Huawei Certified Pre-sales Specialist - Service Solution

Huawei H19-321

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Service Product Introduction	196
Topic 2, Service Solution Design	49
Topic 3, Service Solution Quotation	24
Topic 4, Service Solution Delivery	34
Total	303

QUESTION NO: 1

Which of the following components are used by FusionACCess to publish application virtualization?

A. HDC

B. APS

C. FROM

D. WI

ANSWER: B

Explanation:

APS is correct because it is the Application Publishing Server component in Huawei FusionAccess. APS provides the application-publishing capability required for application virtualization: it hosts or integrates with the application-publishing environment, makes authorized applications available to users, and supports delivery of those applications as remotely presented resources rather than requiring installation and execution on each endpoint. In a FusionAccess deployment, this lets administrators centrally manage published enterprise applications, control which user groups can access them, and provide users with a consistent application-launch experience through the virtual workspace.

Application publishing is distinct from simply delivering a full virtual desktop. With APS, the user can access an individual business application while the application execution environment remains centralized in the data center. This model supports centralized operations, simplifies application updates, and helps keep application data within the managed infrastructure. Huawei describes FusionAccess as a desktop-cloud solution that centralizes delivery and management of virtual desktop resources; application-publishing services are part of the broader virtual workspace capability. See Huawei's FusionAccess product information and the Huawei Enterprise Support documentation portal for FusionAccess deployment and component documentation.

QUESTION NO: 2

What content should normally be included in a service handover package after project implementation? (Multiple choice)

A. As-built documents and configuration baseline

B. Acceptance test records

C. Operation and maintenance guidance

D. Training or knowledge-transfer records

E. Support escalation contacts

F. Customer application source code transfer

ANSWER: A B C D E

Explanation:

An effective handover package enables the customer operations team to take responsibility for the delivered environment. As-built documentation records the actual deployed topology, equipment, and configuration baseline rather than only the original design. Acceptance records provide evidence that agreed tests and service requirements have been completed.

Operation and maintenance guidance, including routine procedures and alarm-handling guidance, supports stable daily operation. Training or knowledge-transfer records demonstrate that relevant customer personnel have received the agreed enablement. Escalation contacts and support procedures clarify how incidents are reported and handled after handover. Transfer of a customer's unrelated application source code is not normally part of an infrastructure implementation handover. Huawei service delivery follows lifecycle-oriented implementation and support practices; see Huawei Enterprise Services.

QUESTION NO: 3

The product warranty policy stipulates that the starting time of the equipment warranty period is calculated as follows: from the date of shipment ninety (90) days or the date of the buyer's first application for repair services, and the minimum repair starts.

A. True

B. False

ANSWER: A

Explanation:

True is correct. Under Huawei's standard enterprise product warranty approach, the warranty commencement date is intended to prevent an unreasonably delayed activation of coverage after products are shipped. The warranty period therefore starts on the earlier of two events: 90 calendar days after the shipment date, or the date on which the buyer first applies for repair service. The wording in the question is awkwardly translated, but "the minimum repair starts" should be understood as "whichever occurs first." This means that if a customer requests repair service before the 90-day post-shipment point, warranty coverage begins on that repair-service request date. If no repair request is made during that initial period, the warranty begins automatically 90 days after shipment. This rule provides a clear and consistent start point for determining warranty entitlement and service validity, while accounting for products that may remain in distribution or awaiting deployment after shipment. Huawei provides warranty and service-entitlement information through its enterprise support resources, including the Warranty Query portal and the Huawei Enterprise Support site, where applicable warranty terms and product service information can be accessed.

QUESTION NO: 4

Huawei's product technology training is designed based on the whole service life cycle, so the courses of all product lines have corresponding planning, design, implementation, operation, and optimization courses to match.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Huawei's training portfolio is organized to support lifecycle-oriented capability development, but the available curriculum is not a fixed requirement that every product line must contain a separate course for every listed lifecycle stage. Huawei develops and publishes training according to the technologies, products, roles, delivery scenarios, and market requirements involved. Therefore, a product line may have training focused on particular technical knowledge or operational tasks, while another may provide a broader sequence spanning planning, deployment, operations, and optimization. Lifecycle thinking is an important principle for building service capabilities, but it should not be interpreted as a universal one-to-one course mapping across every product line. Huawei describes its enterprise training services as role- and solution-oriented offerings that help customers and partners build the skills required for their actual ICT environments, rather than as an identical mandatory course structure for every technology. Huawei's certification and learning platform likewise presents learning paths and courses that vary by technology domain and job role. See Huawei's Training Services page and the Huawei ICT Academy and Talent Development portal.

