



Cisco

Exam 840-425

Executing Cisco Advanced Business Value Analysis and Design Techniques

Version: 6.0

[Total Questions: 125]

Question No : 1

The customer has previously implemented a Cisco network management solution. You have an opportunity to improve security and threat detection. Which approach is an appropriate way to tie together the benefits of the solutions?

- A. Explain how the security software leverages underlying capabilities of the network management solution.
- B. Describe how proprietary technology elements provide the customer with the most advanced solution, which eliminates risk to a business unit.
- C. Identify the financial benefits not yet realized with the network management solution, and ensure they can be attained through the security solution.
- D. Select the top five value-added aspects of the security solution, and model the financial benefit under three scenarios. This exercise gives insight into possible levels of benefit.

Answer: A

Question No : 2

Which statement describes the recommended level of detail for analysis when you first identify Cisco Architectures and Smart Solutions that could meet business needs?

- A. A fine level of detail, to provide the most information for benefits determination.
- B. A high level, with focus on the major architectural or Smart Solution elements that provide significant benefit.
- C. A high level for architectures and low level of detail for Smart Solutions.
- D. There is no recommended level of detail. Do the analysis as based on the skills and knowledge of the account team.

Answer: B

Question No : 3

Which action is the recommended way to establish trusted-advisor credibility with a senior business executive?

- A. Ask open-ended questions about the organization's priorities and goals.
- B. Ask questions about the IT organization's track record for problem resolution.
- C. Provide an overview of your sales team's reporting structure and metrics.

D. Ask detailed questions about the process to acquire cloud computing solutions.

Answer: A

Question No : 4

Which step is important when you define pain points for a multidepartment business initiative?

- A. Prioritize needs and opportunities across the full scope of the departments.
- B. Ask each department to rate their priorities on a 1-10 scale of importance.
- C. Use a survey to gain feedback on service-level expectations for network infrastructure.
- D. Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding.

Answer: A

Question No : 5

Which statement about PEST analysis is true?

- A. Political aspects can be identified easily through surveys.
- B. Economic and social implications are relevant only with the public sector.
- C. A PEST analysis allows you to take an independent, outside-in view of factors that impact the customer's situation.
- D. A PEST analysis often can be related directly to specific findings from the operating process analysis.

Answer: C

Question No : 6

Which option represents a business constraint for a video solution?

- A. The customer does not have enough capacity to deliver video at an acceptable performance level.
- B. Users for the solution are not yet executing new processes for which video is a core

capability to improve business results.

C. The steering committee has not yet seen a demo of the video solution.

D. Two of the customer's lead architects disagree on the approach for network management.

Answer: B

Question No : 7

When you rate the severity of technical constraints, which action should you take for an unexpected obstacle?

A. Resolve the obstacle as soon as possible to reduce the likelihood that a customer uncovers this new information.

B. Assess the impact on the solution implementation and benefits to the customer, and then explain the situation in context of the big picture.

C. Note the obstacle for attention in the next phase of work.

D. Identify ways to address the problem and choose the lowest cost, fastest option available.

Answer: B

Question No : 8

What information is relevant to validate the progress towards the expected results?

A. Baseline vs actual status

B. Metrics

C. Simulations

D. Strategies

Answer: A

Question No : 9

Who are the two primary users of an implementation strategy? (Choose two.)

- A. the technical architect
- B. the leaders for training
- C. executive sponsor and steering committee
- D. the program leader responsible for achieving business results
- E. major work package owners

Answer: D,E

Question No : 10

Which pieces of information help to assess user readiness for a rollout?

- A. number of users and years in role
- B. user awareness and time scheduled for training
- C. budget and testing script
- D. number of changes in processes and number of open help desk problems

Answer: B

Question No : 11

Which statement about customer value chain analysis is true?

- A. It shows the specific cost that is associated with each process step.
- B. It depicts the major communications activities that are executed by senior execs.
- C. It shows relationships between key pieces of the customer's operating model.
- D. It shows the dependencies to realize benefits from a new IT infrastructure effort.

