



820-421^{Q&As}

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**QUESTION 1**

Which is recommended as a good source to provide requirements in a customer engagement?

- A. Individuals at firms who have purchased the customer's services
- B. Subject experts from the company's strategy organization
- C. Consultants who did projects for the customer organization 3 years ago
- D. 3rd party staffing specialists / recruiters hired by the customer to fill positions during a busy work season

Correct Answer: B

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

QUESTION 3

Which customer-provided sources would give you insight into a public company's recent financial condition?

- A. A news article about a private company rumored to be an acquisition candidate for the customer
- B. Quarterly filings with the country financial securities government authority
- C. General market trends in an industry in which the customer participates
- D. An 18-month old brochure that describes the company's history

Correct Answer: B

QUESTION 4

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



- A. Definition of metrics to use in assessing productivity gains
- B. Creation of an outline for the business case
- C. Implementation program benefits delivery
- D. Adoption and rollout strategy across user groups

Correct Answer: C

QUESTION 5

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

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