



EXIN
Cloud Computing

FOUNDATION

Certified by


Sample Exam

Edition 202011

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Introduction

This is the EXIN Cloud Computing Foundation (CLOUDF.EN) sample exam. The Rules and Regulations for EXIN's examinations apply to this exam.

This exam consists of 40 multiple-choice questions. Each multiple-choice question has a number of possible answers, of which only one is correct.

The maximum number of points that can be obtained for this exam is 40. Each correct answer is worth 1 point. You need 26 points or more to pass the exam.

The time allowed for this exam is 60 minutes.

Good luck!

Sample Exam

1 / 40

A customer wants to:

- run application software
- store related data in central computer systems
- provide customers or other users access to them through the Internet

What would help do this?

- A)** Application architecture
- B)** Application management
- C)** Cloud computing
- D)** IT service management

2 / 40

A cloud infrastructure delivers services to a specific group of organizations and individuals that share a common goal.

Which cloud deployment model is this?

- A)** Community cloud
- B)** Hybrid cloud
- C)** Private cloud
- D)** Public cloud

3 / 40

What is a key characteristic of PaaS?

- A)** No modification of the software
- B)** Provides dynamic scaling
- C)** Used for remote application development
- D)** Vendor with advanced technical knowledge

4 / 40

Which protocol forms the basis of the Internet and, therefore, of cloud computing?

- A)** FTP
- B)** HTTP
- C)** TCP/IP

5 / 40

What is the **main** role that a network plays in cloud computing?

- A) Connecting personal computers to share computing power
- B) Connecting personal devices to the shared resources
- C) Connecting thin clients to create a pooled resource server

6 / 40

What does virtualization achieve?

- A) Virtualization creates more security than using a physical machine.
- B) Virtualization makes it easier to share resources between users.
- C) Virtualization leads to better LAN and WAN utilization.

7 / 40

Application service providers (ASPs) offered an application over a network. The application was not owned by the business.

What is this an early example of?

- A) Arpanet
- B) Mainframes
- C) Managed services
- D) Virtual private networks (VPN)

8 / 40

What is an example of a single-purpose environment?

- A) An accounting system on a private server
- B) An application to share documents over the Internet
- C) An interface to a large online storage application

9 / 40

What is **not** a key characteristic of a multi-purpose architecture?

- A) Interoperable layers
- B) Multi-tiered
- C) Portability
- D) Security

10 / 40

What does the abbreviation SOA stand for?

- A) Service-organized application
- B) Service-organized architecture
- C) Service-oriented application
- D) Service-oriented architecture

11 / 40

What is an environment-related benefit of cloud computing?

- A) Lower bandwidth requirements
- B) Lower Internet dependency
- C) Lower levels of data protection
- D) Lower power consumption

12 / 40

What is **not** a limitation of cloud computing?

- A) Concerns about data protection
- B) Compliance with local laws
- C) Total costs of ownership (TCO)

13 / 40

Flexibility can be considered both a benefit and a concern of cloud computing.

Which aspect is a concern?

- A) The absence of application customization
- B) The immediate fulfilment of new business needs
- C) The location independence for access
- D) The speed of implementation

14 / 40

What ensures the interoperability of cloud computing?

- A) Multiple system integrators
- B) Single cloud computing vendor
- C) Standardized protocols

15 / 40

What are the **hardware** components of a local cloud environment?

- A) - Blade server arrays
 - LAN
 - Storage area network (SAN)
 - Network attached storage (NAS)
 - Backup and restore solution
 - Load balancer
- B) - Cloud automation software
 - Virtualization software
 - Cloud application software
 - Database software
 - Middleware
 - Operating systems
- C) - On-demand self-service
 - Broad network access
 - Resource pooling
 - Rapid elasticity and scalability
 - Measured service
 - Multi-tenancy

16 / 40

What is one of the **key** building blocks for a VPN?

- A) Audits
- B) Clustering
- C) Denial of service
- D) IP tunneling

17 / 40

Which measure contributes **most** to data protection in cloud environments?

- A) Failover
- B) Role-based user profiles
- C) Service levels

18 / 40

Which international standard contains IT service management principles?

- A) COBIT 5
- B) ISO/IEC 17788
- C) ISO/IEC 20000
- D) NIST SP800-145

19 / 40

How does using standards benefit cloud computing?

