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QUESTION 1

Which two options describe the qualities of a transactional leadership style? (Choose two.)

- A. Democratic in nature
- B. Leader provides rewards and incentives
- C. Involves high level of communication
- D. Motivate through encouragement

Correct Answer: AB

QUESTION 2

Why would an investment analyst report be a good source of company information?

- A. It will likely give you an inside track on internal management relationships
- B. You will find company-endorsed estimates of product level sales growth
- C. It can complement company-published data and give you insight for discovery
- D. This will report the customer's actual IT expenditures for hardware, software, services

Correct Answer: C

QUESTION 3

Which is true of a Business Motivation Model?

- A. It includes detailed financial goals for the customer
- B. It compares the priorities across levels of the customer organization
- C. It describes influences that are behind customer priorities and operating activities
- D. It requires that you understand the customer's bonus plan for executives

Correct Answer: C

QUESTION 4

Which of the following three assessment factors are used to determine the technical value of the business case? (Choose three.)

- A. Solution portability



- B. Business value
- C. Lifecycle management
- D. Maintenance policies
- E. Interoperability
- F. Accountability

Correct Answer: ADE

QUESTION 5

Which option is a benefit of evolutionary prototyping?

- A. can be built with minimal functionality
- B. can be done without analysis
- C. can be built without requirements
- D. can be discarded after testing

Correct Answer: C

QUESTION 6

At which stage of the project should key performance indicators be set?

- A. After the pilot has been successfully conducted
- B. Post implementation
- C. After the critical success factors have been agreed
- D. After the design has been finalized

Correct Answer: A

QUESTION 7

How are you able to deliver capabilities when using transition architecture approaches to change?

- A. Incrementally
- B. All at the same time
- C. In any sequence, with similar results
- D. Earlier than stakeholders require



Correct Answer: A

QUESTION 8

Which option is recommended by Cisco as an element of a Business Case?

- A. Bill of Materials
- B. Solution Design
- C. Stakeholder Analysis
- D. Business Impact

Correct Answer: D

QUESTION 9

What part of the benefits realization approach includes documentation and tracking of actual results vs. projections?

- A. Defining formulas to use in calculating productivity gains
- B. Creating an outline for the business case
- C. Communicating the percentage of benefit goal delivered through implementation
- D. Creating an adoption and rollout strategy across user groups

Correct Answer: C

QUESTION 10

Which behavior is appropriate when discovering requirements?

- A. End meetings earlier than planned to show a sense of urgency
- B. Avoid taking notes, since you can always return for a follow up
- C. Answer customer questions with details and numbers to convince them you have a good idea about the solution to offer
- D. Actively listen to the customer's comments and effectively take notes

Correct Answer: D

QUESTION 11

Which approach is recommended for gaining deeper insight into pain points raised by a senior customer business leader?



- A. Inform the customer of some statistics about their competitors, to get a reaction
- B. Ask open ended questions about goals and impacts from challenges
- C. Lead an exercise to define revenue the customer could gain from using remote experts on sales calls
- D. Speak with peers of the customer leader, to find out whether this person has a reputation for making problems sound bigger than they really are

Correct Answer: B

QUESTION 12

Which two options should be included within the Introduction section of a business case? (Choose two.)

- A. Finance Options
- B. Background
- C. Purpose of Case
- D. Stakeholder List

Correct Answer: BC

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