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QUESTION 1

You are working on a project to install a new RFID system for a logistics company. Which obstacle to realizing benefits should you expect?

- A. The users have not been trained to capture before and after data points.
- B. Transaction volumes are 5% different than expected.
- C. The system is in a pilot stage.
- D. The infrastructure has not been in production mode for at least 3 months.

Correct Answer: A

QUESTION 2

Which step is important when you define pain points for a multidepartment business initiative?

- A. Prioritize needs and opportunities across the full scope of the departments.
- B. Ask each department to rate their priorities on a 1-10 scale of importance.
- C. Use a survey to gain feedback on service-level expectations for network infrastructure.
- D. Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding.

Correct Answer: A

QUESTION 3

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

QUESTION 4

Which option describes what a five forces model shows?

- A. industry players: suppliers, complementers, customers, and competitors



- B. a list of industry trends and drivers for total market growth
- C. the top three competitive advantages owned by each of the major suppliers
- D. an analysis of customer priorities for technology purchase decisions

Correct Answer: A

QUESTION 5

Which option represents a business constraint for a video solution?

- A. The customer does not have enough capacity to deliver video at an acceptable performance level.
- B. Users for the solution are not yet executing new processes for which video is a core capability to improve business results.
- C. The steering committee has not yet seen a demo of the video solution.
- D. Two of the customer's lead architects disagree on the approach for network management.

Correct Answer: B

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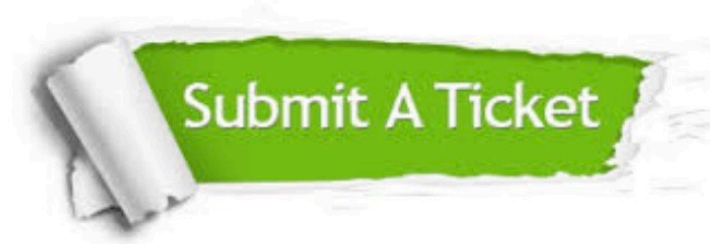
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