QUESTION NO: 5

Which of the following after-sales test tools is WLAN Planning and Design Service?

A. Ensp

B. GNEEC WLAN

C. WLAN DNS3

D. WLAN Tester

ANSWER: D

Explanation:

WLAN Tester is the appropriate tool for WLAN Planning and Design Service because it is intended to support the practical assessment and validation work needed when delivering a wireless LAN service. Planning and design require engineers to collect and assess wireless information, evaluate radio-frequency conditions and coverage expectations, and produce results that can guide access-point placement, channel and power design, and subsequent service acceptance. A dedicated WLAN testing tool supports this service workflow by providing measurable evidence from the customer environment rather than relying solely on a theoretical network design.

In Huawei wireless solution delivery, planning is closely connected with building a reliable, high-quality WLAN that meets coverage, capacity, roaming, and user-experience objectives. Testing and verification are therefore key activities both before deployment decisions are finalized and when the delivered WLAN is checked against the design target. WLAN Tester aligns with this after-sales, field-oriented planning-and-design use case. Huawei's enterprise wireless portfolio and solution information describe the importance of WLAN planning, deployment, and operational experience in enterprise wireless delivery; see Huawei Enterprise Wireless Network and Huawei's Enterprise Support documentation portal.

QUESTION NO: 6

What are the steps in the implementation process of HUAWEI CLOUD Evaluation Service Methodology? (Multiple choice)

A. Assess readiness

B. Application research

C. Application analytics

D. Evaluate the results

ANSWER: A B C D

Explanation:

The HUAWEI CLOUD Evaluation Service Methodology follows a progressive assessment flow that starts with **Assess readiness**, establishing the organization's cloud-adoption baseline, goals, technical environment, and relevant constraints. **Application research** then collects the necessary information about the applications in scope, including their business context, architecture, dependencies, and resource usage. This discovery work provides the evidence needed for a meaningful assessment.

Application analytics uses the collected application information to analyze suitability, dependencies, migration or modernization considerations, and the appropriate cloud approach. The resulting findings are consolidated in **Evaluate the results**, where stakeholders review the assessment output and use it to support planning, prioritization, and subsequent cloud implementation decisions. Together, these activities form the complete evaluation sequence: establish readiness, investigate the application landscape, analyze the applications, and assess the resulting recommendations. This is consistent with Huawei Cloud's broader cloud-migration and architecture-assessment approach, which emphasizes discovery, assessment, planning, and actionable recommendations. See the Huawei Cloud Migration solution and the Huawei Cloud architecture documentation.

QUESTION NO: 7

When using the UniSTAR SCT Configurator to report the service fee, if you find that the "submitted" device quotation cannot be used, the "Generated Service Quotation" cannot be used "Features, what are some of the following issues that may exist? Correct answer (multiple choice)

A. Quotations for the distribution of stockpiled goods

B. The country in which the BOQ is located is not the current country

C. The BOQ itself is the service BOQ

D. The BOQ is a read-only SOQ

E. The BOQ is an SCT-imported change quotation

F. A BOQ is a split service quotation

ANSWER: A B C D E F

Explanation:

The Generate Service Quotation function is available only when the submitted device BOQ meets the configurator's eligibility rules. A quotation for the distribution of stockpiled goods is subject to its own fulfillment and quotation workflow, so its device quotation is not treated as an eligible source for service-quotation generation. The country configured for a BOQ is also a key validation attribute: service offerings, prices, currencies, and commercial rules are maintained by country, requiring the BOQ country to match the current operating country.

Eligibility also depends on the BOQ's type and state. A service BOQ already represents service content, while a split service quotation is already a service-quotation result; both are therefore recognized as service-related quotation objects by the configurator. A read-only SOQ, including an SCT-imported change quotation, has a controlled lifecycle and cannot be used as a mutable source object for a new generated service quotation. These checks preserve quotation traceability, country-specific commercial compliance, and correct service scope. Huawei customers can obtain product documentation and support materials through the Huawei Enterprise Support portal; Huawei's Enterprise Services page provides the official service-delivery context for such commercial and configuration workflows.

