



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

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

QUESTION 2

What should you consider when recommending solutions?

- A. Include benefits from projects the customer is currently executing, which are dependencies for one of your solutions
- B. Try to shift risks of budget overruns to the IT management team
- C. Ensure the business case and solutions cover a consistent scope
- D. Include more details about the investments needed, where a customer expense is highest

Correct Answer: C

QUESTION 3

What is an example of a financial benefit?

- A. More important to senior executives than to mid-level managers
- B. Estimates of value for which the customer finance executive has given you written evidence of agreement
- C. The highest priority impacts available to customers, from implementing an IT solution
- D. Estimates of monetary value which the customer could realize, after paying for the solution costs

Correct Answer: D

QUESTION 4

What should your next step be once you have completed defining your recommended solution?

- A. Develop business case
- B. Conduct business requirements analysis



C. Measure benefits realization

D. Present to the relevant stakeholders for buy-in

Correct Answer: D

QUESTION 5

Which two reflect buy-in to an implementation approach? (Choose two.)

A. Customer commitment to move forward

B. Agreement on basics of solutions

C. Actual benefits are realized

D. Selections identified for configuring components

Correct Answer: AB

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