820-424 Q&As

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QUESTION 1

Which of the following can best help you establish credibility with a customer executive?

A. Ask informational questions about industry trends

B. Talk a lot about your product\\'s new features

C. Describe the benefits of Cisco\\'s approach to customer support

D. Demonstrate awareness and interest in learning more about the company\\'s priorities and published financials

Correct Answer: D

QUESTION 2

How are you able to deliver capabilities when using transition architecture approaches to change?

A. Incrementally

B. All at the same time

C. In any sequence, with similar results

D. Earlier than stakeholders require

Correct Answer: A

QUESTION 3

Who is responsible for ensuring that the right people are assigned to assess results in an infrastructure rollout?

A. Customer business or IT executive sponsor

B. Cisco / Channel Partner Account Manager

C. Customer purchasing analyst

D. Customer lead architect for the solution

Correct Answer: A

QUESTION 4

What relieves a customer\\'s pain points and directly enables business results?

A. An IT solution aligned to customer needs

B. Analysis of a customer\\'s value chain

C. Cisco Validated Designs

D. Industry best practice Business Model Canvas

Correct Answer: A

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

QUESTION 6

What is the recommended way to treat a current customer capability weakness?

A. Document this in a way so the IT executive avoids criticism

B. Use objective data to describe this gap, in a Business Capability Assessment

C. Highlight this in the next executive briefing, to get credit for finding out gaps

D. Expand scope, urgently staffing a deep dive so the customer can most quickly fix the weakness

Correct Answer: B

QUESTION 7

Which three factors help with technology solution adoption? (Choose three.)

A. Ongoing availability of and support for the previous technology

B. Increased quality of service for customers

C. Improved processes that generate better productivity levels

D. Strong leadership from a senior manager with authority

E. Education of users as to the need for change

F. High quality end user support during the adoption phase

Correct Answer: DEF

QUESTION 8

Which activity is recommended in the seven-step business process improvement process?

A. Gather the data.

B. Authorize a responsible project manager.

C. Decide how to present the data.

D. Take short-, medium-, and long-term measurements.

Correct Answer: C

QUESTION 9

Which option describes a dependency?

A. the reliance of one component on the functionality of another component

B. a financial term for determining revenue generation requirements

C. a reliance upon both quantitative and qualitative benefits of a solution component

D. a way of grouping and classifying similar solution building blocks

Correct Answer: A

QUESTION 10

Which option is the recommended approach to gain access to additional key stakeholders within the customer organization?

A. Approach the stakeholder through their gatekeeper

B. Approach the stakeholder direct

C. External referral from a C level executive

D. Internal referral from an existing contact

Correct Answer: D

QUESTION 11

Which two options are reasons for a customer to select an X-as-a-service consumption model over anon-premise cloud implementation? (Choose two.)

A. increased self reliance on internal capabilities

B. increased flexibility and agility

C. reduced operational expenditure requirements

D. reduced capital expei?iture requirements

Correct Answer: CD

QUESTION 12

Which of the following is a key step in creating an implementation roadmap and gaining customer buy-in for it?

A. Developing a roadmap executive summary

B. Proving technical capability against business requirements

C. Validating the roadmap and all assumptions with the customer

D. Including an indexed glossary of all technical terminology

Correct Answer: C

QUESTION 13

Which option is a requirements gathering technique used to gain an understanding of views hold by a large group of simian stakeholders?

A. One to one interview

B. Focus group

C. Telephone interview

D. Online research

Correct Answer: B

QUESTION 14

Which three options are recommended as steps in the seven step business process improvement process? (Choose three.)

A. Decide how to present the data

B. Define what you should measure

C. Take short, medium and long term measurements

D. Analyze the data

E. Authorize a responsible project manager

F. Gather the data

Correct Answer: BDF

QUESTION 15

Which tool should you use to identify the benefits from possible solutions?

A. Root cause analysis

B. Stakeholder map

C. Cause and effect benefit model

D. Business Motivation Model

Correct Answer: C

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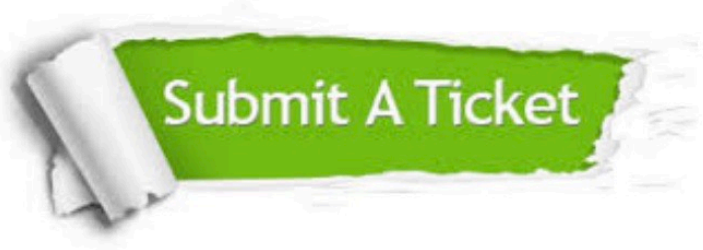

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