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QUESTION 1

Which option are the stages and order proposed by the Cisco Integrated Sales Process?

- A. Qualify > Prospect > Propose > Close
- B. Prospect > Qualify > Propose > Close
- C. Prospect > Qualify > Propose > Agree > Close
- D. Qualify > Propose > Agree > Close

Correct Answer: C

QUESTION 2

Which option describes a benefit of using a Balanced Scorecard approach to performance measurement?

- A. Allows project managers to detect and mitigate problems as they arise
- B. Indicates the financial return on investment for a project
- C. Combines qualitative and quantitative metrics to give a well-rounded view of the performance of a project
- D. Allows management to focus their full attention on one outcome at a time

Correct Answer: C

QUESTION 3

Which statement is a characteristic of future state capabilities?

- A. They identify operating practices for a single department.
- B. They depict all of the requirements that a customer organization desires (best case).
- C. They convey the most important business elements that are needed to achieve goals in the future.
- D. They should define very detailed needs for the near-term and high-level needs for one or more years out.

Correct Answer: C

QUESTION 4

Which step is important when you define pain points for a multidepartment business initiative?

- A. Prioritize needs and opportunities across the full scope of the departments.



- B. Ask each department to rate their priorities on a 1-10 scale of importance.
- C. Use a survey to gain feedback on service-level expectations for network infrastructure.
- D. Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding.

Correct Answer: A

QUESTION 5

Which two options are principles of the Cisco business outcomes sale? (Choose two.)

- A. Define outcomes which are time-bound.
- B. Initiate the conversation stating the competitive advantages of the Cisco solutions.
- C. Always provide as much technical detail as you can.
- D. Evolve to an outcome approach; as customers require, use product and solution selling.

Correct Answer: AD

QUESTION 6

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

Correct Answer: B

QUESTION 7

Which statement about a roadmap is true?

- A. Requirements are subjective and viewpoints are fact.
- B. It can be created earlier in a project, as compared to an architectural blueprint.
- C. It focuses on a broader scope than an architectural blueprint.
- D. It shows a path for projects or initiatives that is consistent with the architectural direction.

Correct Answer: D



QUESTION 8

Which option can assist with determining technology requirements arising from a customer initiative to implement a business process improvement?

- A. Create a Use Case diagram to model the improved business process and from this determine what technology is required.
- B. Use the Business Motivation Model to analyze business and technology requirements for a given initiative.
- C. Undertake an Ishikawa Analysis to determine root causes and determine how technology can resolve these issues.
- D. Perform a gap analysis between "as-is" and "to-be" states to determine what technology will be required.

Correct Answer: D

QUESTION 9

Which option best reflects information that must be captured before you create the business case?

- A. customer's budget and expectations for ROI
- B. estimate of investment required: initial investment, recurring for each period, and specific to a project or component
- C. assessment of the customer's procurement process
- D. detailed analysis of cost savings that results from a pilot

Correct Answer: B

QUESTION 10

Which three options are perceived costs of maintaining outdated technology? (Choose three.)

- A. Time to market.
- B. Increased risk.
- C. Capital expenditures.
- D. Inefficient processes.
- E. Total cost of ownership.

Correct Answer: ABD



QUESTION 11

The customer has previously implemented a Cisco network management solution. You have an opportunity to improve security and threat detection. Which approach is an appropriate way to tie together the benefits of the solutions?

- A. Explain how the security software leverages underlying capabilities of the network management solution.
- B. Describe how proprietary technology elements provide the customer with the most advanced solution, which eliminates risk to a business unit.
- C. Identify the financial benefits not yet realized with the network management solution, and ensure they can be attained through the security solution.
- D. Select the top five value-added aspects of the security solution, and model the financial benefit under three scenarios. This exercise gives insight into possible levels of benefit.

Correct Answer: A

QUESTION 12

Which two options demonstrate how business outcomes should be outlined? (Choose two.)

- A. Increase sales in 10% during the next fiscal year.
- B. Shorten delivery times from 20 to 12 days for the next project.
- C. Become the number one provider in the market.
- D. Reduce the electronic waste of materials.
- E. Reduce operating costs.

Correct Answer: AB

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