

9628-08 Level 3 Award in Cloud Services (for the Level 3 Infrastructure Technician Apprenticeship)
9628-308 Cloud Services and Disaster Recovery

Sample question paper

Duration: 60 minutes

Candidate's name:

Candidate's enrolment number:

Centre name:

Centre number:

Date:

- 1 Which one of the following describes the ability of cloud services to scale the capacity offered to a client?
 - a. Elasticity.
 - b. Plasticity.
 - c. Ubiquity.
 - d. Serviceability.

- 2 What does the term 'ubiquitous access' mean when applied to cloud services?
 - a. The service can be accessed from anywhere and from any device.
 - b. The service is provided on a fixed annual contract basis.
 - c. The service is un-interruptible under normal conditions.
 - d. The service can only be accessed using the same device.

- 3 Which one of the following **best** describes the situation in which a single instance of software runs on a server and serves more than one consumer?
 - a. Single tenancy.
 - b. Multi-tenancy.
 - c. Pay as you grow.
 - d. Single occupancy.

- 4 Which characteristic of cloud technology would be **most** beneficial to a new business that needs to be operational very quickly?
 - a. Rapid deployment of services.
 - b. Minimum investment in hardware.
 - c. Potential for automation.
 - d. Ability to be widely accessible.

- 5 Which one of the following **best** describes the term 'hybrid cloud'?
 - a. When high speed processing is required in-house.
 - b. When a mix of private, public and community cloud models are used.
 - c. When the latest developments in cloud model storage are deployed.
 - d. When a business wants to use only its own dedicated cloud model.

- 6 Which term **best** describes the hosting model where the customer is only responsible for the applications it is developing?
 - a. SaaS.
 - b. XaaS.
 - c. IaaS.
 - d. PaaS.

- 7 Which law may be broken if a cloud hosting provider chooses to host personal data in a non-EU country?
 - a. Computer misuse law.
 - b. Human rights law.
 - c. Official secrets law.
 - d. Data protection law.

- 8 Which one of the following is a violation of the Computer Misuse Act (1990)?
 - a. Authorised user logs on to a remote computer.
 - b. Data stored in a non-EU country.
 - c. Unauthorised access to a client's laptop.
 - d. Client data transferred to a new host.

- 9 Why is having a large amount of RAM an important requirement for a cloud server?
 - a. It is required by modern networks.
 - b. It enables the server to be administered remotely.
 - c. It allows multiple instances of services to be run.
 - d. It prevents unnecessary system shutdowns.

- 10 Which of the following statements is correct about 'Load Balancing'?
 - a. It can reduce the load on the router.
 - b. It can distribute the load between servers.
 - c. It can increase security.
 - d. It can increase power overload.

- 11 What is the **best** way to maintain the right working temperature for hardware in a data centre?
- Provide adequate air-conditioning units.
 - Locate the site in a temperate climate.
 - Allow plenty of natural ventilation.
 - Ensure thermometers are installed.
- 12 What is Mean Time Between Failures (MTBF)?
- It is a measure of how reliable a component is.
 - It is a way of counting storage space.
 - It is a measure of return on investment.
 - It is a count of how many times a component has developed a fault.
- 13 What is meant by the term 'redundancy' when referring to cloud hosting?
- The number of technical staff to be laid off.
 - The quality of the failsafe mechanism employed.
 - The provision of more than one critical component.
 - The withdrawal of unwanted assets.
- 14 Which one of the following statements is correct about a DHCP server?
- It only works on a LAN.
 - It allocates the IP address of the device.
 - It fails to work on a smartphone.
 - It decreases risk of a security breach.
- 15 Which one of the following is typically used as a measure of quality of service in cloud services?
- Delay in traffic.
 - Scalability.
 - Ease of use.
 - Security.
- 16 Which one of the following combinations is **most** likely to give the best user experience when connecting to cloud services?
- Smartphone connected via 4G.
 - Laptop connected via Ethernet.
 - Tablet connected via WiFi.
 - Desktop connected via WiFi dongle.
- 17 Which one of the following is a **key** technical consideration when choosing a tablet to be used by field staff to access a cloud based web service?
- The manufacturer's warranty.
 - The storage capacity.
 - The provision of USB ports.
 - The size and weight of the device.
- 18 Which one of the following is the **most** important consideration when delivering a cloud based database application?
- The design of the command line interface.
 - The latency of the system.
 - The location of the web interface.
 - The back-up software manufacturer.
- 19 What **must** be checked before setting up a Virtual Machine (VM) on a Windows workstation?
- The BIOS is the latest version.
 - The BIOS is password protected.
 - Appropriate support is enabled in the BIOS.
 - Ports are configured correctly in BIOS.
- 20 Which one of the following is the **most** important to include when drawing up a Service Level Agreement (SLA) with a service provider?
- The list of available workstations.
 - The benefits of the service.
 - The password for the portal.
 - The expected availability and reliability.
- 21 Which DNS record would have to be configured for a cloud based email service?
- CNAME record.
 - MX record.
 - AAAA record.
 - PTR record.

