



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

The business value approach helps you to do what?

- A. Ensure that requirements gathering take the smallest possible resource and time
- B. Use various techniques to add value through the discovery process
- C. Bring sales opportunities earlier into the customer business roadmap, to avoid risks from possible budget cuts
- D. Recommend services beyond the customer's skill set, so you gain higher revenue

Correct Answer: B

QUESTION 2

What is the reason for identifying business case dependencies?

- A. They are most likely to help you propose and defend solutions with larger customer investments
- B. Customer business executives expect Cisco to minimize the actions their teams are required to execute
- C. To improve alignment between the customer IT organization and business units
- D. To communicate decisions or actions which must be satisfied in order for the business case to be fulfilled

Correct Answer: D

QUESTION 3

What is a gap analysis used to identify?

- A. Capabilities which the customer does not have today, but needs to fulfill business goals
- B. A customer network's capacity difference vs.the highest possible with advanced technology
- C. The number of connections that can be supported with the existing wireless infrastructure
- D. The year-to-date over-run in a customer's IT actual spending, vs.budget

Correct Answer: A

QUESTION 4

Which tool or document should you use to help identify high level gaps in knowledge about your customer's overall strategy and operating model?

- A. Business Model Canvas



- B. An account coverage plan for your team's territory
- C. Communications plan rollout of a new application
- D. A win/loss review from a proposal delivered to the customer 12 months ago

Correct Answer: A

QUESTION 5

Which is the Cisco recommended technique for verifying the 'as-is' state of the business?

- A. Presenting root cause analysis
- B. Discussing the Business Model Canvas
- C. Modeling high volume parts of the customer's business process
- D. Using "The five whys" questioning approach

Correct Answer: B

QUESTION 6

Which tool should you use to identify the benefits from possible solutions?

- A. Root cause analysis
- B. Stakeholder map
- C. Cause and effect benefit model
- D. Business Motivation Model

Correct Answer: C

QUESTION 7

How can business capability increments lend structure to work packages, and reduce risk?

- A. By communicating how IT features enable process improvement
- B. By defining appropriate dimensions with assigned values
- C. By stating assigned resources name, organization and role
- D. By decomposing activities into the smallest set of tasks

Correct Answer: B



QUESTION 8

What is an example of a financial benefit?

- A. More important to senior executives than to mid-level managers
- B. Estimates of value for which the customer finance executive has given you written evidence of agreement
- C. The highest priority impacts available to customers, from implementing an IT solution
- D. Estimates of monetary value which the customer could realize, after paying for the solution costs

Correct Answer: D

QUESTION 9

Which two types of deployments can be implemented for a zone-based policy firewall? (Choose two.)

- A. routed mode
- B. interzone mode
- C. fail open mode
- D. transparent mode
- E. inspection mode

Correct Answer: AD

QUESTION 10

Which two are elements of a business case? (Choose two.)

- A. Assumptions
- B. Estimated Benefits
- C. Roll out schedule
- D. Product feature list

Correct Answer: AB

QUESTION 11

You are troubleshooting a Cisco Easy VPN installation that is experiencing session establishment problems. You have verified that matching IKE and IPsec policies exist on both peers. The remote client has also successfully entered authentication credentials.

What is the next step to take in troubleshooting this problem?



- A. verify that the router is not denying traffic from the tunnel
- B. verify that the router is able to assign an IP address to the client
- C. examine routing tables
- D. issue a ping from the client to the router to verify reachability

Correct Answer: B

QUESTION 12

Which corresponds to the definition of a blueprint?

- A. A detailed set of plans that describes an overall architectural landscape
- B. A senior executive's personal action plan to drive higher revenues
- C. A list of business goals to be achieved over 6 months or less
- D. A detailed set of plans that describe how available IT staff will be redeployed

Correct Answer: A

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