



# 820-421<sup>Q&As</sup>

Applying Cisco Specialized Business Value Analysis

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#### QUESTION 1

In an infrastructure rollout, who is responsible for ensuring the right people are assigned to assess results?

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

Correct Answer: D

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#### QUESTION 2

Which statement is true?

- A. You should avoid discussion of 3rd party products or services, when exploring possible solutions with the customer.
- B. TOGAF ADM is a standard framework to assess IT quality and productivity.
- C. Value chain analysis is the preferred method to assess customer sensitivity to price increases.
- D. Cisco and partner capabilities should be considered as viable candidates for inclusion in a solution design.

Correct Answer: D

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#### QUESTION 3

What is the reason for identifying business case dependencies?

- A. They are most likely to help you propose and defend solutions with larger customer investments
- B. Customer business executives expect Cisco to minimize the actions their teams are required to execute
- C. To improve alignment between the customer IT organization and business units
- D. To communicate decisions or actions which must be satisfied in order for the business case to be fulfilled

Correct Answer: D

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#### QUESTION 4

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

- A. Root cause analysis
- B. Business motivation model



C. Value chain model

D. A `to-be` business model canvas

Correct Answer: D

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#### QUESTION 5

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

A. Customer commitment to move forward

B. Agreement on basics of solutions

C. Actual benefits are realized

D. Selections identified for configuring components

Correct Answer: AB

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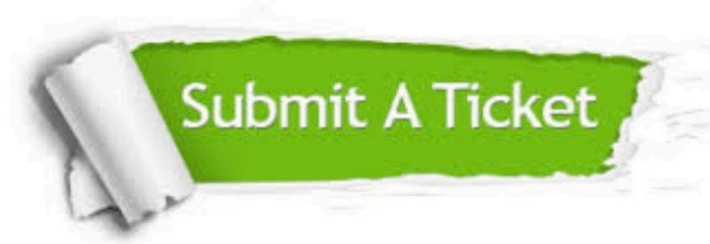
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