QUESTION NO: 8

What aspects of major event guarantee service (on-site duty) includes (multiple choice)

A. Inspections are carried out prior to the guarantee service

B. Emergency plan preparation

C. On-site experts are on duty

D. Submit a service summary report

E. On-site spare parts guarantee (optional service).

ANSWER: A B C D E

Explanation:

Major-event guarantee service is an end-to-end support activity intended to keep a customer's network and services stable before, during, and after a high-visibility event. **Inspections are carried out prior to the guarantee service** because readiness verification identifies risks in network health, configurations, capacity, alarms, and service dependencies before the event window begins. **Emergency plan preparation** establishes escalation processes, contacts, response procedures, and recovery actions so that incidents can be handled quickly and consistently. **On-site experts are on duty** supplies the technical presence needed for real-time monitoring, rapid fault isolation, coordination, and restoration throughout the guarantee period. **On-site spare parts guarantee (optional service)** can be included where contractual requirements call for faster hardware replacement and local availability of critical components. Finally, **Submit a service summary report** completes the service lifecycle by recording the event-support activities, incidents handled, outcomes, and recommendations for follow-up improvement. These elements align with Huawei Enterprise's lifecycle-oriented support and professional-services approach, which combines preventive readiness, expert support, incident response, and service reporting. See Huawei Enterprise Services and Huawei Enterprise Support.

QUESTION NO: 9

Huawei Data Center L1 Procurement Platform Advantages (Multiple Choice)

A. Strict production to buy platform

B. Quality service providers

C. Flexible local buying platform

D. Supply of self-developed equipment

ANSWER: A B C D

Explanation:

The stated advantages describe the core value expected from an L1 procurement platform supporting Huawei data-center delivery. **Strict production to buy platform** reflects standardized, controlled procurement aligned with defined manufacturing, quality, and delivery requirements. Such control helps ensure that equipment selected for a data-center project is suitable for the intended architecture and can be delivered under consistent specifications. **Quality service providers** are essential because data-center solutions require dependable installation, integration, commissioning, and lifecycle support capabilities in addition to hardware supply. **Flexible local buying platform** supports localized sourcing and fulfillment, helping projects respond to regional commercial, logistics, and service requirements while retaining a coordinated procurement approach. **Supply of self-developed equipment** is also an advantage because Huawei-developed data-center products can be designed and validated as part of an integrated facility solution, supporting compatibility across power, cooling, management, and IT infrastructure. Together, these capabilities support more predictable deployment and operational outcomes for data-center customers. Huawei's data-center portfolio emphasizes integrated infrastructure and lifecycle-oriented delivery, while its supplier management approach highlights quality and responsible supply-chain governance. See Huawei Data Center Facility and Huawei Supply Chain.

QUESTION NO: 10

What are the characteristics of disaster recovery system management in the active-active solution? (Multiple choice)

A. Visualize the disaster recovery topology

B. One-click disaster recovery switching

C. Flexible testing and walkthroughs

D. End-to-end disaster recovery monitoring

ANSWER: A B C D

Explanation:

Active-active disaster recovery management must make a dual-site service architecture understandable, observable, and operationally controllable throughout its lifecycle. Visualize the disaster recovery topology is a core capability because administrators need to see the relationships between sites, storage resources, host paths, and protection objects, enabling rapid assessment of service dependencies. One-click disaster recovery switching supports standardized, efficient execution of planned switchover and recovery procedures, reducing manual operational steps during a service event. Flexible testing and walkthroughs are essential because an organization must be able to validate disaster-recovery readiness and operating procedures without unnecessarily interrupting protected production services. End-to-end disaster recovery monitoring provides continuous visibility into the health of the active-active environment, including the status of protection relationships, links, storage resources, and service continuity indicators. Together, these capabilities help operations teams manage active-active disaster recovery consistently, verify recoverability in advance, and respond quickly when conditions require a switch or recovery action. Huawei's OceanStor Dorado platform describes active-active capabilities and enterprise data-service continuity features at Huawei OceanStor Dorado; Huawei's storage portfolio and data-protection positioning are available at Huawei Data Storage.

QUESTION NO: 11

Huawei's online eLad service uses Huawei virtual resources and has no physical equipment, so it can meet the needs of unlimited customers to experiment and learn anytime, anywhere.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Huawei eLab provides remotely accessible, virtualized lab environments, but virtual resources are still backed by finite physical infrastructure and are managed through capacity allocation, reservations, accounts, permissions, and service availability. Virtualization enables learners to access training environments online without deploying equipment at their own location; it does not mean that the underlying compute, storage, network, software-license, or concurrent-session capacity is unlimited. Consequently, access may depend on an assigned training course, available lab resources, a reservation window, tenant entitlement, and the operational status of the platform. “Anytime, anywhere” appropriately describes the convenience of web-based access where the service and network connection are available, whereas “unlimited customers” is not a valid service-capacity claim. Huawei’s enterprise support and training ecosystem presents learning and technical resources as managed online services rather than an unbounded resource pool. See the Huawei ICT Academy and talent-development portal and Huawei Enterprise Support for Huawei’s official online service and support resources.

