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QUESTION 1

Which is the most effective way to assess sales team benefits from an enhanced wireless and security infrastructure?

- A. Ask the sales leader to define the productivity improvement gain they need to gain support for a business case.
- B. Interview a random set of users, and ask for their informal estimate of time savings.
- C. Analyze the work patterns for the top 15% of users according to network access volume.
- D. Follow a structured evaluation plan to capture data on productivity, effectiveness, and improved controls.

Correct Answer: D

QUESTION 2

Which behavior is appropriate when discovering requirements?

- A. End meetings earlier than planned to show a sense of urgency
- B. Avoid taking notes, since you can always return for a follow up
- C. Answer customer questions with details and numbers to convince them you have a good idea about the solution to offer
- D. Actively listen to the customer\\'s comments and effectively take notes

Correct Answer: D

QUESTION 3

Which option is a technology innovation benefit resulting from defined outcomes?

- A. Lower IT support costs (TCO)
- B. Higher IT asset utilization
- C. Faster time to market for new products
- D. Faster ROI for IT

Correct Answer: D

QUESTION 4

Which are two strategies for maximizing benefits realization for the customer with respect to stated outcomes? (Choose two.)

A. ensure critical success factors and key performance indicators are validated and signed off by the customer prior to



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designing the solution

- B. work alongside the customer to provide a high quality user adoption plan
- C. ensure all risks are completely mitigated
- D. run multiple pilots to gain valuable user feedback

Correct Answer: AB

QUESTION 5

A value chain analysis places focus on which two main areas? (Choose two.)

- A. Support processes
- B. Primary activities
- C. Financial liabilities
- D. Ecosystem competitors
- E. Impact of newest technology features

Correct Answer: AB

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