



840-423^{Q&As}

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QUESTION 1

When you select a solution, which option should guide your decisions?

- A. lowest possible cost
- B. most advanced solution, both technically and for the business operation
- C. an appropriate mix of risk, technology capability, and business capability, based on customer priorities
- D. must fit within the current IT budget

Correct Answer: C

QUESTION 2

Which example is a business case assumption that is most likely to be provided by the IT executive?

- A. The expected weighted cost of capital can define the rate of return.
- B. The number of personnel can be reduced in the business unit due to automation.
- C. IT transaction volumes will grow 10% annually for the next 2 years.
- D. The business will outsource customer service to a third party.

Correct Answer: C

QUESTION 3

Which action is the recommended way to address a business constraint on "user training time"?

- A. Create a self-study module and inform users that they are responsible to train themselves as time allows.
- B. Revise the training so that it fits into time available from the busiest users.
- C. Train a core set of users and develop a plan for them to get others to the required level of execution capability.
- D. Extend the project timeline and delay future deployment or the next phase until users are trained.

Correct Answer: C

QUESTION 4

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 5

Which action is the recommended way to establish trusted-advisor credibility with a senior business executive?

- A. Ask open-ended questions about the organization's priorities and goals.
- B. Ask questions about the IT organization's track record for problem resolution.
- C. Provide an overview of your sales team's reporting structure and metrics.
- D. Ask detailed questions about the process to acquire cloud computing solutions.

Correct Answer: A

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