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QUESTION 1

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.

Correct Answer: C

QUESTION 2

Which pieces of information help to assess user readiness for a rollout?

- A. number of users and years in role
- B. user awareness and time scheduled for training
- C. budget and testing script
- D. number of changes in processes and number of open help desk problems

Correct Answer: B

QUESTION 3

Which statement about implementation timelines is true?

- A. They should allow for the shortest total project elapsed time, regardless of risk.
- B. They should have a good balance across a variety of business groups.
- C. The timing should be realistic, given the scope, budget, risk, and potential benefits.
- D. The duration should be set by a single executive sponsor so that accountability is easiest to determine.

Correct Answer: C

QUESTION 4

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 5

Which statement about a roadmap is true?

- A. Requirements are subjective and viewpoints are fact.
- B. It can be created earlier in a project, as compared to an architectural blueprint.
- C. It focuses on a broader scope than an architectural blueprint.
- D. It shows a path for projects or initiatives that is consistent with the architectural direction.

Correct Answer: D

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