



# 840-423<sup>Q&As</sup>

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#### QUESTION 1

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

Correct Answer: B

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#### QUESTION 2

Which option explains how a manager's viewpoint can be confirmed?

- A. by validating with the manager's boss
- B. by running a group session
- C. by asking the manager for evidence
- D. by restating the manager's view and asking if you understood correctly

Correct Answer: D

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#### QUESTION 3

Which option is a governance approach for a project?

- A. committee of stakeholder reps
- B. measurements of system security
- C. operating procedures for data backup
- D. status reports on total IT systems

Correct Answer: A

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#### QUESTION 4

Which option is part of an implementation strategy?

- A. sequence of major work packages or projects
- B. design criteria for meeting security requirements



C. maintenance schedule for hardware

D. anticipated transaction volumes during periods of maximum activity

Correct Answer: A

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#### QUESTION 5

Which action is a recommended way to capture concerns about benefits?

A. Ask people their opinion in a large group meeting.

B. Conduct a focus group with people who are close to the plan and who know the business area.

C. Watch a user who is trying to do her job.

D. Include a question in the company employee satisfaction survey.

Correct Answer: B

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