

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Cisco

820-424

Applying Cisco Specialized Business Value Analysis Skills

Answer: B, D, F

QUESTION: 159

Which option describes the second step of the outcome-based sales approach that Cisco uses?

- A. Gather what you know about the customer.
- B. Assemble your sales team and determine your objectives.
- C. Get a lead and find a customer who may be interested.
- D. Meet with your customer to prioritize their business care-about.

Answer: C

QUESTION: 160

The business value approach helps you to do what?

- A. Ensure that requirements gathering takes the smallest possible resource and time
- B. Use various techniques to add value through the discovery process
- C. Bring sales opportunities earlier into the customer business roadmap, to avoid risks from possible budget cuts
- D. Increase revenue and profit, by bundling services instead of using customer staff for implementation work

Answer: B

QUESTION: 161

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: 162

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: 163

What tool would you use as a starting point to identify future capability requirements?

- A. A 'to-be' business model canvas
- B. Root cause analysis
- C. Business motivation model
- D. Value chain model

Answer: A

QUESTION: 164

Which factors should be combined to determine the overall risk priority?

- A. impact and time
- B. impact and readiness
- C. frequency and size
- D. likelihood and impact

Answer: D

QUESTION: 165

Which two options are external sources of information about a customer's organization? (Choose two.)

- A. a corporate organization chart from the customer's human resources department
- B. a Gartner Magic Quadrant for the customer's industry
- C. an internal briefing from your company's customer account manager
- D. an annual report and accounts on the customer's website

Answer: A, D

QUESTION: 166

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: 167

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: 168

What is the recommended way to treat a current customer capability weakness?

- A. Document this in a way so the IT executive avoids criticism
- B. Use objective data to describe this gap, in a Business Capability Assessment
- C. Highlight this in the next executive briefing, to get credit for finding out gaps
- D. Expand scope, urgently staffing a deep dive so the customer can most quickly fix the weakness

Answer: B

QUESTION: 169

When establishing a current view of your customer, which is an appropriate internal source of information?

- A. Service level agreements your firm helped to create, between the customer IT group and business units
- B. Financial analyst forecasts of the company's revenue for the next 3 years
- C. Article on the customer's new product line, published on an industry web site
- D. Websites of partners in the customer's ecosystem

Answer: A

QUESTION: 170

Which option describes a quality of business capacities?

- A. used to determine performance targets
- B. provide an understanding of business risk
- C. define business goals and objectives
- D. establish the building blocks of the business

Answer: B

QUESTION: 171

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
- D. Managing cloud based solutions

Answer: B

QUESTION: 172

Which is an example of 'solution benefits described in business terms'?

- A. A network upgrade can reduce outages by 10-15%
- B. By using remote experts during selling, the customer can add \$10M to quarterly revenue
- C. IT staff can be redeployed to projects delayed due to resource constraints
- D. A new security policy can reduce risk of a cyber attack on the company's network infrastructure

Answer: B

QUESTION: 173

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

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