



# 840-425<sup>Q&As</sup>

Executing Cisco Advanced Business Value Analysis and Design Techniques

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#### QUESTION 1

What is the 360 degree feedback process?

- A. Process to collect feedback from the sales force regarding the effectiveness of the solutions.
- B. Process to collect feedback from multiple sources, aiming for accelerating user adoption of the Cisco solutions.
- C. Process to require feedback to Cisco from multiple customers.
- D. Process that Cisco executes every quarter to ask customer about partner feedback.

Correct Answer: B

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#### 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

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#### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

Which option describes a benefit of using a Balanced Scorecard approach to performance measurement?

- A. Allows project managers to detect and mitigate problems as they arise
- B. Indicates the financial return on investment for a project
- C. Combines qualitative and quantitative metrics to give a well-rounded view of the performance of a project
- D. Allows management to focus their full attention on one outcome at a time

Correct Answer: C

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