

# 840-450<sup>Q&As</sup>

Mastering The Cisco Business Architecture Discipline (DTBAD)

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**QUESTION 1**

The business proposal addresses business impact in several ways. Which benefit can be used in a business proposal?

- A. new customer segments
- B. risk free productivity
- C. lower spending trend
- D. technology upgrades

Correct Answer: A

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**QUESTION 2**

A customer sees technology as an opportunity to enable the business. Which two engagement maturity levels most likely describe this customer? (Choose two.)

- A. technology single domain
- B. business solutions
- C. technology architecture
- D. technology multidomain
- E. technology specific

Correct Answer: CE

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**QUESTION 3**

What is the goal of job mapping?

- A. to define the stated job requirements
- B. to evaluate the existing skills and competencies of employees against the stated job requirements
- C. to create a mind map of processes that are used within a job
- D. to break down a required task into a series of discrete process steps

Correct Answer: B

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**QUESTION 4**

DRAG DROP

Drag each item on the left to the appropriate category on the right.

Select and Place:

Reduction of opex by 20%	<b>Business Capabilities</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Customer experience	<b>Business Priorities</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Inclusive decision making	
Patient behavioral	<b>Business Outcomes</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
People and values	
Increased asset utilization	

Correct Answer:

**Business Capabilities**

- Inclusive decision making
- Increased asset utilization

**Business Priorities**

- Reduction of opex by 20%
- Patient behavioral

**Business Outcomes**

- Customer expirience
- People and values

**QUESTION 5**

DRAG DROP

You are developing a customer journey map. Drag and drop each customer touch point on the left to the correct touch point type on the right.

Select and Place:

- Do not improve the customer experience
- Improve internal efficiencies of known customer interaction pain points
- Are cost-cutting measures that negatively affect the customer experience
- Maximize customer benefits instead of shareholder value
- Maximize shareholder returns instead of customer benefits
- Are cost measures that improve the customer experience

**Outside-In**

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**Inside-Out**

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Correct Answer:

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**Outside-In**

- Improve internal efficiencies of known customer interaction pain points
- Maximize customer benefits instead of shareholder value
- Are cost measures that improve the customer experience

**Inside-Out**

- Do not improve the customer experience
- Are cost-cutting measures that negatively affect the customer experience
- Maximize shareholder returns instead of customer benefits

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