- A) Standards ensure compliance.
- B) Standards ensure location independence.
- C) Standards ensure portability.
- D) Standards ensure security.

20 / 40

Service level requirements (SLRs) for public clouds are highly standardized.

Why are they highly standardized?

- A) Because these SLRs are legislated and standardized by ISO/IEC
- B) Because these SLRs are legislated and standardized in the GDPR
- C) Because these SLRs are meant to be used by a large customer base
- D) Because these SLRs enable a single service level for all services

21 / 40

Which process is **not** a part of service level management?

- A) Configuration management
- B) Human resource management
- C) Service availability management
- D) Service request management

22 / 40

What is required for accessing any cloud application?

- A) The application and client must use the same programming language.
- B) The application must verify the user's identity.
- C) The user must know on which server the application is located.
- D) The user's browser must support the application's features.

23 / 40

To which Open Systems Interconnection (OSI) model layer do HTTP and HTTPS relate?

- A) 2 - data link layer
- B) 3 - network layer
- C) 4 - transport layer
- D) 7 - application layer

24 / 40

What is a thin client?

- A) A lightweight device optimized for virtualized computing
- B) A name for a desktop computer without a screen
- C) A smartphone with network access and a large processor
- D) A user terminal without a processor or a hard drive

25 / 40

What is **not** a possible benefit of using mobile applications (apps)?

- A) Mobile apps synchronize e-mail and calendar automatically.
- B) Mobile devices allow access to desktop virtualizations.
- C) Mobile devices heighten the chance of shoulder surfing.
- D) There are many apps available that help staff be productive.

26 / 40

An IT company that creates their own software switches to a PaaS solution.

What benefit does this have for the company?

- A) The marketing department gets an extra platform for marketing.
- B) The sales department can showcase work to clients faster.
- C) The software can be developed without software developers.
- D) The software developers can spend more time on valuable work.

27 / 40

A service provider has taken over a large part of a customer's IT systems and service management.

How can the service provider **best** show their customer that they can and will deliver most of the value chain?

- A) By addressing issues surrounding sizing and costing infrastructure
- B) By matching service level agreements (SLAs) with customer needs
- C) By providing access to innovative new applications and technology
- D) By showing understanding of service levels through certification

28 / 40

An organization wishes to become a cloud service provider.

Which question must the organization ask themselves before becoming a cloud service provider?

- A) Can freed-up assets be re-used in an efficient and financially viable way?
- B) Do we need personal connections through cellphone data connections?
- C) What are the names of the customer's service desk employees?
- D) What are the provisions when we want to migrate to another provider?

29 / 40

Data is compromised due to unauthorized access to the data.

Which threat is this?

- A) Account hijacking
- B) Data breach
- C) Insecure interfaces and application programming interfaces (APIs)

30 / 40

A business implements two-factor authentication and monitoring of user behavior.

Which risk will these measures help mitigate **most** directly?

- A) Account hijacking
- B) Data breach
- C) Insecure interfaces and APIs

31 / 40

A business frequently deals with data breaches due to insider threats.

Which risk-mitigating measure is **most** effective for this business?

- A) Awareness campaigns
- B) Designing for security
- C) Implement two-factor authentication

32 / 40

What does federated identity management do?

- A) It allows passwords to be used on multiple devices.
- B) It allows users to reset their own passwords.
- C) It ensures passwords are only used once.
- D) It enables the single sign-on (SSO) feature.

33 / 40

Presence and location determine the available services and capabilities.

Which characteristic of identity management is this?

- A) Digital identity
- B) Group management
- C) Role management
- D) Separation of duties

34 / 40

The European Parliament and the Council of the European Union have drafted this legislation for data protection which came into effect in 2018.

Which legislation is meant?

- A) The CLOUD Act
- B) The Constitution
- C) The GDPR
- D) The UDHR

35 / 40

Free cloud applications may use personal data to provide personalized advertisements.

What should the user be concerned about?

- A) The correctness of their personal data
- B) The integrity of their personal data
- C) The security of their personal information
- D) The usability of their personal data

36 / 40

A business starts using cloud computing solutions. They recalculate their capital expenditure (CAPEX) and operational expenditure (OPEX).

What is the **most** likely result of this re-calculation?

