



820-424^{Q&As}

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QUESTION 1

Which tool can be used to help monitor progress against stated targets?

- A. Fishbone analysis
- B. KPI heat map
- C. Outcome process matrix
- D. Power/Influence matrix

Correct Answer: C

QUESTION 2

Which option describes the recommended process for creating a risk mitigation plan?

- A. Categorize, analyze and prioritize
- B. Perceive, act, measure
- C. Document, prioritize, review
- D. Analyze, document, act

Correct Answer: A

QUESTION 3

What are two purposes of the Business Motivation Model? (Choose two).

- A. To develop sales and marketing strategies.
- B. To provide a high level view of the overall business landscape.
- C. To identify factors that motivate the establishing of business plans.
- D. To identify and define the elements of business plans.
- E. To perform capability gap analysis.

Correct Answer: CD

QUESTION 4

Who are recommended as good sources to provide requirements in a customer engagement?

- A. Individuals who have purchased services from the customer



- B. Subject experts from the company's strategy organization
- C. Consultants who did projects for the customer organization 3 years ago
- D. 3rd party staffing specialists / recruiters hired by the customer to fill positions during a busy work season

Correct Answer: B

QUESTION 5

Which option is a business benefit that maybe realized from the implementation of a business outcomes-focused technology intervention?

- A. Increased proportion of services that is delivered in the cloud
- B. reduced time to market for new products
- C. reduced technology management overhead
- D. reduced number of servers that are required in the data

Correct Answer: C

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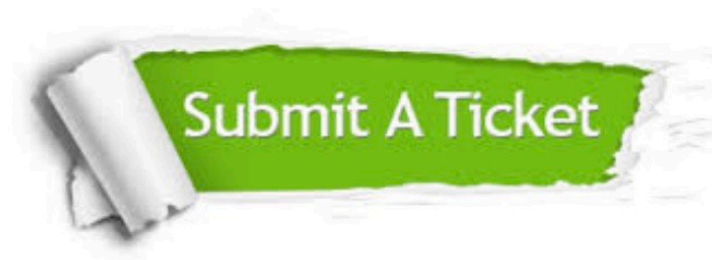
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