



840-423^{Q&As}

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QUESTION 1

Which action is the recommended way to establish trusted-advisor credibility with a senior business executive?

- A. Ask open-ended questions about the organization's priorities and goals.
- B. Ask questions about the IT organization's track record for problem resolution.
- C. Provide an overview of your sales team's reporting structure and metrics.
- D. Ask detailed questions about the process to acquire cloud computing solutions.

Correct Answer: A

QUESTION 2

Which statement describes a benefit of using SWOT analysis?

- A. It allows you to confirm the status of a customer's specific improvement initiatives.
- B. It helps you gain a broader perspective about the customer's strategic situation.
- C. It allows the IT organization to show business leaders that they understand service-level impacts on financial results.
- D. It provides a snapshot of the industry forces, competitors, suppliers, and market leaders.

Correct Answer: B

QUESTION 3

Which statement about how Business Model Canvas diagrams are a useful tool is true?

- A. They depict the operating procedures for system management.
- B. They establish a consensus view among customer executives about the organization strategy and major processes.
- C. They decompose the processes for a single department.
- D. They identify the bottlenecks within a customer service process.

Correct Answer: B

QUESTION 4

Which option best reflects information that must be captured before you create the business case?

- A. customer's budget and expectations for ROI
- B. estimate of investment required: initial investment, recurring for each period, and specific to a project or component



- C. assessment of the customer's procurement process
- D. detailed analysis of cost savings that results from a pilot

Correct Answer: B

QUESTION 5

Which option is part of a communication plan?

- A. name and department number of email recipients
- B. frequency and method to distribute status information
- C. reporting structure for a department
- D. rating of support

Correct Answer: B

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