- A) Both CAPEX and OPEX decrease.
- B) CAPEX decreases and OPEX increases.
- C) CAPEX increases and OPEX decreases.
- D) Both CAPEX and OPEX increase.

37 / 40

Which benefit would a start-up company have from moving to cloud computing?

- A) Lower operational support costs
- B) Lower operational expenditures (OPEX)
- C) Shorter implementation times
- D) Shorter use of cloud solutions

38 / 40

Why is a short time to market a benefit of cloud computing?

- A) Increased capacity or new technology can be implemented in a short time.
- B) Market leadership is guaranteed by implementing emerging technologies.
- C) Short time to market enables scalability and elasticity of cloud solutions.
- D) Slower worldwide coverage reduces the risks of short deployment times.

39 / 40

A business is researching cloud service providers. They are concerned about cloud security.

Which question addresses this?

- A) Can the cloud services support the business?
- B) How does cloud security level compare to your own?
- C) What are the cloud service billing mechanism and units?
- D) What is the system performance of the cloud solution?

40 / 40

A business has chosen a SaaS solution. They need to monitor the cloud service provider's financial performance.

What helps a business monitor financial performance?

- A) Weekly technical performance reports
- B) Monthly capacity utilization reports
- C) Yearly third-party audit reports

Answer Key

1 / 40

A customer wants to:

- run application software
- store related data in central computer systems
- provide customers or other users access to them through the Internet

What would help do this?

- A) Application architecture
- B) Application management
- C) Cloud computing
- D) IT service management

- A) Incorrect. Applications architecture is the art and science of ensuring the suite of applications used by an organization to create the composite architecture is scalable, reliable, available and manageable.
- B) Incorrect. Application management is the function responsible for managing applications throughout their lifecycle.
- C) Correct. Cloud computing is a paradigm that enables network access to a scalable and elastic pool of shareable physical or virtual resources with self-service provisioning and administration on-demand. (Literature: A, Chapter 1)
- D) Incorrect. IT service management is the implementation and management of quality IT services that meet the needs of the business.

2 / 40

A cloud infrastructure delivers services to a specific group of organizations and individuals that share a common goal.

Which cloud deployment model is this?

- A) Community cloud
- B) Hybrid cloud
- C) Private cloud
- D) Public cloud

- A) Correct. A community cloud delivers services to a specific group of organizations or individuals that share a common goal. (Literature: A, Chapter 1)
- B) Incorrect. A hybrid cloud combines several private and public cloud solutions from several providers into one IT infrastructure.
- C) Incorrect. A private cloud resides on a private network that runs on (part of) a data center that is exclusively used by one organization.
- D) Incorrect. A public cloud provides shared services over the internet, but it is not targeted to a specific group of organizations and/or individuals that share a common goal.

3 / 40

What is a key characteristic of PaaS?

- A) No modification of the software
- B) Provides dynamic scaling
- C) Used for remote application development
- D) Vendor with advanced technical knowledge

- A) Incorrect. This is a key characteristic of Software as a Service (SaaS).
- B) Incorrect. This is a key characteristic of Infrastructure as a Service (IaaS).
- C) Correct. This is a key characteristic of Platform as a Service (PaaS). (Literature: A, Chapter 1)
- D) Incorrect. This is a key characteristic of Software as a Service (SaaS).

4 / 40

Which protocol forms the basis of the Internet and, therefore, of cloud computing?

- A) FTP
- B) HTTP
- C) TCP/IP

- A) Incorrect. FTP (file transfer protocol) is used in cloud computing, but it is only part of the protocol group. It is not the basis of the Internet.
- B) Incorrect. HTTP (Hypertext Transfer Protocol) is the protocol that makes sure that HTML is transferred over the Internet. Although it is integral to the Internet, it does not facilitate cloud computing.
- C) Correct. TCP/IP (transmission control protocol/Internet protocol) is the protocol that Internet is based on, and therefore, that cloud computing is based on. (Literature: A, Chapter 1)

5 / 40

What is the **main** role that a network plays in cloud computing?

- A) Connecting personal computers to share computing power
- B) Connecting personal devices to the shared resources
- C) Connecting thin clients to create a pooled resource server

- A) Incorrect. Although the network connects personal computers, within cloud computing the goal of the network is not to share computing powers between the personal computers.
- B) Correct. The network, possibly the Internet, connects any personal devices in the network to the pooled resource servers. (Literature: A, Chapter 1)
- C) Incorrect. Thin clients can be connected through a network to a pooled resource server. The thin clients themselves do not form a pooled resource server.

