



840-423^{Q&As}

Executing Cisco Advanced Business Value Analysis and Design Techniques

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QUESTION 1

What is the purpose of a gap analysis?

- A. Identify the major capabilities that are needed but are not present today in the operating model.
- B. Identify specific problems with execution of the customer's network management process.
- C. Define new software that is required for stronger security and threat prevention.
- D. Increase the customer's level of awareness about Smart Solution features and value.

Correct Answer: A

QUESTION 2

Which statement describes a risk that is associated with relying on a customer's IT department?

- A. The timeframe for executing the tasks may be longer than if Cisco or a Partner did this work.
- B. The business unit executive uncovers that the solution required some customization, tailoring, or configuration.
- C. The IT executive takes credit for an activity which Cisco or the Partner should have executed.
- D. The total cost of implementation is lower than you originally anticipated.

Correct Answer: A

QUESTION 3

Which option explains how a manager's viewpoint can be confirmed?

- A. by validating with the manager's boss
- B. by running a group session
- C. by asking the manager for evidence
- D. by restating the manager's view and asking if you understood correctly

Correct Answer: D

QUESTION 4

When you rate the severity of technical constraints, which action should you take for an unexpected obstacle?

- A. Resolve the obstacle as soon as possible to reduce the likelihood that a customer uncovers this new information.
- B. Assess the impact on the solution implementation and benefits to the customer, and then explain the situation in



context of the big picture.

- C. Note the obstacle for attention in the next phase of work.
- D. Identify ways to address the problem and choose the lowest cost, fastest option available.

Correct Answer: B

QUESTION 5

Which statement describes why it is important to separate major from minor problems in getting expected benefits?

- A. Major problems are always harder to fix.
- B. Minor problems usually affect more people.
- C. This information is used for system status reporting.
- D. An accurate breakdown allows for putting resource on items with high impact.

Correct Answer: D

QUESTION 6

Which statement about PEST analysis is true?

- A. Political aspects can be identified easily through surveys.
- B. Economic and social implications are relevant only with the public sector.
- C. A PEST analysis allows you to take an independent, outside-in view of factors that impact the customer's situation.
- D. A PEST analysis often can be related directly to specific findings from the operating process analysis.

Correct Answer: C

QUESTION 7

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.



Correct Answer: C

QUESTION 8

Which statement about Partner capabilities combined with Cisco solution elements is true?

- A. They are a recommended way to reduce solution cost.
- B. They are a required element for proposals that involve implementation of the solution.
- C. They are a recommended way to lower risk, by retaining scope of effort within the control of Cisco or the Partner.
- D. They provide a way to meet customer or industry-specific needs, beyond the general Cisco core offerings.

Correct Answer: D

QUESTION 9

Who are the two primary users of an implementation strategy? (Choose two.)

- A. the technical architect
- B. the leaders for training
- C. executive sponsor and steering committee
- D. the program leader responsible for achieving business results
- E. major work package owners

Correct Answer: DE

QUESTION 10

Which option describes what extending requirements analysis allows you to do?

- A. expand the scope of your project
- B. give you more time to deliver on existing project commitments
- C. go beyond the initial core requirements, to the next level of need, while also adding in new capabilities and solutions
- D. speed up the procurement process for a cloud-based solution

Correct Answer: C

QUESTION 11

Which statement about implementation timelines is true?



- A. They should allow for the shortest total project elapsed time, regardless of risk.
- B. They should have a good balance across a variety of business groups.
- C. The timing should be realistic, given the scope, budget, risk, and potential benefits.
- D. The duration should be set by a single executive sponsor so that accountability is easiest to determine.

Correct Answer: C

QUESTION 12

Which action should you take when you analyze financial and non-financial factors for a business case?

- A. Remain objective, using facts where possible and assumptions where needed.
- B. Use assumptions for financial items more heavily, but leave nonfinancial items more general.
- C. Ask the customer business executive to sign off on nonfinancial factors because the IT department typically has limited impact on them.
- D. Limit communications to only a few nonfinancial factors because they are of little impact on a decision.

Correct Answer: A

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