

SP - Certified Service Provider Practice Test Questions and Answers

1. What is a 'cloud migration assessment'?

- A) A post-migration performance benchmark
- B) An analysis of current workloads to determine cloud readiness, migration strategy, and cost estimates
- C) A security audit of existing cloud usage
- D) An evaluation of cloud vendor SLAs

2. What does 'SLA compliance rate' measure?

- A) Percentage of customers who accept new SLA terms
- B) Percentage of incidents resolved within the contracted response and resolution time
- C) Percentage of SLA reports submitted on time
- D) Percentage of services covered by active SLAs

3. A service provider's NOC stands for what?

- A) Network Operations Center
- B) Node of Control
- C) Network Outage Command
- D) New Operations Configuration

4. What is a 'Service Improvement Plan' (SIP)?

- A) A marketing plan for selling new services
- B) A formal document outlining actions to address recurring SLA failures or performance gaps
- C) An upgrade path for aging infrastructure
- D) A staff training curriculum

Answers: 1-B 2-B 3-A 4-B

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