



# 820-421<sup>Q&As</sup>

Applying Cisco Specialized Business Value Analysis

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### QUESTION 1

You are troubleshooting a Cisco Easy VPN installation that is experiencing session establishment problems. You have verified that matching IKE and IPsec policies exist on both peers. The remote client has also successfully entered authentication credentials.

What is the next step to take in troubleshooting this problem?

- A. verify that the router is not denying traffic from the tunnel
- B. verify that the router is able to assign an IP address to the client
- C. examine routing tables
- D. issue a ping from the client to the router to verify reachability

Correct Answer: B

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### QUESTION 2

Which statement is true?

- A. A viewpoint and statement of requirements are equivalent in accuracy
- B. Viewpoints describe a stakeholder's preference and desired capability
- C. Requirements can be met, while viewpoints reflect stretch goals that are more difficult to realize
- D. For a viewpoint to be considered, you should confirm at least three stakeholders agree it is a top priority

Correct Answer: B

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### QUESTION 3

Which statement is true?

- A. You should avoid discussion of 3rd party products or services, when exploring possible solutions with the customer.
- B. TOGAF ADM is a standard framework to assess IT quality and productivity.
- C. Value chain analysis is the preferred method to assess customer sensitivity to price increases.
- D. Cisco and partner capabilities should be considered as viable candidates for inclusion in a solution design.

Correct Answer: D

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### QUESTION 4

When establishing a current view of your customer, which is an appropriate internal source of information?



- A. Financial analyst forecasts of the company's revenue for the next 3 years
- B. Working documents created by new hires prior to their joining your organization
- C. Websites of partners in the customer's ecosystem
- D. Service level agreements your firm helped to create, between the customer IT group and business units

Correct Answer: D

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#### QUESTION 5

What should you do to identify solutions that fulfill the capability needs of the customer?

- A. First look at the features available and then identify whether Smart Solutions could be in scope.
- B. First identify the relevant Cisco Architectures and Smart Solutions. After that is complete, move on to features.
- C. Include only those offerings which the customer has requested information on in the past.
- D. Place the most attention on new ideas or needs which have recently come up in project brainstorming sessions.

Correct Answer: B

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