



Cisco

Exam 820-424

Applying Cisco Specialized Business Value Analysis Skills

Version: 7.0

[Total Questions: 173]

Question No : 1

A reference model provides value through which two features? (Choose two.)

- A. Standard set of documentation
- B. Structured approach to aligning business and IT
- C. Diverse vocabulary to describe different situations
- D. Mapping of issues to specific steps in a process flow diagram
- E. Case examples across industry verticals

Answer: A,B

Question No : 2

Which of the following should you do when defining assumptions?

- A. Be comfortable proposing a solution with any level of risk, since you can cover potential downside with an assumption.
- B. Identify the data or decisions which could raise the likelihood that the statement comes true.
- C. Ensure each assumption about a business benefit clearly ties with a single IT capability.
- D. Identify only those items which relate to the first phase of an implementation.

Answer: B

Question No : 3

Which two should be included in a "target state implementation approach"? (Choose two.)

- A. Assumptions
- B. Project leader name
- C. Potential risks
- D. Financing terms

Answer: A,C

Question No : 4

Which two options are desired outcomes of presenting a workshop? (Choose two.)

- A. present findings and gain acceptance to move forward
- B. understand the opinions of specific stakeholders
- C. disseminate information
- D. brainstorm ideas
- E. establish a consensus among a group of stakeholders

Answer: C,D

Question No : 5

Which is true of a Business Motivation Model?

- A. It includes detailed financial goals for the customer
- B. It compares the priorities across levels of the customer organization
- C. It describes influences that are behind customer priorities and operating activities
- D. It requires that you understand the customer's bonus plan for executives

Answer: C

Question No : 6

Which two options are commonly used to help calculate the size of an identified risk? (Choose two.)

- A. complexity of solution
- B. frequency of occurrence
- C. number of dependencies
- D. level of impact
- E. number of diagnostic steps

Answer: B,D

Question No : 7

Which factor helps with technology solution adoption?

- A. increased quality of service for customers
- B. ongoing availability of and support for the previous technology
- C. high-quality end-user support during the adoption phase
- D. migration to cloud based services

Answer: B

Question No : 8

Which factor accelerates the consumption and adoption of solutions and services?

- A. utilization of innovative technologies
- B. a culture that is resistant to change
- C. increased risk
- D. inability to accurately measure outcomes

Answer: B

Question No : 9

Which three options should be incorporated into an implementation roadmap? (Choose three.)

- A. Stakeholder analysis
- B. Scope alignment and boundaries
- C. Solution design
- D. Adoption and consumption considerations
- E. Bill of materials
- F. Governance

Answer: B,D,F

Question No : 10

Which option is a building block in the Business Model Canvas?

- A. key customers

- B. customer segments
- C. partner relationships
- D. cash flows

Answer: D

Question No : 11

Who should be invited to attend governance meetings?

- A. technical decision makers and representatives of each stakeholder group
- B. business and technical decision makers
- C. business decision makers and representatives of each stakeholder group
- D. technical decision makers only

Answer: A

Question No : 12

What relieves a customer's pain points and directly enables business results?

- A. An IT solution aligned to customer needs
- B. Analysis of a customer's value chain
- C. Cisco Validated Designs
- D. Industry best practice Business Model Canvas

Answer: A

Question No : 13

How can a customer-centric business model design help uncover new business opportunities?

- A. It can uncover inefficient processes which the organization may be able to make more efficient through the use of technology.
- B. It allows the organization to focus more on its sales and marketing strategy.
- C. It assists with understanding how technology relates to the products and services that the organization provides.

D. It can uncover new or additional customer needs for which the organization may be able to innovate new products and services.

Answer: D

Question No : 14

When using the Business Model Canvas, which two options would justify dividing customers into multiple customer segments? (Choose two.)

- A. They purchase online or in-store
- B. They are reached through different distribution channels
- C. They use CAPEX or OPEX models for financing their purchases
- D. They are willing to pay for different aspects of the offer
- E. They require different levels of customer service

Answer: B,D

Question No : 15

What is the purpose of a key performance indicator?