6 / 40

What does virtualization achieve?

- A) Virtualization creates more security than using a physical machine.
 - B) Virtualization makes it easier to share resources between users.
 - C) Virtualization leads to better LAN and WAN utilization.
-
- A) Incorrect. Virtual machines (VMs) are not less vulnerable than physical machines.
 - B) Correct. Virtualization makes implementing a multi-tenant system easier. (Literature: A, Chapter 1 and 3)
 - C) Incorrect. There is no difference in network usage.

7 / 40

Application service providers (ASPs) offered an application over a network. The application was not owned by the business.

What is this an early example of?

- A) Arpanet
 - B) Mainframes
 - C) Managed services
 - D) Virtual private networks (VPN)
-
- A) Incorrect. Arpanet was a predecessor to the Internet.
 - B) Incorrect. Applications can be hosted on mainframes, but a mainframe is not an application service provider.
 - C) Correct. ASPs had set up an early form of managed services. This initiative turned to Software as a Service (SaaS) with the advent of the Internet. (Literature: A, Chapter 1)
 - D) Incorrect. VPNs are used to secure data transfer and used to access shared applications.

8 / 40

What is an example of a single-purpose environment?

- A) An accounting system on a private server
 - B) An application to share documents over the Internet
 - C) An interface to a large online storage application
-
- A) Correct. This is a single-purpose environment. (Literature: A, Chapter 1)
 - B) Incorrect. This is an example of a multi-purpose environment.
 - C) Incorrect. This is an example of a multi-purpose environment.

9 / 40

What is **not** a key characteristic of a multi-purpose architecture?

- A) Interoperable layers
- B) Multi-tiered
- C) Portability
- D) Security

- A) Incorrect. Interoperable layers are a characteristic of a multi-purpose architecture.
- B) Incorrect. A multi-purpose architecture has different tiers for database, application and load balancing.
- C) Incorrect. Portability is a characteristic of a multi-purpose architecture.
- D) Correct. Security is not a key characteristic of a multi-purpose architecture. It is a key element of a multi-tenancy architecture. (Literature: A, Chapter 1)

10 / 40

What does the abbreviation SOA stand for?

- A) Service-organized application
- B) Service-organized architecture
- C) Service-oriented application
- D) Service-oriented architecture

- A) Incorrect. There is no service-organized application. The 'O' stands for 'oriented'. The 'A' stands for 'architecture'.
- B) Incorrect. There is no such thing as a service-organized architecture. The 'O' stands for 'oriented'.
- C) Incorrect. There is no such thing as a service-oriented application. The 'A' stands for 'architecture'.
- D) Correct. SOA is the abbreviation of 'service-oriented architecture'. SOA is a collection of services that communicate with each other. (Literature: A, Chapter 1)

11 / 40

What is an environment-related benefit of cloud computing?

- A) Lower bandwidth requirements
- B) Lower Internet dependency
- C) Lower levels of data protection
- D) Lower power consumption

- A) Incorrect. High bandwidth is needed for cloud computing.
- B) Incorrect. The dependency on the Internet is high.
- C) Incorrect. Data protection is something to be worried about in cloud computing. It is not a benefit.
- D) Correct. Cloud computing typically requires less power than traditional IT. (Literature: A, Chapter 1)

12 / 40

What is **not** a limitation of cloud computing?

- A) Concerns about data protection
- B) Compliance with local laws
- C) Total costs of ownership (TCO)

- A) Incorrect. Because data protection is outsourced with the data, data protection is a limitation.
- B) Incorrect. Because of the uncertainty where data is stored, legislations are a limitation.
- C) Correct. The TCO is just a number. It is not a limitation of cloud computing itself. (Literature: A, Chapter 1 and 5)

13 / 40

Flexibility can be considered both a benefit and a concern of cloud computing.

Which aspect is a concern?

