



810-401^{Q&As}

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QUESTION 1

Which two elements must you consider when you propose technology solutions? (Choose two.)

- A. cross-functional service offerings
- B. the current and future state of technology of the customer
- C. cloud services
- D. emerging technology platforms
- E. relevance to business outcomes

Correct Answer: BE

QUESTION 2

Which two options are part of customer relationship management? (Choose two.)

- A. Developing market research.
- B. Moving the customer towards positive decisions about IT investments and initiatives
- C. Classifying customer segments.
- D. Identifying key stakeholders.

Correct Answer: BD

QUESTION 3

Which element is recommended to align solutions and services to the customer business?

- A. key performance indicator
- B. total cost of ownership
- C. goals and objectives
- D. critical success factor

Correct Answer: D

QUESTION 4

DRAG DROP



Select and Place:

Lower operating costs	Business Factors Business Factor Business Factor
Change in software contract terms	
Higher customer satisfaction and larger order value	
Larger vendor penalties for repeated miss of service level commitments	

Correct Answer:

	Business Factors Lower operating costs Higher customer satisfaction and larger order value
Change in software contract terms	
Larger vendor penalties for repeated miss of service level commitments	

QUESTION 5

Drag and drop the type of business case on the left to the business driver on the right.

Select and Place:



Drag and drop the type of business case on the left to the business driver on the right.

Financial Challenges	Conflicts in stakeholder goals
Financial Challenges	Reduction in CAPEX
Financial Opportunities	Long adoption cycle
Financial Opportunities	Maximizing efficiency

Correct Answer:

Drag and drop the type of business case on the left to the business driver on the right.

	Financial Challenges
	Financial Challenges
	Financial Opportunities
	Financial Opportunities

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