Answer: C

Question No : 12

Which two phases of the TOGAF ADM manage the process of creating a phased roadmap for technology implementation? (Choose two.)

- A. Phase D: Technology Architecture
- B. Phase E: Opportunities and Solutions

- C. Phase F: Migration Planning
- D. Phase G: Implementation Governance
- E. Phase H: Architecture Change Management

Answer: B,C

Question No : 13

When you select a solution, which option should guide your decisions?

- A. lowest possible cost
- B. most advanced solution, both technically and for the business operation
- C. an appropriate mix of risk, technology capability, and business capability, based on customer priorities
- D. must fit within the current IT budget

Answer: C

Question No : 14

Which statement describes when it is a good time to apply a "use case"?

- A. You must identify how many transactions should be included in a system test cycle.
- B. You must understand the major process steps a customer wants for collaboration among its sales force personnel.
- C. You must identify the network capacity required by a new Cisco TelePresence system.
- D. You must estimate a company's cash flow impacts from upgrading security software to the latest version.

Answer: B

Question No : 15

Which three options are financial challenges when determining the financial value of a Cisco solution? (Choose three.)

- A. Financial resources are distributed across functional areas.

- B. Long term and cycles for deployment and adoption.
- C. Cost efficiencies and reductions.
- D. Difficulty to determine NPV.
- E. Increase revenue and margins.

Answer: A,B,D

Question No : 16

Which statement describes a benefit of using scenarios for business transformation?

- A. They allow you to prototype the user interface without full development of all screens.
- B. They give the customer a way to relate needs and potential benefits through example situations.
- C. They increase your influence with the customer, because scenarios selectively show your industry insight.
- D. They show the customer what is possible with the latest version of your technology solutions.

Answer: B

Question No : 17

Which three options are potential Cisco and Partner benefits of agreeing to regular, formal, follow-up meetings post implementation? (Choose three.)

- A. Increased profit margin from the project
- B. Increased levels of customer satisfaction
- C. Faster time to sale
- D. Opportunity to identify further opportunities
- E. Opportunity to promote special offers to the customer
- F. Closer relationship with the customer

Answer: B,D,F

Question No : 18

Which three options are the main areas where customers will see the benefits for their

investment? (Choose three.)

- A. Demand
- B. Payroll
- C. Operations
- D. Supply
- E. Business

Answer: A,D,E

Question No : 19

Which action is the recommended way to describe business unit benefits from upgrading a customer's 2-year old network?

- A. Highlight the improved response time and service level possible.
- B. Relate the increase in reliability and performance to the impact on business activities that are supported by the network.
- C. Describe how the capacity upgrade allows the customer to reduce support headcount within the IT organization.
- D. Focus on the unique aspects of Cisco advanced technology, as compared with the customer's current network.

Answer: B

Question No : 20

Which option is the best description for NPV?

- A. The adoption of licensed third-party solutions and services may result in a lower NPV.
- B. The NPV takes into consideration the direct and indirect costs of maintaining technology solutions and services.
- C. NPV is factored into the ROI calculation.
- D. The opportunity to reduce NPV is a measureable business outcome and benefit to the customer business.
- E. The NPV of technology solutions and services indicates the monetary value that those solutions bring to the business.

Answer: E

Question No : 21

Which statement explains why a requirement is different than a viewpoint?

- A. Requirements are subjective and viewpoints are fact.
- B. Requirements must come from one person.
- C. Requirements state needs and viewpoints are thoughts.
- D. Requirements come from users and viewpoints come from executives.

Answer: C

Question No : 22

When would you say your customer has adopted a solution?

- A. When they purchase the solution from the Cisco partner.
- B. When the solution is deployed.
- C. When the solution is deployed and there has been one year with no operating issues.
- D. When the solution is deployed, features and options are activated, and customer is realizing the benefits of your value proposition.

Answer: D

Question No : 23

Which example is a business case assumption that is most likely to be provided by the IT executive?

