



820-427^{Q&As}

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QUESTION 1

Which two communications or interpersonal skills are critical for an Enterprise IT Business Specialist? (Choose two.)

- A. Ability to build relationships
- B. Ability to explain design decisions in multiple languages
- C. Ability to plan and schedule complex data migration
- D. Ability to influence others
- E. Ability to interpret financial statements

Correct Answer: AD

QUESTION 2

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 3

Select and Place:

Match the examples of strategy, management, and operations with their proper category.	
Authorization levels for waiving credit card fees	Strategy
Grow revenue by expanding into emerging markets through business partners	Strategy
Monthly reviews of actual vs. budget results	Management
Quality improvement plans for an inventory management department	Management
Respond faster to new market opportunities by deploying Fast-IT teams within major divisions	Operations
Monthly reviews of customer service metrics	Operations



Correct Answer:

Match the examples of strategy, management, and operations with their proper category.	
	Grow revenue by expanding into emerging markets through business partners
	Respond faster to new market opportunities by deploying Fast-IT teams within major divisions
	Monthly reviews of actual vs. budget results
	Monthly reviews of customer service metrics
	Authorization levels for waiving credit card fees
	Quality improvement plans for an inventory management department

QUESTION 4

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 5

Which discovery methods or aids are typically free?

- A. Unlimited access to all reports from conferences run by research firms
- B. Government reports on the availability of access to broadband within different emerging countries
- C. Analysis of private company expenditures on technology
- D. White papers authored by consultants, industry professionals, analyst firms, or vendors

Correct Answer: D

QUESTION 6



You are starting the Design phase for a new customer management center. What do you need to understand about users and their interests?

- A. Obstacle to migrating data to a new architecture
- B. Government rules for changing tax rates
- C. The top reasons why customer reps like their jobs
- D. The network capacity given service call volumes

Correct Answer: C

QUESTION 7

When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns?

- A. "Speak business language" would be helpful to improve, but not among the most critical gaps.
- B. The ranking varies depending on the industry and whether the business person is new in their job.
- C. "Speak business language" is consistently mentioned as a top concern for IT professionals.
- D. "Speak business language" is a very low priority but moving higher because business people need to learn the terms for technologies like cloud.

Correct Answer: C

QUESTION 8

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 9

Select and Place:



Drag each project on the left to the proper business goal on the right.

Provide effective long-distance video communication	Launch new Cloud common space
Implement a virtualized, secure, data repository	Support Bring Your Own Device (BYOD) trend
Implement a single, easy-to-access user storage archive	Comply to data privacy and confidentiality legislation
Multi-customer collaboration platform for phones and tablets	Reduce travel expenses

Correct Answer:

Drag each project on the left to the proper business goal on the right.

	Implement a single, easy-to-access user storage archive
	Multi-customer collaboration platform for phones and tablets
	Implement a virtualized, secure, data repository
	Provide effective long-distance video communication

QUESTION 10

You need to evaluate a solution to improve security for access to the company intranet. Which action should be in scope of your work?

- A. Read analyst reports and benchmark studies on software products.
- B. Hire a consultant to assess data center physical security.
- C. Arrange vendors to conduct virus detection demos for IT and business managers.
- D. Ask Finance to provide a list of risks with potential value.

Correct Answer: D

QUESTION 11

Select and Place:

Match the discovery tool on the left to its corresponding example on the right.

Usage Patterns	Google Analytics, Clicky, Mixpanel
External Industry Research Papers	Time Series Analysis
Conferences	State of Technology 2014 panel discussion
Monitoring Tools	Gartner Magic Quadrant analysis

Correct Answer:



Match the discovery tool on the left to its corresponding example on the right.

Monitoring Tools

Usage Patterns

Conferences

External Industry Research Papers

QUESTION 12

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

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