



840-423^{Q&As}

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QUESTION 1

Which action is a recommended way to capture concerns about benefits?

- A. Ask people their opinion in a large group meeting.
- B. Conduct a focus group with people who are close to the plan and who know the business area.
- C. Watch a user who is trying to do her job.
- D. Include a question in the company employee satisfaction survey.

Correct Answer: B

QUESTION 2

Which option describes what a five forces model shows?

- A. industry players: suppliers, complementers, customers, and competitors
- B. a list of industry trends and drivers for total market growth
- C. the top three competitive advantages owned by each of the major suppliers
- D. an analysis of customer priorities for technology purchase decisions

Correct Answer: A

QUESTION 3

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

QUESTION 4

Which option is included in a business scenario?

- A. activity-based costing used to perform the activities.



- B. peak, low, and average transaction volumes
- C. business goal, major activities, information used, and interactions among people and technology
- D. list of recommended technology products, to provide automation and reduce costs

Correct Answer: C

QUESTION 5

Which statement about a forum for feedback is true?

- A. It is used to broadcast status.
- B. It is for managers only.
- C. It provides a way to exchange positive and negative things that happen.
- D. It is the best way to announce training.

Correct Answer: C

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