- A. To prove the quality of the project
- B. To provide a way to measure project success
- C. To justify project costs
- D. To allocate responsibilities

Answer: B

Question No : 16

Which option is a technology innovation benefit resulting from defined outcomes?

- A. Lower IT support costs (TCO)
- B. Higher IT asset utilization
- C. Faster time to market for new products
- D. Faster ROI for IT

Answer: D

Question No : 17

Which two reflect buy-in to an implementation approach? (Choose two.)

- A. Customer commitment to move forward
- B. Agreement on basics of solutions
- C. The company was able to retire old equipment earlier than expected.
- D. Selections identified for configuring components

Answer: A,B

Question No : 18

Which option has the highest level of measurable business value?

- A. Vertical solutions
- B. Horizontal solutions
- C. Customer specific solutions
- D. Integrated services and intellectual capital

Answer: C

Question No : 19

Which corresponds to the definition of a blueprint?

- A. A detailed set of plans that describes an overall architectural landscape
- B. A senior executive's personal action plan to drive higher revenues
- C. A list of business goals to be achieved over 6 months or less
- D. A detailed set of plans that describe how available IT staff will be redeployed

Answer: A

Question No : 20

Who are recommended as good sources to provide requirements in a customer engagement?

- A. Individuals who have purchased services from the customer
- B. Subject experts from the company's strategy organization
- C. Consultants who did projects for the customer organization 3 years ago
- D. 3rd party staffing specialists / recruiters hired by the customer to fill positions during a busy work season

Answer: B

Question No : 21

Which is the recommended approach or activity for extending requirements analysis?

- A. Communications planning
- B. Business case development
- C. Five whys technique
- D. Personal elevator pitch

Answer: C

Question No : 22

Which option describes the recommended process for creating a risk mitigation plan?

- A. Categorize, analyze and prioritize
- B. Perceive, act, measure
- C. Document, prioritize, review
- D. Analyze, document, act

Answer: A

Question No : 23

Which three options are examples of operational outcomes? (Choose three.)

- A. Availability of end user support
- B. Increased quality of service for managers
- C. Standardized tools and processes
- D. Better quality management decision making
- E. Increased automation
- F. Increased infrastructure resiliency

Answer: C,E,F

Question No : 24

Which option is the name for the overall process of monitoring and managing projects to ensure success criteria are met?

- A. Implementation plan
- B. Governance
- C. Lifecycle management
- D. Maintenance and support

Answer: B

Question No : 25

Which approach is recommended for gaining deeper insight into pain points raised by a senior customer business leader?

- A. Inform the customer of some statistics about their competitors, to get a reaction
- B. Ask open ended questions about goals and impacts from challenges
- C. Lead an exercise to define revenue the customer could gain from using remote experts on sales calls
- D. Speak with peers of the customer leader, to find out whether this person has a reputation for making problems sound bigger than they really are

Answer: B

Question No : 26

What is the role of governance in maximizing benefits realization for the customer with respect to stated outcomes?

- A. provides a formal process for reporting and strategic decision making
- B. manages the day to day running of the project
- C. ensures the project is implemented to the right technical standard
- D. determines the initial vision and scope for the project.

Answer: D

Question No : 27

Which option will help to establish credibility with your customer?

- A. Listening more than talking
- B. Explaining why your organization is better than its competitors
- C. Focusing on product benefits rather than product features
- D. Explaining why Cisco is better than alternative vendors

Answer: A

Question No : 28

Which statement about a "viewpoint" is true?

- A. A viewpoint and statement of requirements are equivalent in accuracy
- B. Viewpoints describe a stakeholder's preference and desired capability
- C. Requirements can be met, while viewpoints reflect stretch goals that are more difficult to realize
- D. For a viewpoint to be considered, you should confirm at least three stakeholders agree it is a top priority

Answer: B

Question No : 29

How can Cisco Validated Designs help to support business outcomes?

