



820-421^{Q&As}

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QUESTION 1

Why would an investment analyst report be a good source of company information?

- A. It may give you an inside track on internal management relationships
- B. You will find company-endorsed estimates of product level sales growth
- C. It can complement company-published data and give you insight for discovery
- D. This will report the customer's actual IT expenditures for hardware, software, services

Correct Answer: C

QUESTION 2

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

QUESTION 3

What part of the benefits realization approach includes documentation and tracking of actual results vs. projections?

- A. Definition of metrics to use in assessing productivity gains
- B. Creation of an outline for the business case
- C. Implementation program benefits delivery
- D. Adoption and rollout strategy across user groups

Correct Answer: C

QUESTION 4

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 5

How are you able to deliver capabilities when using transition architecture approaches to change?

A. Incrementally

B. All at the same time

C. In any sequence, with similar results

D. Earlier than stakeholders require

Correct Answer: A

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