

# 820-424<sup>Q&As</sup>

Selling Business Outcomes Specialists

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#### **QUESTION 1**

Which of the following should you do when defining assumptions?

- A. Be comfortable proposing a solution with any level of risk, since you can cover potential downside with an assumption.
- B. Identify the data or decisions which could raise the likelihood that the statement comes true.
- C. Ensure each assumption about a business benefit clearly ties with a single IT capability.
- D. Identify only those items which relate to the first phase of an implementation.

Correct Answer: B

#### **QUESTION 2**

Which two arepotentialbenefits to the CIO for realizing business outcomes? (Choose two.)

- A. Making technology more relevant to the needs of the business
- B. Increased service automation
- C. Greater agility to support changing business requirements
- D. Greater use of managed services
- E. Reduced total cost of ownership

Correct Answer: E

#### **QUESTION 3**

Which is the preferred aid to help you structure discovery meetings with customers?

- A. IT cost analysis
- B. Business case for the last two proposals
- C. Strategic question Asking Framework
- D. An article with a checklist showing advantages of your product vs. competitors

Correct Answer: C

#### **QUESTION 4**

What is the role of governance in maximizing benefits realization for the customer with respect to stated outcomes?



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- A. provides a formal process for reporting and strategic decision making
- B. manages the day to day running of the project
- C. ensures the project is implemented to the right technical standard
- D. determines the initial vision and scope for the project.

Correct Answer: D

#### **QUESTION 5**

Which two options are reasons for positioning a solution component early on within an implementation roadmap? (Choose two.)

- A. Difficult to implement
- B. Generates cash quickly
- C. Has few or no dependencies
- D. Expensive to implement

Correct Answer: BC

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