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

## Selling Business Outcomes Specialists

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**QUESTION 1**

Which corresponds to the definition of a blueprint?

A. A detailed set of plans that describes an overall architectural landscape

B. A senior executive\\'s personal action plan to drive higher revenues

C. A list of business goals to be achieved over 6 months or less

D. A detailed set of plans that describe how available IT staff will be redeployed

Correct Answer: A

**QUESTION 2**

Which would you reflect through a "To-Be" Business Model Canvas?

A. The customer\\'s top future capabilities to increase productivity

B. Detailed process handoff criteria

C. A recommended organization structure for the IT department

D. A sequence of projects to deliver new collaboration features for the customer\\'s service reps

Correct Answer: A

**QUESTION 3**

Which of the following defines the relationship between critical success factors and KPIs?

A. Critical success factors define what must happen in order for success to be achieved, whereas KPIs are measurements that help determine the level of performance actually attained.

B. Critical success factors define how things should be measured, whereas KPIs determine when to take each measurement.

C. Critical success factors define when to take each measurement, whereas KPIs determine how things should be measured.

D. Critical success factors and KPIs are essentially the same thing.

Correct Answer: A

**QUESTION 4**

Which two options are benefits of running a workshop? (Choose two.)

A. To understand the opinions of specific stakeholders

B. To establish consensus amongst a group of stakeholders

C. To disseminate information

D. To brainstorm ideas

E. To present findings and gain acceptance to move forwards

Correct Answer: BD

QUESTION 5

Which piece of data should give you insight into a top executive stakeholder\\'s business priorities?

A. The number of people in their organization

B. List of programs for which the executive sits on a steering committee

C. Background on the executive\\'s personal interests

D. Names of system integrators on the company\\'s pre-authorized vendor list

Correct Answer: B

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