

Mod 01: Introduction to Cloud Computing

1. Instead of outsourcing the infrastructure to a third -party provider, Craig wants to establish a computer infrastructure that would enable developers within his organization to build apps on a platform that is mostly hosted internally. He does, however, desire simple access to AWS goods. Craig might utilize which of the following to do this.

- a. Patchouli
- b. Lavender
- c. Eucalyptus
- d. Basil

ANSWER:

c

2. Bonnie has been charged with doing an investigation of the firewall infrastructure at her workplace. The company employs a lot of employees who work remotely from their homes in addition to having several office sites spread out around the United States. She discovers that a large number of the current firewalls are no longer maintained by the manufacturer and has persuaded the corporation to set aside some funds to acquire a replacement. Which of the following options may she suggest in their place?

- a. FWaaS
- b. FAT
- c. CRM
- d. FCoE

ANSWER:

a

3. Aaron's manager is aware that businesses can build their own clouds inside of their current data centers. He has been entrusted with looking at technologies that could retain their data on-premises and make better use of the technology in their data centers. Which of the following items would Aaron suggest?

- a. FlexStack
- b. OSS
- c. OpenStack
- d. OwnStack

ANSWER:

c

4. Alejandro wants to set up a few more virtual machines to use the DHCP services that their cloud service provider offers. The CSP's site offers a number of higher-level categories in which to divide up their products. When configuring this service for his company's use, where should he most likely look?

- a. Compute components
- b. Storage components
- c. Application components
- d. Network components

ANSWER:

d

5. Creative Co. needs a new private cloud setup. However, they want their field workers who operate remotely

Mod 01: Introduction to Cloud Computing

to have access to the private cloud's resources. Which of the following solutions may Creative Co. put into practice to enable users to establish secure connections from their PCs across the Internet into the private cloud?

- a. CMS
- b. WAN
- c. VLAN
- d. VPN

ANSWER:

d

6. Timothy is in charge of keeping track of how effectively the company's apps are running both on their internal private cloud and on the cloud service provider. The IT department had committed to making sure that the services were available to varying degrees based on their criticality when the apps were first established. He must thus consult the paperwork for each of those services in order to understand how they need to be functioning. Which document is Timothy probably alluding to?

- a. SOC
- b. NDA
- c. SLA
- d. GDPR

ANSWER:

c

7. Multiple internal applications are run via a data center owned by Fictional Corp. To ensure that mail is still delivered in the event of Internet connection outages, they wish to move their email to a cloud service provider. In order to avoid having to generate duplicate user accounts on the internal and external systems, they also wish to use a single directory service. Which of the following service categories best fits Fictional Corp's requirements?

- a. Public cloud
- b. Private cloud
- c. Hybrid cloud
- d. Community cloud

ANSWER:

c

8. Fictional Corp's vice president of sales has just returned from a conference where he learned about a great customer relationship management platform that he would like for the company to begin using. This platform doesn't require any investment in hardware, operating systems, or any other software, and only requires administration of user accounts and configuration of the types of data that it needs to store. Users would access it through their web browser, and the administration and maintenance tasks for the IT department would be minimal. Which of the following is the VP suggesting that the company use?

- a. Public cloud
- b. Private cloud
- c. Hybrid cloud
- d. Community cloud

Mod 01: Introduction to Cloud Computing

ANSWER:

a

9. Patrick manages the cloud services that are used by a small hospital system. He knows that there are a lot of laws and regulations out there that pertain to storing PII that are different from other industries. Which of the following sets of laws and regulations is he specifically thinking of that do not apply to other industries?

- a. HIPAA
- b. PCI DSS
- c. GDPR
- d. SLA

ANSWER:

a

10. Ted's job is to convert the organization's on-premises server architecture to a cloud-based system. He is aware that the company's data center's servers are still pretty young and have a ways to go before they need to be replaced. He is aware that security is a crucial consideration in all decisions, though. Which of the following is least likely to be taken into account when deciding how to prepare for secrecy in security?

- a. An on-premises private cloud may be more susceptible to security vulnerabilities with limited staff due to the volume of maintenance and patches required.
- b. If the company were to deploy a private cloud, what kind of uptime requirements would the system need in order to meet the SLAs?
- c. The physical security of the data center must be considered as physical access to the servers could still cause a data breach.
- d. If the company were to use a public cloud provider, what kind of assurances do they have that the company's data will be kept private as well as what types of precautions and tools do they have in place?

ANSWER:

b

11. A tiny startup firm has secured a round of investment to provide them with the resources they need to distribute their smartphone app to more devices. Instead of building its own data center, they have chosen to use a public cloud, but they still want to oversee as much of the infrastructure as it can to save capital expenses associated with the purchase of hardware. Which of the above service models will provide them the most power over the security of the platform they wish to create?

