service?

- A. Data is accessible when the Internet is not functioning
- B. In-house IT staff controls all data
- C. Increase in encryption technologies
- D. Decrease in IT management of the platform

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 130

Which of the following describes the difference between SaaS and IaaS?

- A. SaaS defines a standard while IaaS implements the standard.
- B. SaaS enables the software developer while IaaS provides the specifications.
- C. SaaS provides applications while IaaS provides equipment.
- D. SaaS implements security while IaaS provides information.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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