



820-427^{Q&As}

Building Business Specialist Skills

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QUESTION 1

Select and Place:

Align the technology requirements on the left to their related business capabilities on the right.	
Ability for customers to subscribe and receive mobile SMS messages for all service incident status updates for which they are the owner.	Manage service incident routing
Service incident ownership assignment rules will be implemented via the company's centralized business rules engine.	Provide service incident collaborative engagements
The system must enable user-generated document publishing via an open source wiki markup language that supports the ability to upvote/downvote for relevancy value, and content quality.	Manage service incident alerts and notifications
Ability to access links/URLs and exchange data with partners in a secure manner over the public internet and over any device.	Rate, rank, and share reusable support content

Correct Answer:

Align the technology requirements on the left to their related business capabilities on the right.	
	Service incident ownership assignment rules will be implemented via the company's centralized business rules engine.
	Ability to access links/URLs and exchange data with partners in a secure manner over the public internet and over any device.
	Ability for customers to subscribe and receive mobile SMS messages for all service incident status updates for which they are the owner.
	The system must enable user-generated document publishing via an open source wiki markup language that supports the ability to upvote/downvote for relevancy value, and content quality.

QUESTION 2

Which three dimensions can you use to categorize a business capability? (Choose three.)

- A. People
- B. Technology
- C. Procedures
- D. Processes
- E. Costs



F. Level in architecture stack

Correct Answer: ABD

QUESTION 3

When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns?

- A. "Speak business language" would be helpful to improve, but not among the most critical gaps.
- B. The ranking varies depending on the industry and whether the business person is new in their job.
- C. "Speak business language" is consistently mentioned as a top concern for IT professionals.
- D. "Speak business language" is a very low priority but moving higher because business people need to learn the terms for technologies like cloud.

Correct Answer: C

QUESTION 4

Which two communications or interpersonal skills are critical for an Enterprise IT Business Specialist? (Choose two.)

- A. Ability to build relationships
- B. Ability to explain design decisions in multiple languages
- C. Ability to plan and schedule complex data migration
- D. Ability to influence others
- E. Ability to interpret financial statements

Correct Answer: AD

QUESTION 5

A new video solution is being adopted more slowly than the business needs it to be. Which phase/activity most likely caused this issue?

- A. Only Senior management was involved in designing and testing.
- B. It requires the same password criteria as other systems.
- C. It is a standard, corporate application.
- D. It is free, so departments have no stake in its success.

Correct Answer: A



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