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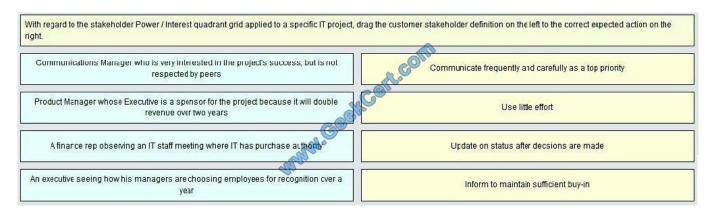
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QUESTION 1

A new video solution is being adopted more slowly than the business needs it to be. Which phase/activity most likely caused this issue?

A. Only Senior management was involved in designing and testing.

B. It requires the same password criteria as other systems.

C. It is a standard, corporate application.

D. It is free, so departments have no stake in its success.

Correct Answer: A

QUESTION 2

Select and Place:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.

Communications Manager who is very interested in the project's success, but is not respected by peers	Communicate frequently and carefully as a top priority
Product Manager whose Executive is a sponsor for the project because it will double revenue over two years	Use little effort
A finance rep observing an IT staff meeting where IT has purchase authority	Update on status after decisions are made
An executive seeing how his managers are choosing employees for recognition over a year	Inform to maintain sufficient buy-in

Correct Answer:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.

	Product Manager whose Executive is a sponsor for the project because it will double revenue over two years
	A finance rep observing an IT staff meeting where IT has purchase authority
	Communications Manager who is very interested in the project's success, but is not respected by peers
	An executive seeing how his managers are choosing employees for recognition over a year

QUESTION 3

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

A. Identify a person on her staff who can explain details.

B. Listen to the customer to understand her KPIs.

C. Plan out your message to explain potential options.

D. Draft a high level message using language pulled from the top IT vendors.

Correct Answer: B

QUESTION 4

You want to convince an executive that a project\\'s risks are understood and there are plans in place to address possible issues. What action should you do take before the meeting to help meet your goal?

A. Identify how you can use this opportunity to reduce pressure on the project team and accept some new requirements.

B. Gain the agreement of the executive\\'s staff that you are keeping the smallest possible budget for your project by using 3rd party contractors wherever possible.

C. Collect reports and success stories about other companies who have implemented technology solutions with a similar business goal.

D. Prepare a risk probability/impact model with input from subject matte experts within the executive\\'s staff.

Correct Answer: D

QUESTION 5

What two statements are true about Key Performance Indicators (KPIs)? (Choose two.)

A. A KPI is a quantifiable metric of the performance of essential operations and/or processes in an organization.

B. A KPI provides the focal point for identifying how much risk a company can take in trying to avoid government fines.

C. A KPI could reflect the performance of Service Providers in achieving their goals and objectives.

D. KPIs are based on judgment, and therefore should be used carefully when defining the value of a technology solution.

Correct Answer: AC

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