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QUESTION 1

What are two the two best times to create a capability gap analysis? (Choose two.)

- A. during the Research and Analyze phase of business focus
- B. during the Develop and verify phase of business focus
- C. during the Design phase of technical focus
- D. during the Discover phase of technical focus
- E. after you complete the BMC

Correct Answer: BE

QUESTION 2

DRAG DROP

Drag each item on the left to the appropriate category on the right.

Select and Place:

- Reduction of opex by 20%
- Customer experiance
- Inclusive decision making
- Patient behavioral
- People and values
- Increased asset utilization

Business Capabilities

-
-

Business Priorities

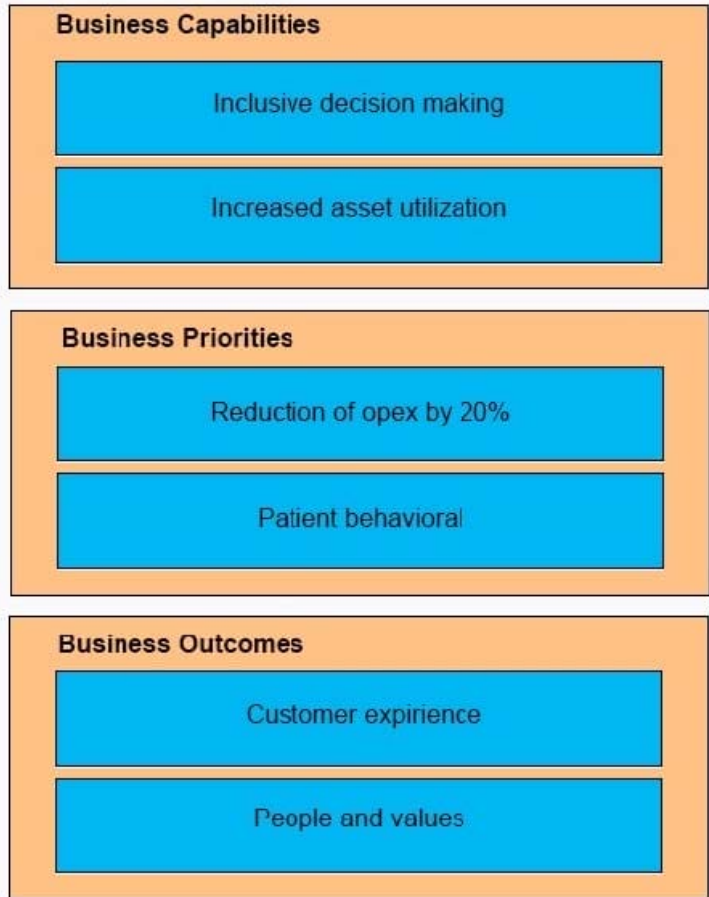
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Business Outcomes

-
-



Correct Answer:



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 tool should contain a consideration of the technology investment for a project?



- A. business capabilities
- B. business motivation model
- C. business priorities
- D. business proposal

Correct Answer: D

QUESTION 5

The business proposal addresses business impact in several ways. Which benefit can be used in a business proposal?

- A. new customer segments
- B. risk free productivity
- C. lower spending trend
- D. technology upgrades

Correct Answer: A

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