QUESTION NO: 12

What are the advantages of Co-Care service () (multiple choice)

A. Based on the original maintenance delivery management standards, Co-Care field service delivery is more standardized

B. Quick access to original factory resources, including platforms, IT tools, and advanced expert resources

C. Rich localized delivery resources familiar with the customer's business

ANSWER: A B C

Explanation:

Co-Care combines Huawei’s original-factory support capabilities with localized service delivery, creating a model intended to improve operational consistency, responsiveness, and customer familiarity. “Based on the original maintenance delivery management standards, Co-Care field service delivery is more standardized” is correct because the service uses Huawei’s established maintenance processes and delivery governance to help ensure activities are carried out consistently. “Quick access to original factory resources, including platforms, IT tools, and advanced expert resources” is also a core benefit: the delivery team can draw on Huawei support platforms, technical tools, and escalation paths to specialist expertise when troubleshooting or handling complex service requirements. Finally, “Rich localized delivery resources familiar with the customer's business” is correct because local service personnel can provide on-site proximity, communication in the customer’s operating context, and an understanding of local needs while remaining connected to Huawei’s broader support organization. Together, these capabilities support efficient maintenance delivery throughout the service lifecycle. Huawei describes its technical services as combining expert support, tools, and standardized service capabilities; see Huawei Technical Services and Huawei Enterprise Services.

QUESTION NO: 13

What are the professional service products involved in the sale of the network scenario of the two places and three centers? (Multiple choice)

A. IP Network Planning and Design Services

B. IP Network Solution Implementation Services

C. IP network optimization services

D. Smart NOS

ANSWER: A B

Explanation:

“IP Network Planning and Design Services” and “IP Network Solution Implementation Services” are the applicable professional-service products for a two-site, three-center network scenario. Planning and design services establish the target architecture before deployment: they assess requirements and the existing environment, define the network architecture and resiliency approach, and produce an implementable design. This is particularly important for geographically distributed data centers, where connectivity, redundancy, routing, and service-continuity requirements must be designed as an integrated solution. Solution implementation services then convert the approved design into an operational network through deployment activities such as configuration, integration, testing, acceptance, and handover. Together, these services cover the essential lifecycle stages required to sell and deliver a new multi-data-center network solution: design first, followed by implementation. Huawei describes its enterprise professional services as supporting customers through planning, design, deployment, and integration activities, and its data-center networking portfolio is intended for highly available, resilient data-center connectivity. See Huawei Enterprise Professional Services and Huawei Data Center Network solutions.

QUESTION NO: 14 - (SIMULATION)

Ip network planning and design services include customer-based simulation and simulation.

ANSWER: See the explanation for the answer

Explanation:

Answer: IP network planning and design services include **customer-business-based simulation** and **network simulation**.

Customer-business simulation verifies whether the planned network can support the customer’s specific services and traffic. Network simulation verifies network behavior and design feasibility, such as routing, performance, reliability, and capacity under expected conditions.

QUESTION NO: 15

The highest level in Huawei's professional certification system is Huawei certiflcation Internet Expert.

A. True

B. False

ANSWER: A

Explanation:

True is correct. Huawei’s ICT certification framework is structured as a progressive professional-development path. The associate tier, Huawei Certified ICT Associate (HCIA), validates foundational knowledge and entry-level skills. The professional tier, Huawei Certified ICT Professional (HCIP), validates more advanced, role-oriented planning, deployment, operation, and troubleshooting capability. Huawei Certified ICT Expert (HCIE) is the highest certification tier and is intended to demonstrate expert-level technical competence in a specific ICT field, such as networking, cloud, storage, or security. HCIE certification typically assesses both deep theoretical understanding and the ability to apply that knowledge to complex, practical scenarios. Therefore, the statement’s intended wording, “Huawei Certification Internet Expert,” corresponds to the HCIE expert level and correctly identifies it as the highest level in Huawei’s professional certification system. Huawei’s official certification information describes its certification program and the HCIA, HCIP, and HCIE hierarchy at Huawei ICT Certification. Additional information about Huawei’s talent ecosystem and certification pathways is available at Huawei ICT Talent Ecosystem.

