



840-423^{Q&As}

Executing Cisco Advanced Business Value Analysis and Design Techniques

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QUESTION 1

Which statement describes a benefit of using SWOT analysis?

- A. It allows you to confirm the status of a customer's specific improvement initiatives.
- B. It helps you gain a broader perspective about the customer's strategic situation.
- C. It allows the IT organization to show business leaders that they understand service-level impacts on financial results.
- D. It provides a snapshot of the industry forces, competitors, suppliers, and market leaders.

Correct Answer: B

QUESTION 2

Which option is part of a communication plan?

- A. name and department number of email recipients
- B. frequency and method to distribute status information
- C. reporting structure for a department
- D. rating of support

Correct Answer: B

QUESTION 3

Which statement about Partner capabilities combined with Cisco solution elements is true?

- A. They are a recommended way to reduce solution cost.
- B. They are a required element for proposals that involve implementation of the solution.
- C. They are a recommended way to lower risk, by retaining scope of effort within the control of Cisco or the Partner.
- D. They provide a way to meet customer or industry-specific needs, beyond the general Cisco core offerings.

Correct Answer: D

QUESTION 4

Which statement about customer value chain analysis is true?

- A. It shows the specific cost that is associated with each process step.
- B. It depicts the major communications activities that are executed by senior execs.



- C. It shows relationships between key pieces of the customer's operating model.
- D. It shows the dependencies to realize benefits from a new IT infrastructure effort.

Correct Answer: C

QUESTION 5

Which action is the recommended way to describe business unit benefits from upgrading a customer's 2- year old network?

- A. Highlight the improved response time and service level possible.
- B. Relate the increase in reliability and performance to the impact on business activities that are supported by the network.
- C. Describe how the capacity upgrade allows the customer to reduce support headcount within the IT organization.
- D. Focus on the unique aspects of Cisco advanced technology, as compared with the customer's current network.

Correct Answer: B

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