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QUESTION 1

Which framework can give the best insight and visual flow into how a customer\\'s functions work together, to go from parts inventory through shipped product?

A. business model canvas

B. porters value chain

C. critical success factor

D. organization chart

Correct Answer: B

QUESTION 2

From the customer perspective, which are two benefits that result when moving from an on-premise solution to a Cloud solution? (Choose two.)

A. Recurring revenue stream

B. Lower initial investment

C. Higher ROI from investment

D. Increased value of company

E. Long-term business cycles benefits

Correct Answer: BC

QUESTION 3

What is ROI?

A. It is defined as the financial benefits derived from services and solutions, and it is expressed as a percentage of dividing present value from a technology solution by the cost of that technology solution.

B. It is defined as the financial benefits derived from services and solutions, and it is expressed as a percentage of dividing total investment from a technology solution by the cost of that technology solution.

C. It is defined as the financial benefits derived from services and solutions, and it is expressed as a percentage of dividing net return from a technology solution by the margin of that technology solution.

D. It is defined as the financial benefits derived from services and solutions, and it is expressed as a percentage of dividing net return from a technology solution by the cost of that technology solution.

Correct Answer: D

QUESTION 4

When uncovering information about the customer, which method can provide a higher volume of data points efficiently?

A. workshop

B. focus group

C. survey

D. interview

Correct Answer: C

QUESTION 5

RACI model aids can be used to understand specific aspects of stakeholders\\' involvement in businesses. What does RACI stand for?

A. Responsible, Accountable, Consulted, Informed

B. Reconciler, Accountable, Consulted, Independent

C. Responsible, Assertive, Consulted, Informed

D. Reconciler, Assertive, Consulted, Informed

E. Responsible, Accountable, Consulted, Influenced

Correct Answer: A

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