- a. SaaS
- b. PaaS
- c. IaaS
- d. DBaaS

ANSWER:

c

12. Danny is looking at deploying a new application that requires root-level access to the server. He is currently researching the capabilities of various cloud service providers but is only finding one type of implementation that would meet the requirements set forth by the application developer. Which of the following types of cloud offerings is he most likely going to need?

Mod 01: Introduction to Cloud Computing

- a. SaaS
- b. PaaS
- c. IaaS
- d. DBaaS

ANSWER:

c

13. In its data center, Fictional Corp. currently makes use of a private cloud. The CTO has asked the cloud team to create a hybrid cloud as soon as feasible after learning more lately about hybrid cloud solutions and their advantages. Which of the following categories of cloud services ought they to begin considering incorporating into their system?

- a. Public
- b. Private
- c. Community
- d. CRM

ANSWER:

a

14. In order to make changes, Zara is creating a configuration management tool that uses a system that delivers XML messages to endpoints on multiple platforms. What sort of technologies is she employing?

- a. BIA
- b. DaaS
- c. CSP
- d. API

ANSWER:

d

15. A holiday ornament manufacturer sees traffic increase to their website in a couple of months leading up to the holiday, but then it tapers off and is very low for the rest of the year. Which of the following benefits of cloud computing might they be the most interested in for this use?

- a. Volatility
- b. Elasticity
- c. Reliability
- d. Duplicity

ANSWER:

b

16. For the company he works for, Eddie's virtual machine is currently the only web server in use. Eddie wants to deploy a second web server to assist handle the increased website traffic and handle some of the queries. Which of the following innovations, in addition to the second web server, should Eddie consider implementing?

- a. Firewall
- b. Router
- c. Switch

Mod 01: Introduction to Cloud Computing

- d. Load balancer

ANSWER:

d

17. The IT management team at Fictional Corp has determined that, given their expanded infrastructure, they should consider automating some of the settings and virtual machine deployments. They wish to leverage APIs for monitoring as well as managing the installation and setup of operating systems and software. Which of the following best characterizes the setting they aim to establish and use?

- a. DevOps
- b. Advanced deployments
- c. Divestitures
- d. Resource pooling

ANSWER:

a

18. Fictional Corp. is looking at solutions for their new CRM system for the sales department. The IT staff already has a fairly heavy workload, but they do not want to hire any additional IT staff. In order to reduce the maintenance burden of the new system, which of the following types of CRM should they choose to meet these needs?

- a. IaaS
- b. PaaS
- c. SaaS
- d. DBaaS

ANSWER:

c

19. A small business has made the decision to host its website in-house in its server room since they have the extra capacity. But periodically, for a few days at a time, their website becomes extremely popular, making it entirely inaccessible to all users. Which of the following could help them with their issue?

- a. Virtualization
- b. Cloud bursting
- c. DevOps
- d. Resource pooling

ANSWER:

b

20. The merger of Fictional Corp. and Widgets Inc is now underway. They both utilize several cloud service providers to offer their staff the many apps they require to do their tasks. The firms' IT departments have been charged with combining their IT infrastructures. Combining the directory services for the two organizations so that all users are in a single sizable LDAP database is one of the first things they are considering. Due to the complexity of the deployed apps, switching from one cloud service provider to another is now not an option. Which of the following best characterizes the kind of infrastructure they will have once they have connected all the infrastructures?

- a. Public cloud

Mod 01: Introduction to Cloud Computing

- b. Private cloud
- c. Multi-cloud
- d. Hybrid cloud

ANSWER:

c

21. A large telecom company currently has both wireless and landline operations and wants to divest itself of the landline division. However, a lot of the servers that run each separate division are located in the same data center. Before they sell off the landline division, they want to migrate the servers out of that data center. Which of the following would be the best and most cost-effective solution so that they can preserve the capital that they have on hand while not taking on any new debt?

- a. Build a new data center and move the servers to the new location.
- b. Convert the servers to virtual machines and migrate them to a cloud service provider.
- c. Buy new servers and install them in a new-leased data center and then migrate the applications to the new servers.
- d. Buy new servers and install them in a colocation facility and migrate the applications to them.

ANSWER:

b

22. A social media organization has grown from its initial startup phase to being widely known within the United States. It has decided that it is time to broaden its horizons and see if it can grow its user base globally as well. They have plans to expand into Europe within the next 12 months. Which of the following should they become familiar with before they start marketing the platform to European users?

- a. GDPR
- b. HIPAA
- c. PCI DSS
- d. SSAE 18

ANSWER:

a

23. A user calls into the service desk stating they're having a problem accessing a particular cloud application. The service desk technician asks them some probing questions to see if there have been any changes to their local computer and what they were doing when it stopped working. Which step of the troubleshooting model describes the step that the process is currently at?

- a. Establish a theory of probable cause.
- b. Establish a plan of action to resolve the problem and implement the solution.
- c. Document findings, actions, and outcomes.
- d. Identify the problem.

