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### Question: 1

Digital identities for logging onto SaaS solutions should be issued by all the following EXCEPT:

- A. A third-party identity provider.
- B. The customer organization.
- C. The SaaS provider.
- D. A user.

**Answer: D**

### Question: 2

Why is it important to consider the cloud ecosystem when developing applications?

- A. Cloud providers will do application development.
- B. The development process needs to change.
- C. The role of the IT department will change.
- D. This can speed up the development process.

**Answer: D**

### Question: 3

Which of the following actions should a company take if a cloud computing provider ceases to uphold their contract?

- A. Consult the company's exit plan.
- B. Move the company data to the backup provider that was selected earlier.
- C. Re-host all critical applications on the company's internal servers.
- D. Evaluate the company's strategic options for an alternative provider

**Answer: A**

### Question: 4

Which of the following consequences does IT outsourcing and cloud computing have in common?

- A. Involvement of external staff
- B. Improved flexibility

- C. Reduced expense
- D. Shorter time to market

**Answer: A**

### Question: 5

Which of the following is an important new skill for an IT organization to develop in the context of cloud computing?

- A. Provisioning services
- B. Incident management
- C. Technology upgrade monitoring
- D. Security and risk management

**Answer: A**

### Question: 6

Which of the following is the function of orchestration services?

- A. Assemble functional requirements for application development
- B. Configure application clusters with Web services
- C. Enable and disable load balancers
- D. Manage the starting and stopping of application server clusters

**Answer: D**

### Question: 7

Which of the following is a reason for business users to be interested in cloud computing?

- A. Desire for vendor lock-in reduction
- B. Desire for improved security
- C. Desire for improved user experience
- D. Desire for reducing compliance issues

**Answer: C**

### Question: 8

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Which of the following is important to standardize?

- A. Information standards and applications
- B. User names and hardware providers
- C. Virtual machine images and applications
- D. Virtual machine images and identity information standards

**Answer: D**

### Question: 9

Cloud computing \_\_\_\_\_ capital cost to variable cost.

- A. increases
- B. reduces
- C. shifts
- D. equates

**Answer: C**

### Question: 10

Privacy is the right of \_\_\_\_\_ to selectively disclose information about \_\_\_\_\_ and restrict the further use of that information by any party.

- A. companies, others
- B. companies, themselves
- C. individuals, others
- D. individuals, themselves

**Answer: D**

### Question: 11

Which of the following IT processes is likely to become more important due to the adoption of cloud computing?

- A. Capacity management
- B. Troubleshooting management
- C. Project management
- D. Request fulfillment management

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**Answer: A**

**Question: 12**

Which of the following is the primary way to access PaaS?

- A. Web services
- B. Websites
- C. Web hosting providers
- D. Data integrations

**Answer: A**

**Question: 13**

How can an organization successfully implement a SaaS strategy?

- A. Manage the risks associated with bringing in external providers
- B. Continuously execute performance analytics to monitor providers
- C. Open up internal databases with Web service access for easier access
- D. Standardize on a limited set of virtual machines to increase security

**Answer: A**

**Question: 14**

Which of the following is the MOST important service management consequence of elastic capacity?

- A. The need for better application development
- B. The need for better security management
- C. The need for good performance monitoring and management
- D. The need to improve the fulfillment and provisioning process

**Answer: C**

**Question: 15**

Which of the following is a typical concern for business and IT leaders when adopting cloud computing?

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- A. Current cost structure of IT
  - B. Quality of web-based user interfaces
  - C. Security of current IT solutions
  - D. Technical maintenance of current IT assets

**Answer: C**

### Question: 16

Which of the following does IT outsourcing and cloud computing typically have in common?

- A. Pay as you go agreements
- B. Short-term financial commitment
- C. Tailor-made applications based on client needs
- D. Vendor lock-in potential

**Answer: D**

### Question: 17

Which of the following does the server virtualization layer do?

- 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

**Answer: A**

### Question: 18

Which of the following are essential steps to take when creating a virtual server?

- A. Select a machine image to run, select an application set to run, select security credentials.
- B. Select a machine image to run, select an application set to run, select the size of the virtual machine.
- C. Select a machine image to run, select security credentials, select the size of the virtual machine.
- D. Select an application set to run, select security credentials, select the size of the virtual machine.

**Answer: C**

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### Question: 19

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

**Answer: C**

### Question: 20

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.

**Answer: C**

### Question: 21

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

**Answer: A**