QUESTION NO: 16

Which customer situation is the best opportunity to recommend resident engineer service?

A. The customer has a critical network and lacks sufficient daily O&M personnel

B. The customer requires one-time equipment transportation only

C. The customer has a new office with no ICT equipment

D. The customer requires only a standard software download

ANSWER: A

Explanation:

The customer has a critical network and lacks sufficient daily O&M personnel is correct. Resident engineer service is appropriate when the customer requires continuing onsite operational support, routine inspection, fault handling, reporting, coordination with remote experts, and assistance with maintaining stable network operations. It is especially valuable where the environment is business-critical and the customer does not have enough experienced personnel to sustain the required operational response.

A customer seeking only one-time equipment transportation needs logistics support rather than resident operations support. A new office with no ICT equipment has not yet established an operating environment, and a customer requiring only a standard software download does not need continuous onsite engineering resources. Huawei support services provide technical assistance and operational capabilities for customer ICT environments; see Huawei Technical Support Services.

QUESTION NO: 17

Which of the following is not the service content of the ITO service solution?

A. Service design

B. O&M services

C. Optimize services

D. Expert support services

ANSWER: C

Explanation:

Optimize services is the correct selection because the Information Technology Outsourcing service solution is structured around establishing and operating the customer's outsourced information-technology environment. Its core service content covers service design, ongoing operations and maintenance, and expert support. Service design defines the service scope, operating processes, responsibilities, service-level objectives, and transition arrangements needed before managed operations begin. Operations and maintenance then delivers the continuous operational activity, while expert support supplies specialist capability for complex technical issues, escalation, and service assurance. Optimization is a related value-added activity that may be offered alongside operational services, but it is not identified as one of the defined core service-content categories in this solution framework. Huawei's enterprise-services materials describe lifecycle-oriented technical and operational services, including managed operations and specialist support capabilities; these provide the context for separating the defined outsourcing service scope from supplementary optimization activities. See Huawei's Enterprise Services overview and its Technical Services page.

QUESTION NO: 18

According to the requirements of the international GB 50174-2008 "Electronic Information System Computer Room Design Code" for the structure, the seismic fortification of the A-class computer room should not be less than two categories.

A. True

B. False

ANSWER: A

Explanation:

True is correct. In GB 50174-2008, the structural-design provisions classify electronic information system rooms by their required availability and protection level. An A-class computer room supports particularly important information systems and therefore has a higher resilience requirement than ordinary facilities. The code specifies that the seismic fortification category for an A-class electronic information system room must not be lower than Category B (乙类, commonly rendered as the second seismic-fortification category in translated material). This requirement ensures that the building structure and associated seismic-design measures are selected for the continuity needs of a high-importance computer-room environment. The wording “not be less than two categories” is evidently a translation of the requirement that the seismic fortification category must be no lower than Category B; it is not a requirement to provide two separate categories of protection. GB 50174 is a Chinese national standard, rather than an international standard. When applying a current project standard, designers should also check the currently applicable edition and related national seismic-design requirements, because GB 50174-2008 has subsequently been superseded. See the Chinese national standards platform at National Public Service Platform for Standards Information and the Ministry of Housing and Urban-Rural Development at MOHURD.

QUESTION NO: 19

Which of the following are cloud computing professional services? (Multiple choice)

A. Desktop Cloud Integration Services - Solution Implementation

B. Desktop Cloud VM Service Provisioning - Solution Implementation

C. Cloud Computing Integration Services - Solution Implementation

D. P2V/V2V service migration service

ANSWER: A B C D

Explanation:

All listed items fall within cloud-computing professional services because they are implementation- and migration-oriented engagements delivered to help customers deploy, integrate, provision, and transition cloud environments. Desktop cloud integration and desktop-cloud VM provisioning involve implementing the solution, connecting its components to the customer environment, and making virtual desktop resources available for use. Cloud computing integration service implementation similarly covers the professional work required to integrate cloud platforms, infrastructure, and related services into an operational solution. P2V/V2V migration is also a standard cloud-transformation service: physical-to-virtual conversion and virtual-to-virtual migration move workloads into a target virtualized or cloud environment while supporting an orderly transition. These activities require technical assessment, solution deployment, configuration, integration, validation, and migration expertise rather than merely supplying a product or a cloud resource. Huawei describes professional services as helping customers plan, build, migrate, and optimize ICT and cloud solutions, including cloud migration and implementation work. See Huawei’s Enterprise Services overview and its Professional Services page for the relevant service scope.

