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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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