

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

Applying Cisco Specialized Business Value Analysis

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#### **QUESTION 1**

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

#### **QUESTION 2**

When discovering requirements, which behavior is appropriate?

- 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 know what they need
- D. Actively listen to the customer\\'s comments and effectively take notes

Correct Answer: D

#### **QUESTION 3**

Which option represents a subject expert from a Cisco Channel Partner\\'s ecosystem recommended for you to use as a source of insight?

- A. The customer\\'s lead procurement official
- B. A government regulatory official familiar with the customer
- C. A sales rep for one of the Partner\\'s competitors
- D. An IT architect working at a software company that markets solutions bundled with the Channel Partner\\'s offerings

Correct Answer: D

#### **QUESTION 4**

What should you do to identify solutions that fulfill the capability needs of the customer?

A. First look at the features available and then identify whether Smart Solutions could be in scopE.



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- B. First identify the relevant Cisco Architectures and Smart Solutions. After that is complete, move on to features.
- C. Include only those offerings which the customer has requested information on in the past.
- D. Place the most attention on new ideas or needs which have recently come up in project brainstorming sessions.

Correct Answer: B

#### **QUESTION 5**

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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