



# 820-421<sup>Q&As</sup>

Applying Cisco Specialized Business Value Analysis

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**QUESTION 1**

Which statement is true?

- A. Customer satisfaction improvement represents a financial benefit
- B. Financial benefits can include cost reduction in the short term, plus an overall decrease in ongoing expenses
- C. Non-financial benefits should be identified by the customer's finance representative
- D. In order to include expense savings in a business case, you should create a model to calculate the high to low range of savings

Correct Answer: B

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**QUESTION 2**

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

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**QUESTION 3**

Which of these allows you to add event actions globally based on the risk rating of each event, without having to configure each signature individually?

- A. event action summarization
- B. event action filter
- C. event action override
- D. signature event action processor

Correct Answer: C

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**QUESTION 4**



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

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#### QUESTION 5

Which is a benefit from establishing credibility with multiple customer stakeholders?

- A. You increase the odds of gaining an advocate for the largest cost alternative you can offer the customer
- B. This shows your #1 priority is to build friends and allies
- C. You build a basis for gaining insight into a range of customer viewpoints or priorities
- D. You gain influence with the IT Executive, since they alone can help you displace a competitor

Correct Answer: C

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