820-424^{Q&As}

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Selling Business Outcomes Specialists

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QUESTION 1

Which statement describes how a business capability analysis helps identify strategic technology capability gaps?

A. By providing a complete view of all technology required by the business

B. By uncovering new activities that the business needs to perform, from which new technology requirements can be determined

C. By uncovering Strategies that the business needs to fulfill in order to deliver on its vision and mission

D. By generating a series of logical building blocks

Correct Answer: B

QUESTION 2

Which is an example of \\'solution benefits described in business terms\\'?

A. A network upgrade can reduce outages by 10-15%

B. By using remote experts during selling, the customer can add $10M to quarterly revenue

C. IT staff can be redeployed to projects delayed due to resource constraints

D. A new security policy can reduce risk of a cyber attack on the company\\'s network infrastructure

Correct Answer: B

QUESTION 3

Which option is abuildingblock in the Business Model Canvas?

A. key customers

B. customer segments

C. partner relationships

D. cash flows

Correct Answer: D

QUESTION 4

Which is the recommended approach or activity for extending requirements analysis?

A. Communications planning

B. Business case development

C. Five whys technique

D. Personal elevator pitch

Correct Answer: C

QUESTION 5

What should you consider when recommending solutions?

A. Ensure the business case and solutions cover a common scope.

B. Include benefits from projects the customer is currently executing, which are dependencies for one of your solutions.

C. Try to shift risks of budget overruns to the IT management team.

D. Include more details about the investments needed, where a customer expense is highest.

Correct Answer: A

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