



840-450^{Q&As}

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QUESTION 1

Which tool do you determine priorities and sequencing for the business roadmap when you want to implement new capabilities and solutions?

- A. business strategy value map
- B. customer readiness index matrix
- C. ability to execute matrix
- D. business solution impact index

Correct Answer: D

QUESTION 2

An engagement at the business solutions maturity level addresses which customer Question:?

- A. How do I measure the business impact of technology investments?
- B. How do I transform my business capabilities?
- C. How do I facilitate innovation as a service by fast-tracking technology enablement?
- D. What are the benefits of a multidomain data center and collaboration architecture?

Correct Answer: B

QUESTION 3

DRAG DROP

Consider the steps that a business architect takes to ensure a successful business proposal presentation.

Drag and drop each step on the left to the correct description on the right.

Select and Place:



Step 1	Present the financial benefits and value realization.
Step 2	Conduct a stakeholder analysis.
Step 3	Ask for feedback.
Step 4	Follow up with stakeholders.
Step 5	State your anticipated outcomes at the beginning.
Step 6	Tailor the message to the audience.
Step 7	Discuss how the business roadmap enables the business to reach the target state.

Correct Answer:



QUESTION 4

Which two business activities in Porter's business value chain are primary activities instead of support activities?
(Choose two.)

- A. human resource management
- B. inbound logistics
- C. technological development
- D. marketing and sales
- E. firm infrastructure

Correct Answer: BD

Reference: https://www.mindtools.com/pages/article/newSTR_66.htm

QUESTION 5

With regard to customer journey mapping, which factor has the greatest impact on how a customer feels about an



organization?

- A. moments of truth
- B. low price guarantee
- C. best customer service
- D. ease of doing business

Correct Answer: C

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