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QUESTION 1

Which approach is recommended when you justify a solution?

A. Support solutions that can be fully implemented with current capabilities on the IT staff.

B. Give extra weight to projects that give the business unit responsibility for risky activities.

C. Bring the IT and business executives together where possible to forge a unified viewpoint.

D. Push investments out to the future, where possible, to delay larger investments.

Correct Answer: C

QUESTION 2

Which option is a nonfinancial impact?

A. number of new sales wins due to improved collaboration

B. percentage reduction in attrition (resignations) among customer service reps due to improved tools

C. retirement of servers previously used for capacity spikes

D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog

Correct Answer: D

QUESTION 3

Which option is a governance approach for a project?

A. a process for approving changes

B. an annual strategy planning session

C. informal surveys

D. a job description for network architect

Correct Answer: A

QUESTION 4

Which action is a recommended way to capture concerns about benefits?

A. Ask people their opinion in a large group meeting.

B. Conduct a focus group with people who are close to the plan and who know the business area.

C. Watch a user who is trying to do her job.

D. Include a question in the company employee satisfaction survey.

Correct Answer: B

QUESTION 5

Which statement describes when it is a good time to apply a "use case"?

A. You must identify how many transactions should be included in a system test cycle.

B. You must understand the major process steps a customer wants for collaboration among its sales force personnel.

C. You must identify the network capacity required by a new Cisco TelePresence system.

D. You must estimate a company\\'s cash flow impacts from upgrading security software to the latest version.

Correct Answer: B

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