- A. The expected weighted cost of capital can define the rate of return.
- B. The number of personnel can be reduced in the business unit due to automation.
- C. IT transaction volumes will grow 10% annually for the next 2 years.
- D. The business will outsource customer service to a third party.

Answer: C

Question No : 24

Which three benefits are derived from Business Transformation? (Choose three.)

- A. become more competitive
- B. establish new customer relationships
- C. generate value
- D. become more creative
- E. accelerate the Go To Market

Answer: A,B,C

Question No : 25

Which three options are stages of the Benefit Realization Management? (Choose three.)

- A. Benefits accounting.
- B. Benefits identification.
- C. Benefits roles.
- D. Benefit measurement, ranking and prioritization.
- E. Benefits monitoring and review.

Answer: B,D,E

Question No : 26

Which three options are the features that a KPI must have in order to comply with customer expectations? (Choose three.)

- A. Specific Purpose
- B. Measurable
- C. Achievable
- D. Fair
- E. Understandable
- F. Logical

Answer: A,B,C

Question No : 27

Which two options are direct financial benefits of the outcome-based sales? (Choose two.)

- A. Increased NPV.
- B. Lower project costs.
- C. Process efficiencies.
- D. Faster time to market for new solutions.

Answer: A,B

Question No : 28

Which approach is recommended when you justify a solution?

- A. Support solutions that can be fully implemented with current capabilities on the IT staff.
- B. Give extra weight to projects that give the business unit responsibility for risky activities.
- C. Bring the IT and business executives together where possible to forge a unified viewpoint.
- D. Push investments out to the future, where possible, to delay larger investments.

Answer: C

Question No : 29

What tool can be used to determine the LoBs that add value to the customer's business?

- A. Porter's House of Value.
- B. Stakeholder Power Grid.
- C. PEST analysis.
- D. Business Capability Model.

Answer: A

Question No : 30

Which action should be done to assess training needs?

- A. Ask managers if their employees need new skills.
- B. Look at prior problem tickets.
- C. Conduct interviews with people who represent major user roles.
- D. Identify where the system is most confusing to use.

Answer: C

Question No : 31

Which option is part of an implementation strategy?

- A. sequence of major work packages or projects
- B. design criteria for meeting security requirements
- C. maintenance schedule for hardware
- D. anticipated transaction volumes during periods of maximum activity

Answer: A

Question No : 32

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

Answer: B

Question No : 33

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.

Answer: C

Question No : 34

Which statement about implementation timelines is true?

- A. They should allow for the shortest total project elapsed time, regardless of risk.
- B. They should have a good balance across a variety of business groups.
- C. The timing should be realistic, given the scope, budget, risk, and potential benefits.
- D. The duration should be set by a single executive sponsor so that accountability is easiest to determine.

Answer: C

Question No : 35

Which three pre-requisites are needed to have KPIs provide information regarding progress on reaching goals? (Choose three.)

- A. To have analyzed the mission
- B. To have identified the stakeholders
- C. To have defined goals
- D. To have developed a CANVAS
- E. To have established deadlines
- F. To have had follow up meetings

Answer: A,B,C

Question No : 36

Which two options are direct financial benefits of the business outcomes sales-based approach? (Choose two.)

- A. Reduced CAPEX and OPEX.
- B. Reduced CAPEX and increased OPEX.
- C. Increased NPV.
- D. Improved customer satisfaction.
- E. Enabled innovation and productivity

Answer: A,C

Question No : 37

Which option is a nonfinancial impact?

- A. number of new sales wins due to improved collaboration
- B. percentage reduction in attrition (resignations) among customer service reps due to improved tools
- C. retirement of servers previously used for capacity spikes
- D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog

Answer: D

Question No : 38

Which task is part of the Qualification phase of the Cisco Integrated Sales Process?

- A. Define customer business issue.
- B. Preliminary solution aligned to business issue.
- C. Customer budget enquiry.
- D. Customer approves solution design.

Answer: B

Question No : 39

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