



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

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

QUESTION 2

When 802.1X is implemented, how do the client (supplicant) and authenticator communicate?

- A. RADIUS
- B. TACACS+
- C. MAB
- D. EAPOL

Correct Answer: D

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

QUESTION 4

Which piece of data should give you insight into a top executive stakeholder's business priorities?

- A. The number of people in their organization
- B. List of programs for which the executive sits on a steering committee



C. Background on the executive's vacation interests

D. Names of system integration firms on the company's pre-authorized vendor list

Correct Answer: B

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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