QUESTION NO: 20

What are the following outputs of IP network planning and design services? (Multiple choice)

A. Requirements analysis/modeling scenarios

B. Network migration/implementation

C. Gap/risk analysis report

D. Web presentation feasibility assessment report

ANSWER: A C D

Explanation:

IP network planning and design services turn customer business objectives, technical constraints, and the current network baseline into documented inputs for a proposed target solution. **Requirements analysis/modeling scenarios** are core outputs because they capture service requirements, traffic and capacity assumptions, user or site scenarios, and the model used to validate the planned network. This gives the customer and delivery team a shared technical basis for design decisions.

A **Gap/risk analysis report** is also an essential planning deliverable. It records the differences between the existing environment and the intended target state, along with risks such as capacity limitations, interoperability dependencies, security exposure, and operational impacts. This enables appropriate mitigation measures to be incorporated before implementation begins.

A **Web presentation feasibility assessment report** documents feasibility-assessment conclusions in a form suitable for communicating the proposed solution, assumptions, and recommendations to stakeholders. Feasibility assessment is a normal pre-delivery activity used to establish whether a planned solution can meet customer requirements within applicable technical and project constraints. Huawei's enterprise services portfolio describes planning, assessment, and design as activities that support successful solution deployment; see Huawei Enterprise Services and Huawei's Enterprise Network solutions.

QUESTION NO: 21

What is the value of cloud infrastructure planning and design for customers? (Multiple choice)

A. Cloudify computing, storage, and network resources

B. Implement unified resource management and operations through operations, operations components, and operations

C. Help users achieve efficient use of IT resources, agile operations, and streamline operations

D. Multi-data center unified cloud services, unified O&M

E. Unified access management for multi-resource pooling and heterogeneous virtualization

ANSWER: A B C D E

Explanation:

Cloud infrastructure planning and design delivers value by transforming isolated compute, storage, and network assets into pooled, cloud-enabled resources that can be provisioned and governed consistently. Therefore, "Cloudify computing, storage, and network resources" represents a core outcome of a cloud infrastructure solution. It also establishes unified resource management and operations capabilities, including the management platform, operational components, and standardized operational processes implied by "Implement unified resource management and operations through operations, operations components, and operations." This foundation helps customers use IT resources efficiently, provision services more rapidly, and simplify ongoing operations, as described in "Help users achieve efficient use of IT resources, agile operations, and streamline operations." A well-designed cloud architecture can extend these consistent services and O&M practices across multiple data centers, providing "Multi-data center unified cloud services, unified O&M." Finally, unified access to pooled, heterogeneous virtualized resources allows users and administrators to consume resources through a common interface while preserving integration flexibility. These capabilities align with Huawei's cloud infrastructure approach of virtualization, resource pooling, centralized management, and automated operations. See Huawei's FusionSphere OpenStack overview and Huawei cloud-computing insights.

QUESTION NO: 22

TiEr2 data center redundancy is ().

A. redundancy

B. fault tolerance

C. Online maintenance

D. essential

ANSWER: A

Explanation:

The correct answer is **redundancy**. A Tier II data center is characterized by redundant capacity components, commonly described as an N+1 design. This means that the site includes additional capacity for key infrastructure components—such as power, cooling, pumps, generators, or UPS modules—so the required load can continue to be supported if one capacity component is unavailable. The redundancy improves availability over a basic, single-capacity-component design and enables the facility to tolerate the loss of an individual capacity component without exceeding its design load capability. Tier classifications distinguish this redundant-capacity capability from more advanced availability features. The Uptime Institute defines Tier II as providing redundant capacity components and a single distribution path for power and cooling. This distinction is important in presales because a Tier II solution should be positioned around resilient capacity design, including appropriate N+1 sizing and component-level backup, rather than promising maintenance or fault-isolation capabilities beyond the Tier II scope. See the Uptime Institute Tier Standard overview and its Tier Classification System for the formal Tier II definition.

QUESTION NO: 23

Which of the following documents is not required by the submitter of the representative office training requirements at the stage of submitting the training opening application stage?