- A) The absence of application customization
- B) The immediate fulfilment of new business needs
- C) The location independence for access
- D) The speed of implementation

- A) Correct. Absence of application customization is considered to be a flexibility concern of cloud computing. (Literature: A, Chapter 1)
- B) Incorrect. Immediate fulfilment of new business needs is mostly considered a benefit, not a concern.
- C) Incorrect. Location independence is mostly considered a benefit, not a concern.
- D) Incorrect. Speed of implementation is mostly considered a benefit, not a concern.

14 / 40

What ensures the interoperability of cloud computing?

- A) Multiple system integrators
- B) Single cloud computing vendor
- C) Standardized protocols

- A) Incorrect. Employing multiple system integrators does not guarantee interoperability.
- B) Incorrect. Using a single vendor creates vendor lock-in.
- C) Correct. Standards ensure interoperability. (Literature: A, Chapter 3)

15 / 40

What are the **hardware** components of a local cloud environment?

- A) - Blade server arrays
 - LAN
 - Storage area network (SAN)
 - Network attached storage (NAS)
 - Backup and restore solution
 - Load balancer
- B) - Cloud automation software
 - Virtualization software
 - Cloud application software
 - Database software
 - Middleware
 - Operating systems
- C) - On-demand self-service
 - Broad network access
 - Resource pooling
 - Rapid elasticity and scalability
 - Measured service
 - Multi-tenancy

- A) Correct. This is the full list of hardware components of a local cloud environment. (Literature: A, Chapter 2)
- B) Incorrect. This is the full list of software components for a local cloud environment, not the hardware components.
- C) Incorrect. This is the list of cloud computing characteristics in general, not of the hardware components for a local cloud environment.

16 / 40

What is one of the **key** building blocks for a VPN?

- A) Audits
- B) Clustering
- C) Denial of service
- D) IP tunneling

- A) Incorrect. Audits help identify and remedy weak spots and are part of improvement cycles and monitoring systems.
- B) Incorrect. Clustering is the practice of running a single cloud environment on multiple physical servers.
- C) Incorrect. Denial of service is a type of cyberattack.
- D) Correct. Key building blocks are: IP tunneling, security, encryption, and AAA. (Literature: A, Chapter 2)

17 / 40

Which measure contributes **most** to data protection in cloud environments?

- A) Failover
 - B) Role-based user profiles
 - C) Service levels
- A) Incorrect. Failover ensures there is no system failure. Although this reduces the risk of losing data, it is not the most effective for increasing data protection.
- B) Correct. Role-based user profiles ensure only authorized persons can access data. This increases data protection most. (Literature: A, Chapter 2)
- C) Incorrect. Service levels may be used to ensure high performance of the system, but there is a better way to increase data protection.

18 / 40

Which international standard contains IT service management principles?

- A) COBIT 5
 - B) ISO/IEC 17788
 - C) ISO/IEC 20000
 - D) NIST SP800-145
- A) Incorrect. COBIT 5 is the latest edition of ISACA's globally accepted framework, providing an end-to-end business view of the governance of enterprise IT that reflects the central role of information and technology in creating value for enterprises.
- B) Incorrect. ISO/IEC 17788 provides an overview of cloud computing along with a set of terms and definitions. It is a terminology foundation for cloud computing standards.
- C) Correct. ISO/IEC 20000-1 is a service management system (SMS) standard. (Literature: A, Chapter 2)
- D) Incorrect. NIST SP800-145 is the definition of cloud computing according to NIST (American National Institute of Standards and Technology). It is a recommendation, not an international standard.

19 / 40

How does using standards benefit cloud computing?

- A) Standards ensure compliance.
 - B) Standards ensure location independence.
 - C) Standards ensure portability.
 - D) Standards ensure security.
- A) Incorrect. Just having standards does not ensure compliance. Human behavior is not guaranteed by having standards.
- B) Incorrect. Standards as such do not allow a user to connect to a service from any location.
- C) Correct. Standards allow interoperability and portability. (Literature: A, Chapter 2)
- D) Incorrect. Just having standards does not provide security. Security awareness, firewalls, and virus scanners are needed.

20 / 40

Service level requirements (SLRs) for public clouds are highly standardized.

Why are they highly standardized?

