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QUESTION 1

Which option provides best practice guidance for implementing a governance process for technology implementation?

A. SWOT

B. TOGAF

C. ITIL

D. PMP

Correct Answer: B

QUESTION 2

Assuming the customer is a retail store chain, which describes a business benefit from using technology?

A. A new video system with a strong track record for quality is implemented.

B. Store managers better understand their compensation plan, since wording is simpler.

C. Higher revenue per customer is possible, based on personalized tips being sent to shopper smartphones.

D. IT staff completes a performance management software tool upgrade on time.

Correct Answer: C

QUESTION 3

Which option describes the recommended approach to identifying new opportunities and capabilities to support the customer?

A. Proactively ask business and technical decision makers about their challenges and opportunities

B. Wait for the customer to approach you regarding their further technology requirements

C. Present the features, advantages and benefits of additional technology solutions with your customer

D. Ask the technical and business decision makers to organize a sales meeting with your sales team

Correct Answer: A

QUESTION 4

Which tool or document can help you identify areas of gaps in knowledge about your customer\\'s overall strategy and operating model?

A. Business Model Canvas

B. An account coverage plan for your team\\'s territory

C. A win/loss review from a proposal delivered to the customer 12 months ago

D. Customer\\'s communications plan for the rollout of a new application

Correct Answer: A

QUESTION 5

Which describes a business capability assessment?

A. Review of current capability metrics

B. How capabilities are currently implemented in competitive organizations (measurement formulas)

C. A survey covering skills levels within the customer\\'s IT organization

D. Brainstorming about how process model governance could be improved

Correct Answer: A

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