A. Customer Training Registration Form

B. Customer Training Needs Application Form

C. Training Proposal or Schedule (Closed Class)

D. Training outline

ANSWER: D

Explanation:

Training outline is the document not required from the submitter at the training-opening-application stage. This stage is intended to initiate and approve delivery of a requested customer training session. The submitter supplies the request and registration information needed to establish the customer requirement, intended attendees, and proposed delivery arrangement. A training outline, by contrast, is normally a course-design or delivery-support artifact: it describes subjects, learning objectives, agenda details, and instructional content. Such material is generally prepared, selected, or confirmed by the training provider after the training requirement and opening arrangement have been accepted, rather than being a mandatory item submitted to open the application. This distinction supports an efficient workflow: the opening application captures the business need and planned class arrangement first, while instructional content is aligned afterward to the approved training service and audience. Huawei's enterprise training services describe training as a structured service delivered through Huawei's learning ecosystem, with courses and learning paths organized separately from the customer's service request process. See Huawei's ICT Talent and Training portal and the Huawei iLearningX portal for the training-service and course-learning context.

QUESTION NO: 24

What information is normally collected during an IP network evaluation service? (Multiple choice)

A. Network topology and device inventory

B. Device configuration and software version

C. Performance indicators and traffic characteristics

D. Historical alarms and fault records

E. Customer advertising plan

ANSWER: A B C D

Explanation:

Network topology, device configuration, performance data, traffic characteristics, and alarm information are all important inputs to an IP network evaluation. Topology information clarifies device roles, physical and logical connections, and potential single points of failure. Configuration data is needed to assess routing, security policies, QoS, redundancy mechanisms, and operational consistency.

Performance and traffic information provides evidence of capacity use, congestion, delay, packet loss, and service behavior. Alarm records help identify recurring faults, hardware risks, and abnormal operating conditions. These inputs allow the service team to establish an objective baseline and develop prioritized optimization recommendations. A customer advertising plan is not a technical input to network evaluation. See Huawei Enterprise Network solutions and the Huawei Enterprise Support portal.

QUESTION NO: 25

UniSTAR SCT configurator, "mixed with the device quotation." "How to host which service offering offer?"

A. Technical Support Services

B. Media retention service

C. Device health check service

D. Training & Certification Services

ANSWER: A

Explanation:

Technical Support Services is the appropriate offering to configure together with a device quotation. Support services are intrinsically associated with the purchased hardware or software lifecycle: they define the entitlement period and service level for activities such as access to technical assistance, fault handling, software support, and hardware maintenance or replacement where the purchased support level includes it. Consequently, a customer buying equipment commonly needs the matching support coverage included in the same commercial configuration so that the delivered device has a clear service contract and support start date. Huawei's enterprise services portfolio describes technical support as a lifecycle service that helps customers maintain stable operation and obtain expert assistance for Huawei products. This makes it suitable for being quoted in conjunction with the underlying device, rather than being treated solely as a separate project engagement. Huawei's service overview is available at Huawei Enterprise Services, and its support portal provides product-support and service-entitlement resources at Huawei Enterprise Support. Therefore, the device quotation should carry Technical Support Services as the associated service offering.

QUESTION NO: 26

For customers, the total integration mode only needs to manage one integrator, and the management difficulty and professional requirements are reduced.

A. True

B. False

ANSWER: A

Explanation:

True is correct. In a total-integration delivery model, the customer has a single primary integrator responsible for coordinating the solution delivery across the relevant products, suppliers, implementation activities, and acceptance processes. This creates one principal management interface for the customer instead of requiring the customer to separately coordinate multiple vendors or technical domains. As a result, cross-party communication, schedule coordination, issue

escalation, and responsibility management are consolidated under the integrator's project and service-management processes.

This model also reduces the level of specialist integration capability the customer must maintain internally. The integrator supplies the expertise needed to combine infrastructure, platforms, applications, networks, and associated services into an operable end-to-end solution, while the customer can focus on business requirements, governance, and outcome acceptance. Huawei describes its enterprise services as covering the lifecycle from planning and integration through operations, with integrated delivery intended to simplify customer transformation and implementation. See Huawei's Enterprise Services overview and its digital-transformation insights.

QUESTION NO: 27

What are the main outputs of a WLAN site survey and planning service? (Multiple choice)

A. Wireless coverage design

B. AP deployment and installation recommendation

C. Channel and transmit-power planning recommendation

D. Capacity analysis

E. Server operating-system installation guide

ANSWER: A B C D

Explanation:

A WLAN site survey and planning service produces engineering outputs that guide deployment and enable later validation. A **wireless coverage design** identifies the intended service areas and expected coverage performance. An **AP deployment and installation recommendation** defines suitable access-point locations and mounting considerations. A **channel and transmit-power planning recommendation** helps reduce interference and supports efficient radio resource use. A **capacity analysis** evaluates user density, application traffic, and concurrent-access requirements so that the WLAN can meet expected service demand.

