



810-420^{Q&As}

Understanding Cisco Business Value Analysis Fundamentals

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QUESTION 1

What is the definition of "Cost Structure" in the Business Model Canvas?

- A. Cost of performing all business activities
- B. Cost of performing IT activities
- C. Cost of performing HR activities
- D. Cost of performing purchasing activities

Correct Answer: A

QUESTION 2

Which tool enables you to gain a high level view of your customer's business?

- A. Business Model Canvas
- B. Strategic Question Asking Framework
- C. Customer Conversation Framework
- D. Stakeholder Analysis Worksheet

Correct Answer: A

QUESTION 3

Which is a difference between pain points and opportunities?

- A. Pain points cause problems, while opportunities reflect unmet potential
- B. Pain points can be addressed better through technology solutions
- C. Opportunities involve new revenue for the customer. Pain points relate to lowering expenses
- D. Opportunities contain unknown risks, while pain points can be addressed without contingencies

Correct Answer: A

QUESTION 4

Which two options are elements in your business case? (Choose two.)

- A. Smart Solution recommendations
- B. Business impact: financial and non-financial



C. Implementation roadmap

D. Technical specifications

E. Rejected solutions

Correct Answer: AB

QUESTION 5

Which of the following option stands for a customer opportunity?

A. A competitor to Cisco is exiting the market

B. The IT department has more budget to spend on network capacity

C. Regulations around the customer's products are being eased, opening up new markets

D. Customer sat is pointing to a problem with warranty support

Correct Answer: C

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