

**9628-08 Level 3 Certificate in Cloud Services (for the Level 3  
Infrastructure Technician Apprenticeship)**  
9628-808 Cloud Services

Sample question paper

Duration: 60 minutes

Candidate's name:

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Candidate's enrolment number:

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Centre name:

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Centre number:

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Date:

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- 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 **might** be particularly 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 Fails (MTBF)?
- It is a measure of how reliable a component is.
  - It is a count of how many times a component has developed a fault.
  - It is a way of counting storage space.
  - It is a measure of return on investment.
- 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 in 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 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 demonstrates the procedures are internationally accepted best practice.
  - It means that testing of the procedures is never required.
- 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 on 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 one of the responsibilities 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's the maximum period of time that the business can afford for database downtime.
  - It's the stage at which the recovery and the database are checked for integrity.
  - It's the target time set to recover the database in full after the incident.
  - It's 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?