- A) Because these SLRs are legislated and standardized by ISO/IEC
 - B) Because these SLRs are legislated and standardized in the GDPR
 - C) Because these SLRs are meant to be used by a large customer base
 - D) Because these SLRs enable a single service level for all services
- A) Incorrect. ISO/IEC does not standardize SLRs for public clouds.
B) Incorrect. The GDPR does not mention standardized SLRs for public cloud services.
C) Correct. Public cloud SLRs are designed to be used by a large group of customers. (Literature: A, Chapter 2)
D) Incorrect. Public cloud providers can provide multiple service levels.

21 / 40

Which process is **not** a part of service level management?

- A) Configuration management
 - B) Human resource management
 - C) Service availability management
 - D) Service request management
- A) Incorrect. Configuration management is part of service level management.
B) Correct. Human resource management is not part of service level management. (Literature: A, Chapter 2)
C) Incorrect. Service availability management is part of service level management.
D) Incorrect. Service request management is part of service level management.

22 / 40

What is required for accessing any cloud application?

- A) The application and client must use the same programming language.
 - B) The application must verify the user's identity.
 - C) The user must know on which server the application is located.
 - D) The user's browser must support the application's features.
- A) Incorrect. Applications do not exchange programming code with clients.
B) Incorrect. Many public cloud applications do not require users to log in, so no identity verification is required.
C) Incorrect. There is no reason for users to know on which server an application is located.
D) Correct. Users access the application through a browser, which should support the features the application needs. (Literature: A, Chapter 3)

23 / 40

To which Open Systems Interconnection (OSI) model layer do HTTP and HTTPS relate?

- A) 2 - data link layer
- B) 3 - network layer
- C) 4 - transport layer
- D) 7 - application layer

- A) Incorrect. Ethernet and IEEE 802.3 are related to the data link layer.
- B) Incorrect. IP (Internet protocol) is related to the network layer.
- C) Incorrect. TCP (transmission control protocol) and SSL (secure socket layer) are related to the transport layer.
- D) Correct. HTTP (hypertext transfer protocol) and HTTPS (hypertext transfer protocol secure) are related to the application layer. (Literature: A, Chapter 3)

24 / 40

What is a thin client?

- A) A lightweight device optimized for virtualized computing
- B) A name for a desktop computer without a screen
- C) A smartphone with network access and a large processor
- D) A user terminal without a processor or a hard drive

- A) Correct. This is a generic description of a thin client. (Literature: A, Chapter 3)
- B) Incorrect. The presence or absence of a screen does not determine if a computer is a thin client or not.
- C) Incorrect. Smart phones may act as a thin client, but this is not a definition.
- D) Incorrect. The thin client needs a processor to run the applications it is accessing.

25 / 40

What is **not** a possible benefit of using mobile applications (apps)?

- A) Mobile apps synchronize e-mail and calendar automatically.
- B) Mobile devices allow access to desktop virtualizations.
- C) Mobile devices heighten the chance of shoulder surfing.
- D) There are many apps available that help staff be productive.

- A) Incorrect. This is a benefit of using mobile apps.
- B) Incorrect. This is a benefit of using mobile apps.
- C) Correct. This is not a benefit. Shoulder surfing means unauthorized persons can see data. That is a security risk. (Literature: A, Chapter 3)
- D) Incorrect. This is a benefit of using mobile apps.

26 / 40

An IT company that creates their own software switches to a PaaS solution.

What benefit does this have for the company?

- A) The marketing department gets an extra platform for marketing.
 - B) The sales department can showcase work to clients faster.
 - C) The software can be developed without software developers.
 - D) The software developers can spend more time on valuable work.
-
- A) Incorrect. Platform as a Service (PaaS) solutions are not used as a marketing platform.
 - B) Incorrect. Platform as a Service (PaaS) is not meant to showcase work to clients.
 - C) Incorrect. Platform as a Service (PaaS) does not automatically develop software.
 - D) Correct. Software developers use Platform as a Service (PaaS) in the design, build and test stages of their solutions. As a result, they may be able to reduce the time needed for these activities and do more valuable work. (Literature: A, Chapter 3)

27 / 40

A service provider has taken over a large part of a customer's IT systems and service management.

How can the service provider **best** show their customer that they can and will deliver most of the value chain?