- 22 Why is it important for the user to have the ability to customise the User Interface (UI) on a cloud service?
- It ensures higher security as strict passwords are enforced.
 - It can provide appropriate user accessibility options.
 - It allows more consistent monitoring of users.
 - It will allow a faster response time for any faults raised.
- 23 What is an **essential** requirement for a provider offering multi-tenancy in a cloud based service?
- Data is segregated between different clients.
 - Clients are enabled to raise requests.
 - User interface is customisable.
 - Traffic is monitored.
- 24 Which one of the following statements is correct about Device ID when accessing cloud services?
- It is the same as a MAC address.
 - It is initially set by the manufacturer.
 - It is initially set by the user.
 - It is the same as the IPv6 address.
- 25 What makes self-service portals attractive to the cloud service provider?
- They allow consumers to configure the latency.
 - They are complicated to configure.
 - They reduce the cost of service provision.
 - They are complex for the customer to use.
- 26 What is the benefit to a business if a Disaster Recovery Plan is compliant with ISO standards?
- It is enforced by government departments.
 - It always reduces the cost of recovery from a disaster.
 - It means that testing of the procedures is never required.
 - It demonstrates the procedures are internationally accepted best practice.
- 27 Which one of the following **best** describes the application of 'the principle of least privilege'?
- All employees are given super user rights.
 - All managers have admin rights to access all information.
 - Employees only have the access necessary to perform their job role.
 - Established employees are given increased access to the system.
- 28 When conducting a risk assessment, which one of the following poses the **highest** risk of fire starting in a server room?
- Presence of a kitchen in the same block.
 - Lack of fire extinguishers near the room.
 - Location of server room in basement.
 - Overloaded power supply in the room.
- 29 Which of the following is an example of risk avoidance, following a risk analysis of a server room located in a basement and prone to seasonal flooding?
- The server room was relocated on an upper floor.
 - The main server rack was placed behind waterproof doors.
 - The users were notified of risk to service during wet season.
 - Contingency plan was drawn up to relocate if flooding was imminent.
- 30 Which one of the following is a viable contingency plan for coping with internet loss due to connectivity failure?
- An alternative ISP network.
 - A faster connection.
 - An increase in local storage.
 - A WiFi connection.

- 31 Which one of the following is a viable contingency plan for coping with loss of a hard disk on a real time Network Attached Storage (NAS)?
- Having a server that can be brought online at short notice.
 - Creating a hot swappable RAID configuration.
 - Informing users to work locally until the server is restored.
 - Informing users that services will not be available for that day.
- 32 Which statement **best** describes a responsibility of an IT Manager in ensuring that disaster recovery goes according to plan?
- To maintain an accurate and up to date asset register of all hardware.
 - To keep a list of local first aiders on the same floor as the server room.
 - To ensure that adequate budget has been set aside for IT upgrades.
 - To ensure that the emergency alarms in the server room are working.
- 33 What is a suitable 'prevent' step for a call centre business with a high turnover of staff?
- Single point of authentication.
 - Password change every 30 days.
 - Two step authentication.
 - Username change every week.
- 34 What is a suitable 'detect' mechanism for a data centre with minimal staff?
- Issuing of ID cards.
 - Irregular security patrols.
 - Actively monitored CCTV.
 - Steel reinforced doors.
- 35 What is a suitable 'respond' step for a small business when a virus has been detected on a desktop?
- Inform the business owner.
 - Analyse and assess the risk.
 - Carry out a full back up.
 - Remove all devices from the network.
- 36 Which one of the following is the **most** appropriate 'respond' action when an online business's customer contact details have been compromised?
- Publicise widely across all social media.
 - Inform the local police.
 - Inform the named person in the action plan.
 - Email all members of staff.
- 37 What is the **most** appropriate 'recovery' step for a software house when the latest release has been accidentally deleted?
- Conduct a restore from the original backup.
 - Replace a disk in RAID array.
 - Conduct a restore from the latest tested backup.
 - Run a full malware scan.
- 38 Which one of the following is the **best** explanation of a Recovery Point Objective (RPO) when applied to a service that relies on regular access to a database system?
- It is the maximum period of time that the business can afford for database downtime.
 - It is the stage at which the recovery and the database are checked for integrity.
 - It is the target time set to recover the database in full after the incident.
 - It is the plan to be activated when the database has been fully recovered.
- 39 What is the **next** 'restore' step for a software house to take when deleted data has been restored and verified?
- Report the data loss to the authorities.
 - Inform the Chairman of the Board.
 - Review the cause of the incident plan.
 - Change the key personnel.

- 40 Which one of the following is the **most** appropriate 'restore' step for a large business where the internal network has been restored following a crash?
- a. Reset all access points in the business.
 - b. Reconfigure all VLANs.
 - c. Validate all network infrastructure.
 - d. Replace all switches in the network.

NOW GO BACK AND CHECK YOUR WORK

- IMPORTANT -
Are the details at the top of the answer sheet correct?