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QUESTION 1

You use the operating model canvas to expand which part of the business model canvas?

- A. bottom
- B. right side
- C. top
- D. left side

Correct Answer: D

Reference: <https://www.stratexhub.com/stratex-hub/operating-model-canvas>

QUESTION 2

What is the definition of a business priority?

- A. a measurable result of an activity or process within the business
- B. an important business initiative that enables the business to transition to the target state
- C. the result of an analysis of political, economic, social, technology, legal, or environmental factors
- D. a factor that acts as the catalyst for growth in the areas that are most important to the business

Correct Answer: D

QUESTION 3

With regard to customer journey mapping, which factor has the greatest impact on how a customer feels about an organization?

- A. moments of truth
- B. low price guarantee
- C. best customer service
- D. ease of doing business

Correct Answer: C

QUESTION 4

Which definition of gross profit is true?



- A. financial consequences of investments and actions
- B. capital and operating expenditures
- C. income that remains after considering the cost of goods sold
- D. administration and sales expenses necessary to run day-to-day operations

Correct Answer: C

QUESTION 5

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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