- A) By addressing issues surrounding sizing and costing infrastructure
 - B) By matching service level agreements (SLAs) with customer needs
 - C) By providing access to innovative new applications and technology
 - D) By showing understanding of service levels through certification
-
- A) Incorrect. Although the business may need a low price, this does not show insight in the customer's core business.
 - B) Correct. Rewriting SLAs to match the customer's business needs shows insight in their core business processes. (Literature: A, Chapter 3)
 - C) Incorrect. This may benefit the business but is not the best way to show insight in the customer's core business.
 - D) Incorrect. Simply understanding service levels or being certified is not enough to show insight in the customer's core business.

28 / 40

An organization wishes to become a cloud service provider.

Which question must the organization ask themselves before becoming a cloud service provider?

- A) Can freed-up assets be re-used in an efficient and financially viable way?
 - B) Do we need personal connections through cellphone data connections?
 - C) What are the names of the customer's service desk employees?
 - D) What are the provisions when we want to migrate to another provider?
- A) Correct. This is something organizations should ask themselves when becoming a cloud service provider. (Literature: A, Chapter 3)
- B) Incorrect. This is something an organization must decide before choosing a cloud service provider.
- C) Incorrect. This is irrelevant.
- D) Incorrect. This is a question for the customer. The provider is usually not dependent on another provider.

29 / 40

Data is compromised due to unauthorized access to the data.

Which threat is this?

- A) Account hijacking
 - B) Data breach
 - C) Insecure interfaces and application programming interfaces (APIs)
- A) Incorrect. Account hijacking may lead to a data breach but is in essence another threat.
- B) Correct. This is a description of a data breach. (Literature: A, Chapter 4)
- C) Incorrect. This threat may pose a security risk, but the description does not fit the threat.

30 / 40

A business implements two-factor authentication and monitoring of user behavior.

Which risk will these measures help mitigate **most** directly?

- A) Account hijacking
 - B) Data breach
 - C) Insecure interfaces and APIs
- A) Correct. Strong authentication in combination with monitoring will mitigate the risk of account hijacking. (Literature: A, Chapter 4)
- B) Incorrect. Although data breaches may be prevented indirectly, this is not a mitigation that directly addresses data breaches.
- C) Incorrect. Although strong authentication will mitigate some of the risks of insecure interfaces and APIs, this threat is not addressed directly.

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A business frequently deals with data breaches due to insider threats.

Which risk-mitigating measure is **most** effective for this business?

- A) Awareness campaigns
 - B) Designing for security
 - C) Implement two-factor authentication
- A) Correct. Insider threat is usually due to negligence, not malintent. This can be mitigated by awareness campaigns. (Literature: A, Chapter 4)
- B) Incorrect. Even if security is perfectly designed, the threat here is caused by human failure or negligence.
- C) Incorrect. Two-factor authentication is always a good idea but does not address negligence.

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What does federated identity management do?

- A) It allows passwords to be used on multiple devices.
 - B) It allows users to reset their own passwords.
 - C) It ensures passwords are only used once.
 - D) It enables the single sign-on (SSO) feature.
- A) Incorrect. That is what password synchronization does.
- B) Incorrect. That is what self-service functions do.
- C) Incorrect. That is what password synchronization does.
- D) Correct. Federated identity management enables SSO. (Literature: A, Chapter 4)

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Presence and location determine the available services and capabilities.

Which characteristic of identity management is this?

- A) Digital identity
 - B) Group management
 - C) Role management
 - D) Separation of duties
- A) Correct. Digital identity cross-references a location with the presence of a user to determine which tasks they can perform. (Literature: A, Chapter 4)
- B) Incorrect. Group management deals with permissions that are not given to people, but to roles.
- C) Incorrect. Role management is the IT implementation of a business role.
- D) Incorrect. Separation of duties means that more than one person must be involved to complete a task.

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The European Parliament and the Council of the European Union have drafted this legislation for data protection which came into effect in 2018.

Which legislation is meant?

- A) The CLOUD Act
- B) The Constitution
- C) The GDPR
- D) The UDHR

- A) Incorrect. The CLOUD Act is an American Act.
- B) Incorrect. This refers to the Constitution of the United States. It is concerned with privacy, not with data protection directly.
- C) Correct. The General Data Protection Regulation (GDPR) is concerned with data protection, and indirectly, with privacy. (Literature: A, Chapter 4)
- D) Incorrect. The Universal Declaration of Human Rights (UDHR) describes the right to privacy but is not concerned with data protection directly.

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Free cloud applications may use personal data to provide personalized advertisements.