- A. provide a quick and easy way to implement technology
- B. provide best practice solutions to common business challenges
- C. provide a unique selling point that helps to differentiate from competitors' offerings
- D. increase the perceived value of the proposed solution

Answer: B

Question No : 30

At which stage of the project should key performance indicators be set?

- A. After the pilot has been successfully conducted
- B. Post implementation
- C. After the critical success factors have been agreed
- D. After the design has been finalized

Answer: A

Question No : 31

Which option is used to help mitigate implementation risks?

- A. best of breed products
- B. Cisco validated designs
- C. reduced number of implementation phases
- D. Cisco discounts and incentives

Answer: A

Question No : 32

How do technology capabilities relate to business capabilities?

- A. Technology capabilities map to business capabilities using a technology mapping matrix.
- B. Technology capabilities form one part of business capabilities, alongside people and process.

- C. Technology capabilities form a subset of business capabilities.
- D. A business capability defines how one technology capability relates to one or more business processes.

Answer: B

Question No : 33

Which two options are generally part of the process for creating an implementation roadmap? (Choose two)

- A. consider inter-dependencies of each building block
- B. create a detailed bill of materials
- C. break down the project into solution building blocks
- D. Develop a stakeholder analysis

Answer: B,D

Question No : 34

Which three options are recommended as steps in the seven step business process improvement process? (Choose three.)

- A. Decide how to present the data
- B. Define what you should measure
- C. Take short, medium and long term measurements
- D. Analyze the data
- E. Authorize a responsible project manager
- F. Gather the data

Answer: B,D,F

Question No : 35

An implementation roadmap should be structured around which two items? (Choose two.)

- A. The business case
- B. Managing implementation risks

- C. Opportunities to bundle changes together with other work items on the IT organization's calendar
- D. Anticipated dates for vendor releases of new product versions
- E. Quarterly backup and upgrade schedules for installed hardware or software

Answer: A,B

Question No : 36

What is the benefit of turning a pain point into an opportunity?

- A. Allows the customer to overcome a perceived issue with upside potential
- B. Reduces IT costs to the business
- C. Uses technology to raise efficiency
- D. Raises IT spending and leads to higher return on investment

Answer: A

Question No : 37

Which option is the recommended approach to gain access to additional key stakeholders within the customer organization?

- A. Approach the stakeholder through their gatekeeper
- B. Approach the stakeholder direct
- C. External referral from a C level executive
- D. Internal referral from an existing contact

Answer: D

Question No : 38

Which two options describe the customer in an outcome-driven sales engagement?
(Choose two.)

- A. Knows issue and desired outcome
- B. Aware of opportunities and problems that need to be solved

- C. Knows the value and benefits for change
- D. Is sensitive to price

Answer: B,C

Question No : 39

Who is responsible for ensuring that the right people are assigned to assess results in an infrastructure rollout?

- A. Customer business or IT executive sponsor
- B. Cisco / Channel Partner Account Manager
- C. Customer purchasing analyst
- D. Customer lead architect for the solution

Answer: A

Question No : 40

Which option is a primary step in creating an implementation plan and gaining customer buy-in?

- A. developing a plan for the executive summary
- B. validating the plan and all assumptions with the customer
- C. including an indexed glossary of all technical terminology
- D. proving technical capability against business requirements

Answer: C

Question No : 41

What should you do in identifying solutions that fulfill the capability needs of the customer?

- A. First, look at the features available and then identify whether these exist in an available solution.
- B. First, identify the relevant Cisco architectures and potential solutions. Next, move on to features.

C. Include only those offerings which the customer has requested information on in the past.

D. Place the most attention on new ideas or needs which have recently come up in project brainstorming sessions.

Answer: B

Question No : 42

Which two post-sales activities can be used to identify new opportunities and capabilities to support the customer? (Choose two.)

A. as a way to learn about new or changed customer

B. as a forum for promoting Cisco architectures

C. as a mechanism for validating the ROI for technology

D. as a way to advertise current promotions and special offers

Answer: A,C

Question No : 43

Which three options are Building Blocks within the Business Model Canvas? (Choose three.)

