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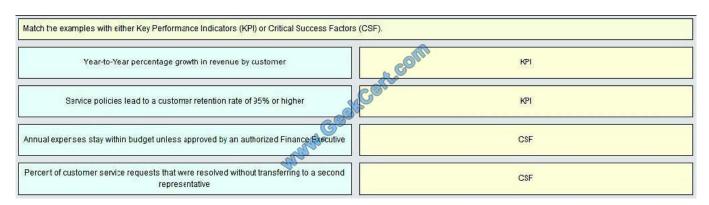Following Questions and Answers are all new published by Cisco Official Exam Center

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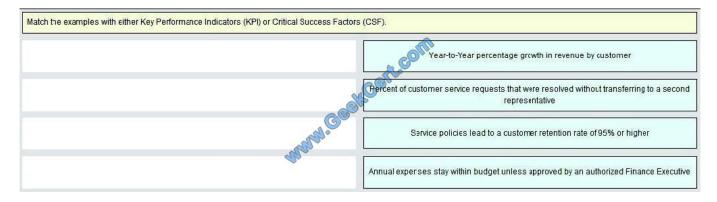
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QUESTION 1

Select and Place:

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).	
Year-to-Year percentage growth in revenue by customer	KPI
Service policies lead to a customer retention rate of 95% or higher	KPI
Annual expenses stay within budget unless approved by an authorized Finance Executive	CSF
Percent of customer service requests that were resolved without transferring to a second representative	CSF

Correct Answer:

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).	
	Year-to-Year percentage growth in revenue by customer
	Percent of customer service requests that were resolved without transferring to a second representative
	Service policies lead to a customer retention rate of 95% or higher
	Annual expenses stay within budget unless approved by an authorized Finance Executive

QUESTION 2

What two statements correctly describe vision or mission? (Choose two.)

A. A mission is a statement of the purpose of a company.

B. A vision is what a company wants to become in the mid-term or long-term future.

C. A vision describes actions the organization will take to achieve specific goals.

D. A mission identifies the company\\'s planned investments to increase revenue.

E. A vision is only used by for-profit companies.

F. A mission is only used by public sector organizations.

Correct Answer: AB

QUESTION 3

What impact on business can cloud technologies provide?

A. Reducing travel expenses and enhancing productivity

B. Reducing application\\'s response time to streamline transactions and getting better customer and employee satisfaction

C. Reducing project risk

D. Improving green brand awareness

Correct Answer: C

QUESTION 4

What method is recommended for mapping out an organization\\'s current processes and to design future processes?

A. Drawing a business model diagram

B. Querying relational databases

C. Writing detailed descriptions

D. Drawing hierarchical matrixes

Correct Answer: A

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

QUESTION 6

A business lead in a Fortune 100 customer service organization wants to optimize the efficiency of his service incident team, while having the ability to rapidly respond to changing market conditions in the industry. Which incident management platform best supports these goals?

A. An Enterprise Resource Management platform that focuses on standardization and scale.

B. An Intelligent Business Process Management System that enables the business to directly define, execute, and measure their business processes.

C. A mobile-enabled service incident platform developed by a small start-up company.

D. A custom-developed help desk application that was created for the internal IT support team.

Correct Answer: B

QUESTION 7

Which two are true of closed questions? (Choose two.)

A. Closed questions are used to retrieve facts.

B. Respondents can answer closed questions more quickly because they seek a limited amount of detail.

C. Closed questions are used to retrieve opinions.

D. Closed questions are used to make decisions based on the data in a report.

E. Closed questions are excellent for workshops where you need people to come to a consensus about a design decision.

Correct Answer: AB

QUESTION 8

Which IT roles should be interested in requirements for solution adoption?

A. The Project Manager and Executive Sponsor

B. The lead application developer and the testing team leader

C. Applications, infrastructure, and project management professionals

D. The training lead and a user design subject expert

Correct Answer: C

QUESTION 9

An IT team is designing a Proof of Concept (PoC) for a mobile email account provisioning system. Which best describes this activity?

A. A small and well defined exercise that directly measures and validates assumptions around a subset of capabilities.

B. A partially configured implementation in a non-production environment that the team can use to learn the new system and provide requirements.

C. A fully configured implementation in production that a small set of power-users use to validate how the system will be

used in the field and to refine functionality.

D. A process to solicit and screen beta testers for the first release of the product.

Correct Answer: A

QUESTION 10

You need to decide on a maintenance approach for a private cloud storage and backup solution. Which would be a good alternative?

A. Use the cloud provider, since they are the only ones with access to the data.

B. Select the option which provides the highest capacity and most bandwidth.

C. Assess options from several different providers, keeping near-term and future needs in mind.

D. Look at providers with experience in working with public cloud software applications.

Correct Answer: C

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