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QUESTION 1

Select and Place:

Match the examples of strategy, management, and operations with their proper category.	
Authorization levels for waiving credit card fees	Strategy
Grow revenue by expanding into emerg ng markets through business partners	Strategy
Monthly reviews of actual vs. budget results	Management
Quality improvement plans for an inventory management department	Management
Respond faster to new market opportunities by deploying Fast-IT teams within major divisions	Operations
Monthly reviews of customer service metrics	Operations

Correct Answer:

Match the examples of strategy, management, and operations with their proper category.	
	Grow revenue by expanding into emerg ng markets through business partners
	Respond faster to new market opportunities by deploying Fast-IT teams within major divisions
	Monthly reviews of actual vs. budget results
	Monthly reviews of customer service metrics
	Authorization levels for waiving credit card fees
	Quality improvement plans for an inventory management department

QUESTION 2

What two statements are true about Key Performance Indicators (KPIs)? (Choose two.)

- A. A KPI is a quantifiable metric of the performance of essential operations and/or processes in an organization.
- B. A KPI provides the focal point for identifying how much risk a company can take in trying to avoid government fines.
- C. A KPI could reflect the performance of Service Providers in achieving their goals and objectives.
- D. KPIs are based on judgment, and therefore should be used carefully when defining the value of a technology solution.



Correct Answer: AC

QUESTION 3

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

- A. Identify a person on their staff who can explain details to them
- B. Gather information and assess their level of interest and knowledge about technical topics
- C. Plan out your message to explain the problem, situation and options - before communicating a decision or recommendation
- D. Draft a high level message, which uses terms and language pulled from web sites from the top IT vendors

Correct Answer: B

QUESTION 4

Which two are characteristics of using effective questions to gather information? (Choose two.)

- A. They do not bias or influence the respondent to agree with the interviewer's opinion.
- B. They should be structured for a simple "yes" or "no" response.
- C. They provide a scenario, so that the respondent can make assumptions in providing her answer.
- D. Each question is independent of other questions that may be asked during an interview.
- E. They may be tailored to the audience, or could be a standard set of questions for a group of respondents.

Correct Answer: AE

QUESTION 5

Select and Place:

Match the discovery tool on the left to its corresponding example on the right.	
Usage Patterns	Google Analytics Clicky, Mixpanel
External Industry Research Papers	Time Series Analysis
Conferences	State of Technology 2014 panel discussion
Monitoring Tools	Gartner Magic Quadrant analysis

Correct Answer:



Match the discovery tool on the left to its corresponding example on the right.

Monitoring Tools

Usage Patterns

Conferences

External Industry Research Papers

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