



# 840-450<sup>Q&As</sup>

Mastering The Cisco Business Architecture Discipline (DTBAD)

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### QUESTION 1

A customer wants to invest in a reliable network, data center, and collaboration solution with no ROI investigation. Which engagement maturity level is appropriate for this customer?

- A. Partial business engagement
- B. Business-first engagement
- C. Multi-domain engagement
- D. Domain-specific engagement

Correct Answer: A

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### QUESTION 2

What does "A" stand for in the RACI matrix?

- A. accountable
- B. appropriate
- C. actionable
- D. achievable

Correct Answer: A

Reference: [https://en.wikipedia.org/wiki/Responsibility\\_assignment\\_matrix](https://en.wikipedia.org/wiki/Responsibility_assignment_matrix)

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### QUESTION 3

Which two steps are part of the Seven Elements Framework? (Choose two.)

- A. know personal history
- B. relationship
- C. compromise
- D. detailed talk track
- E. options

Correct Answer: BE

Reference: <https://www.pon.harvard.edu/tag/seven-elements/>

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**QUESTION 4**

What are two real-world examples of business motivation model elements? (Choose two.)

- A. a company mission statement or company vision statement
- B. a security policy that is introduced by a state healthcare department to serve as a guideline to all state hospitals
- C. a request for information to collect written information about supplier capabilities
- D. a return on investment calculation to determine the investment cost of a program of work
- E. a new business solution that is implemented for teachers in a university

Correct Answer: AB

**QUESTION 5**

DRAG DROP

Consider customer touchpoints and interactions. drag each description on the left to its correct category on the right.

Select and Place:

The business views the customer journey from the perspective of the customer.	<b>Outside-In Thinking</b> <div style="background-color: #ffffcc; height: 20px; margin: 5px;"></div> <div style="background-color: #ffffcc; height: 20px; margin: 5px;"></div>
The result is reduced customer complaints.	
No decision is made, which results in a benefit to the business, but not to the customer.	<b>Inside-Out Thinking</b> <div style="background-color: #ffffcc; height: 20px; margin: 5px;"></div> <div style="background-color: #ffffcc; height: 20px; margin: 5px;"></div>
The result is negative customer emotions.	

Correct Answer:



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**Outside-In Thinking**

The business views the customer journey from the perspective of the customer.

The result is reduced customer complaints.

**Inside-Out Thinking**

No decision is made, which results in a benefit to the business, but not to the customer.

The result is negative customer emotions.

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