A. Customer Segments

B. Cash Flows

C. Key Customers

D. Customer Relationships

E. Key Partners

F. Partner Relationships

Answer: A,D,E

Question No : 44

Which is a benefit from establishing credibility with multiple customer stakeholders?

- A. You increase the odds of gaining an advocate for the largest cost alternative you can offer the customer
- B. This shows your #1 priority is to build friends and allies
- C. You build a basis for gaining insight into a range of customer viewpoints or priorities
- D. You gain influence with the IT Executive, since they alone can help you displace a competitor

Answer: C

Question No : 45

Assuming the customer is a retail store chain, which describes a business benefit from using technology?

- A. A new video system with a strong track record for quality is implemented.
- B. Store managers better understand their compensation plan, since wording is simpler.
- C. Higher revenue per customer is possible, based on personalized tips being sent to shopper smartphones.
- D. IT staff completes a performance management software tool upgrade on time.

Answer: C

Question No : 46

Which two options are categories for risk? (Choose two.)

- A. regulatory
- B. financial
- C. conditional
- D. physical

Answer: B,C

Question No : 47

What should you consider when recommending solutions?

- A. Ensure the business case and solutions cover a common scope.

- B. Include benefits from projects the customer is currently executing, which are dependencies for one of your solutions.
- C. Try to shift risks of budget overruns to the IT management team.
- D. Include more details about the investments needed, where a customer expense is highest.

Answer: A

Question No : 48

Which option is a benefit of evolutionary prototyping?

- A. can be built with minimal functionality
- B. can be done without analysis
- C. can be built without requirements
- D. can be discarded after testing

Answer: C

Question No : 49

Which question should be asked when determining how to measure progress and outcomes?

- A. What are your business objectives and desired outcomes?
- B. What are the deadlines by which all outcomes must be achieved?
- C. Which outcome is the most important?
- D. How can products be replaced by services?

Answer: A,B

Question No : 50

Which behavior is appropriate when discovering requirements?

- A. End meetings earlier than planned to show a sense of urgency
- B. Avoid taking notes, since you can always return for a follow up

- C. Answer customer questions with details and numbers to convince them you have a good idea about the solution to offer
- D. Actively listen to the customer's comments and effectively take notes

Answer: D

Question No : 51

Which is the preferred aid to help you structure discovery meetings with customers?

- A. IT cost analysis
- B. Business case for the last two proposals
- C. Strategic question Asking Framework
- D. An article with a checklist showing advantages of your product vs. competitors

Answer: C

Question No : 52

Which piece of data should give you insight into a top executive stakeholder's business priorities?

- A. The number of people in their organization
- B. List of programs for which the executive sits on a steering committee
- C. Background on the executive's personal interests
- D. Names of system integrators on the company's pre-authorized vendor list

Answer: B

Question No : 53

Which two options are reasons for a customer to select an X-as-a-service consumption model over anon-premise cloud implementation? (Choose two.)

- A. increased self reliance on internal capabilities
- B. increased flexibility and agility
- C. reduced operational expenditure requirements

D. reduced capital expenditure requirements

Answer: C,D

Question No : 54

Which statement describes how a business capability analysis helps identify strategic technology capability gaps?

- A. By providing a complete view of all technology required by the business
- B. By uncovering new activities that the business needs to perform, from which new technology requirements can be determined
- C. By uncovering Strategies that the business needs to fulfill in order to deliver on its vision and mission
- D. By generating a series of logical building blocks

Answer: B

Question No : 55

Which component of a technology implementation is often overlooked?

- A. calculation of ongoing operational expenditure
- B. risk mitigation
- C. user adoption
- D. gap analysis

Answer: C

Question No : 56

Which option is a business consideration when determining an organizational change and adoption plan?

- A. IT skills and resources
- B. Outcomes realization
- C. Responsibilities for managing technology

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