



# 820-424<sup>Q&As</sup>

Selling Business Outcomes Specialists

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#### QUESTION 1

Which is true regarding a first pass draft of the business case?

- A. Include a baseline for major costs and benefits, as a starting point for deeper analysis
- B. You should not include costs of services, because resources might not be available to deliver the project
- C. Only start thinking about the first draft once you have a full picture of deployment and transition costs
- D. Ask the customer to commit on a specific deployment schedule, so you can accurately identify the timing of rollout expenses

Correct Answer: A

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#### QUESTION 2

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

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#### QUESTION 3

Which question should be asked when determining how to measure progress and outcomes?

- A. What are your business objectives and desired outcomes?
- B. What are the deadlines by which all outcomes must be achieved?
- C. Which outcome is the most important?
- D. How can products be replaced by services?

Correct Answer: AB

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#### QUESTION 4

Which three options are business benefits that may be realized from the implementation of business outcomes focused technology intervention? (Choose three.)

- A. Reduced time to market for new products



- B. Reduced number of servers required in the data
- C. Reduced technology management overhead
- D. Improved customer relationships
- E. Improved communications between departments
- F. An increase in the proportion of services delivered in the cloud

Correct Answer: ADE

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#### QUESTION 5

Which is an example of solution benefits described in business terms?

- A. A network upgrade can reduce outages by 10-15%
- B. By using remote experts during selling, the customer can add \$10M to quarterly revenue
- C. IT staff can be redeployed to projects delayed due to resource constraints
- D. A new security policy can reduce risk of a cyber attack on the company's network infrastructure

Correct Answer: B

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