What should the user be concerned about?

- A) The correctness of their personal data
- B) The integrity of their personal data
- C) The security of their personal information
- D) The usability of their personal data

- A) Incorrect. The cloud service provider is most affected by incorrect data, not the user. Although any data subject has the right to rectify incorrect data.
- B) Incorrect. The cloud service provider will want to ensure data integrity, not the user.
- C) Correct. They should worry about how the cloud service provider keeps their personal data secure. (Literature: A, Chapter 4)
- D) Incorrect. The cloud service provider may worry about usability, not the user.

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A business starts using cloud computing solutions. They recalculate their capital expenditure (CAPEX) and operational expenditure (OPEX).

What is the **most** likely result of this re-calculation?

- A) Both CAPEX and OPEX decrease.
 - B) CAPEX decreases and OPEX increases.
 - C) CAPEX increases and OPEX decreases.
 - D) Both CAPEX and OPEX increase.
-
- A) Incorrect. It is more likely that CAPEX decreases because the business owns and buys less hardware.
 - B) Correct. Instead of buying hardware, the business is buying services. This shifts the costs from CAPEX to OPEX. In some cases, buying services may end up more expensive than buying hardware. (Literature: A, Chapter 5)
 - C) Incorrect. It is the other way around.
 - D) Incorrect. It is more likely that CAPEX decreases because the business owns and buys less hardware.

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Which benefit would a start-up company have from moving to cloud computing?

- A) Lower operational support costs
 - B) Lower operational expenditures (OPEX)
 - C) Shorter implementation times
 - D) Shorter use of cloud solutions
-
- A) Incorrect. Operational support costs are not a benefit specific to start-up companies.
 - B) Incorrect. OPEX is likely to be higher when using a cloud solution.
 - C) Correct. Cloud solutions have a short implementation time compared to buying hardware and setting up an infrastructure. This benefits start-up companies especially. (Literature: A, Chapter 4)
 - D) Incorrect. Cloud solutions can be used as long as, or longer than, other solutions.

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Why is a short time to market a benefit of cloud computing?

- A) Increased capacity or new technology can be implemented in a short time.
 - B) Market leadership is guaranteed by implementing emerging technologies.
 - C) Short time to market enables scalability and elasticity of cloud solutions.
 - D) Slower worldwide coverage reduces the risks of short deployment times.
-
- A) Correct. Scalability and elasticity bundled with short implementation times for new technology allow a fast time to market. (Literature: A, Chapter 5)
 - B) Incorrect. Although a fast time to market increases the chance of market leadership, nothing can guarantee this.
 - C) Incorrect. Scalability and elasticity enable time to market, not the other way around.
 - D) Incorrect. Time to market increases worldwide coverage and short deployment times do not carry risks.

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A business is researching cloud service providers. They are concerned about cloud security.

Which question addresses this?

- A) Can the cloud services support the business?
- B) How does cloud security level compare to your own?
- C) What are the cloud service billing mechanism and units?
- D) What is the system performance of the cloud solution?

- A) Incorrect. Although this is an important question, it does not address cloud security directly.
- B) Correct. This question will address cloud security. (Literature: A, Chapter 5)
- C) Incorrect. Although this is an important question, it does not address cloud security directly.
- D) Incorrect. Although this is an important question, it does not address cloud security directly.

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A business has chosen a SaaS solution. They need to monitor the cloud service provider's financial performance.

What helps a business monitor financial performance?

- A) Weekly technical performance reports
- B) Monthly capacity utilization reports
- C) Yearly third-party audit reports

- A) Incorrect. Technical performance reports help monitor technical performance, not financial performance.
- B) Correct. Capacity utilization reports help monitor financial performance. (Literature: A, Chapter 5)
- C) Incorrect. Audit reports help monitor compliance.

Evaluation

The table below shows the correct answers to the questions in this sample exam.

Question	Answer	Question	Answer
1	C	21	B
2	A	22	D
3	C	23	D
4	C	24	A
5	B	25	C
6	B	26	D
7	C	27	B
8	A	28	A
9	D	29	B
10	D	30	A
11	D	31	A
12	C	32	D
13	A	33	A
14	C	34	C
15	A	35	C
16	D	36	B
17	B	37	C
18	C	38	A
19	C	39	B
20	C	40	B



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