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QUESTION 1

Which is the recommended approach or activity for extending requirements analysis?

A. Communications planning

B. Business case development

C. Five whys technique

D. Personal elevator pitch

Correct Answer: C

QUESTION 2

A Line of Business executive wants to gain their team\\'s support for a new approach to customer servicE.

What does a Business Model Canvas help them convey?

A. The company\\'s value chain

B. A prioritized list of current pain points

C. Target state capabilities

D. Best practice metrics and industry benchmarks

Correct Answer: C

QUESTION 3

Which is true of a Business Motivation Model?

A. It includes detailed financial goals for the customer

B. It companies the priorities across levels of the customer organization

C. It requires that you understand the customer\\'s bonus plan for executives

D. It describes influences that are behind customer priorities and operating activities

Correct Answer: D

QUESTION 4

Which is a benefit from establishing credibility with multiple customer stakeholders?

A. You increase the odds of gaining an advocate for the largest cost alternative you can offer the customer

B. This shows your #1 priority is to build friends and allies

C. You build a basis for gaining insight into a range of customer viewpoints or priorities

D. You gain influence with the IT Executive, since they alone can help you displace a competitor

Correct Answer: C

QUESTION 5

What is a gap analysis used to identify?

A. Capabilities which the customer does not have today, but needs to fulfill business goals

B. A customer network\\'s capacity difference vs.the highest possible with advanced technology

C. The number of connections that can be supported with the existing wireless infrastructure

D. The year-to-date over-run in a customer\\'s IT actual spending, vs.budget

Correct Answer: A

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