A server operating-system installation guide is unrelated to RF planning and is not a standard WLAN survey deliverable. Huawei WLAN solutions emphasize scenario-based planning for coverage, capacity, and user experience; see Huawei WLAN.

QUESTION NO: 28

What is the following description of the IP Network Planning and Design Service incorrect? (Multiple choice)

A. Focus on stock networks

B. Do not undertake friendly business equipment

C. Enhance product competitiveness

D. Extended market short

ANSWER: A B

Explanation:

"Focus on stock networks" and "Do not undertake friendly business equipment" are the incorrect descriptions. Huawei IP Network Planning and Design Service is intended to help customers establish a sound target network architecture and implementation plan for network construction and evolution. Its planning activity is not limited to stock or existing networks; it is particularly relevant when a customer is designing a new IP network, expanding capacity, introducing new services, or evolving an architecture. The service also considers the customer's overall business and network environment during planning and design, rather than defining its value by excluding compatible or cooperative equipment scenarios. A practical

design engagement assesses requirements, traffic, reliability, security, operations, migration, and interoperability so that the resulting solution can be implemented successfully. This planning-and-design capability helps create a competitive solution proposition and supports wider market opportunities by turning customer requirements into an actionable network design. Huawei presents professional services as supporting customers throughout planning, construction, optimization, and operations, with planning services aimed at improving solution delivery and network outcomes. See Huawei's Enterprise Services overview and the Huawei Enterprise Support portal.

QUESTION NO: 29

Which of the following scenarios does not require service migration services?

A. The scenario where the original business platform is about to be insured/insured, and it is planned to purchase Huawei's virtualization platform

B. Create a new business scenario and plan to purchase Huawei's virtualization platform

C. The original business platform space can no longer be expanded, and the purchase of Huawei's virtualization platform provides a larger capacity space

D. The performance of the original service platform can no longer meet the business needs, and the Huawei virtualization platform is purchased to improve performance

ANSWER: B

Explanation:

Create a new business scenario and plan to purchase Huawei's virtualization platform is correct because this situation has no existing application workloads, virtual machines, operating environments, or business data that must be moved from an old platform to the new Huawei platform. The implementation work is therefore focused on planning the target resource pool, deploying the virtualization environment, creating new virtual machines, installing operating systems and applications, configuring networks and storage, and placing the newly built service into operation. Those activities are service deployment and commissioning rather than migration.

Migration services are relevant when a running service already exists on another infrastructure and continuity must be maintained while its workload, data, configurations, and dependencies are transferred to the target environment. Huawei's migration guidance describes migration as moving existing resources and workloads into a destination environment, typically with assessment, migration execution, verification, and cutover activities. A greenfield business deployment does not have that source environment or cutover requirement. For an overview of Huawei migration capabilities and migration workflow concepts, see Huawei Cloud Migration Center and the Migration Center User Guide.

QUESTION NO: 30

Huawei has carried out an integrated design from planning, implementation, and evaluation to the training of ICT technology talents for industry customers, and only emphasizes the setting of clear learning goals and the formulation of overall talent development rights at the planning stage.

A. True

B. False

ANSWER: B

Explanation:

False is correct because Huawei's industry-oriented ICT talent-development approach is intended to be an integrated, end-to-end service rather than a planning activity limited to setting learning objectives and defining an overall development framework. At the planning stage, an effective talent-development program needs to establish a baseline of the customer's business needs and current workforce capabilities, identify target job roles and competency requirements, determine the relevant technology domains, and design learning paths and curriculum arrangements that support those requirements. It

also needs measurable outcomes and a governance approach so that implementation, assessment, and later optimization can be connected to the original plan.

This broader planning work enables training to address real organizational transformation needs, rather than merely delivering courses. Huawei's talent ecosystem and ICT Academy initiatives emphasize role- and capability-oriented learning, certification, practical skills cultivation, and cooperation among industry, education partners, and enterprises. These elements support a complete talent-development cycle in which planning provides the foundation for implementation and evaluation. Huawei describes its broader talent-development ecosystem at Huawei Talent, while its learning, certification, and ICT talent cultivation programs are available through the Huawei ICT Academy.