ANSWER:

d

24. John has received a ticket from the service desk describing an issue that a user is having with a cloud application. The ticket describes the issue that the user is having along with the answers to the probing questions that the service desk technician had asked. Which of the following is the next step in the troubleshooting model?

Mod 01: Introduction to Cloud Computing

- a. Establish a plan of action to resolve the problem and implement the solution.
- b. Identify the problem.
- c. Establish a theory of probable cause.
- d. Document findings, actions, and outcomes.

ANSWER:

c

25. Teddy recently got a call from a user who said that after Teddy repaired one problem with a cloud-based program a few hours ago, another section of the application is now malfunctioning. He most likely skipped which of the following phases in the troubleshooting model?

- a. Identify the problem.
- b. Document findings, actions, and outcomes.
- c. Establish a plan of action to resolve the problem and implement the solution.
- d. Verify full system functionality, and, if applicable, implement preventive measures.

ANSWER:

d

26. Sharon has just finished probing her way through a virtual machine that has been causing problems on the company's private cloud looking for clues as to what might be causing those problems. She has a theory of what could be causing the problem. What is the next step that she should perform if she is following the CompTIA troubleshooting model?

- a. Test the theory to determine cause.
- b. Establish a theory of probable cause.
- c. Establish a plan of action to resolve the problem and implement the solution.
- d. Identify the problem.

ANSWER:

a

27. Max has been hired as a consultant to help revamp the procedures that the IT department uses. He sees a lot of things that they are doing correctly, but sees that the information in the trouble tickets is severely lacking of detail. Which of the following systems would Max most likely recommend putting into place that could have been populated from ticket information if it had been there?

- a. CMDB
- b. Knowledge base
- c. Content management system
- d. Customer relationship management system

ANSWER:

b

28. Jim is a technician at Fictional Corp. and has been assigned a ticket from the service desk to investigate a problem into one of the cloud applications being used by the company. He has a theory as to what could be causing the problem and tested it to determine the actual cause of the problem. Which of the following should Jim do next?

Mod 01: Introduction to Cloud Computing

- a. Document findings, actions, and outcomes.
- b. Verify full system functionality, and, if applicable, implement preventive measures.
- c. Establish a plan of action to resolve the problem and implement the solution.
- d. Identify the problem.

ANSWER:

c

29. Carrie has just completed checking to make sure the system is now operating regularly after fixing a problem with a troublesome virtual machine. Which of the following should she complete as she closes the ticketing system's issue?

- a. Establish a plan of action to resolve the problem and implement the solution.
- b. Establish a theory of probable cause.
- c. Document findings, actions, and outcomes.
- d. Verify full system functionality, and, if applicable, implement preventive measures.

ANSWER:

c

30. Janelle's company has adopted the CompTIA troubleshooting model as part of their standard operating procedures to use when troubleshooting issues. She sees the step listed as identify the problem. Which of the following should she do as part of that step?

- a. Install the available patches from the manufacturer.
- b. Ask the user probing questions to determine whether any recent changes have been made.
- c. Look for clues as to what could be causing a problem.
- d. Document the issue and all of the pertinent details.

ANSWER:

b

31. Pedro is looking for internal and external clues as to what may be causing a problem that has been reported via their ticketing system. Which of the following steps is he currently on from the troubleshooting model?

- a. Identify the problem.
- b. Establish a plan of action to resolve the problem and implement the solution.
- c. Test the theory to determine cause.
- d. Establish a theory of probable cause.

ANSWER:

d

32. Which of the following steps of the troubleshooting model, if not done, could potentially cause users to experience new issues or problems with a system?

- a. Test the theory to determine cause.
- b. Verify full system functionality, and, if applicable, implement preventive measures.
- c. Identify the problem.
- d. Document findings, actions, and outcomes.

ANSWER:

b

Mod 01: Introduction to Cloud Computing

33. A data center held by Business Management Inc. is used to run numerous internal applications. They want to shift their email to a cloud service provider to guarantee that mail would still be sent in the event of Internet connection failures. They also want to use a single directory service so they don't have to create duplicate user accounts for the internal and external platforms. Which of the ensuing service categories most closely matches Business Management Inc.'s needs?

- a. Hybrid cloud
- b. Personal cloud
- c. Private cloud
- d. Community cloud management

ANSWER:

a

34. Mark is considering installing a new application that needs server root access. He is currently looking into the possibilities of other cloud service providers, but so far, he has only found one kind of implementation that would satisfy the application developer's specifications. Which of the aforementioned cloud service packages is he most likely to require?

- a. IaaS
- b. DBaaS
- c. SaaS
- d. PaaS

ANSWER:

a

35. A tiny company decided to host its website internally in its server room because they have the extra space. However, their website occasionally experiences high popularity spikes that render it completely inaccessible to all users for a few days at a time. Which of the following might aid them in solving their problem?

- a. DevOps
- b. Cloud virtualization
- c. Resource pooling
- d. Cloud bursting

ANSWER:

d