

840-450^{Q&As}

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QUESTION 1

Which tool should contain a consideration of the technology investment for a project?

- A. business capabilities
- B. business motivation model
- C. business priorities
- D. business proposal

Correct Answer: D

QUESTION 2

Which of these can be mapped after business solutions and business capabilities are aligned?

- A. target state architecture
- B. business roadmaps
- C. business outcomes
- D. current state architecture

Correct Answer: A

QUESTION 3

DRAG DROP

Consider the four building blocks of the BMC that are directly linked to the customer segment. Drag and drop the four correct building blocks from the left to the right. Not all options are used.

Select and Place:

Key resources	
Channels	
Value proposition	
Key partners	
Revenue stream	
Cost structure	
Key activities	
Customer relationships	

Correct Answer:

Key resources	Value proposition
Channels	Key partners
	Key activities
	Customer relationships
Revenue stream	
Cost structure	

QUESTION 4

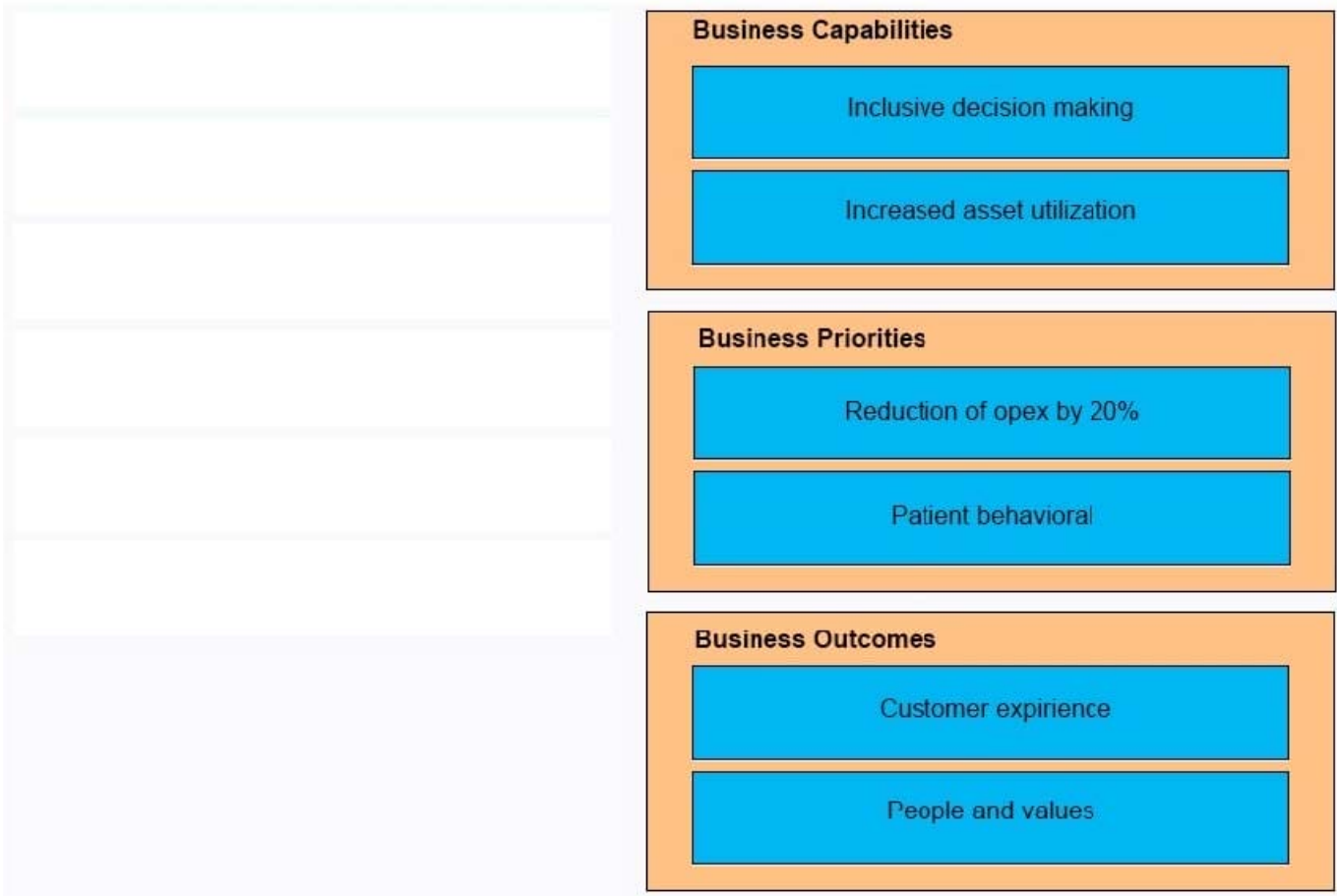
DRAG DROP

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

Select and Place:

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

Correct Answer:



QUESTION 5

In which quadrant of a stakeholder analysis grid do you place a customer enterprise architect who is not responsible for business solution selection but is responsible for business solution implementation?

- A. internal influencer
- B. key player
- C. show consideration
- D. least important

Correct Answer: B

QUESTION 6

You are working with the Director of Operations at BigCity, USA, to create a business proposal. Public transportation is the largest budget item for the city. To reduce the environment impact of vehicle traffic, BigCity wants to increase ridership on city buses and light rail transit by 10 percent and reduce the cost of services by 5 percent. Also, due to reports of theft on the light rail transit system, the city council want to see a plan for improving rider safely.

Which two business priorities must you include in the business roadmap for the business proposal? (Choose two.)

- A. Increase ridership by 10 percent.
- B. Promote environment consciousness
- C. Focus on rider experience.
- D. Reduce the cost of services by 5 percent.
- E. Provide free Wi-Fi on the buses.

Correct Answer: BC

QUESTION 7

Which two real world examples for an external business influence are true? (Choose two.)

- A. A bank has decided to invest in a new business solution for retail banking.
- B. A state health department has mandated the use of closed-loop medication administration to all state hospitals.
- C. A manufacturer is streamlining current manual processes in the warehouse for automation purposes.
- D. The CMO has indicated they should develop new business capabilities for their Business Delivery Services department.
- E. A bricks and mortar retailer is introducing their online retail capability to compete with online rivals.

Correct Answer: DE

QUESTION 8

DRAG DROP

Consider customer touchpoints and interactions. drag each description on the left to its correct category on the right.

Select and Place:

The business views the customer journey from the perspective of the customer.

The result is reduced customer complaints.

No decision is made, which results in a benefit to the business, but not to the customer.

The result is negative customer emotions.

Outside-In Thinking

Inside-Out Thinking

Correct Answer:

Outside-In Thinking

The business views the customer journey from the perspective of the customer.

The result is reduced customer complaints.

Inside-Out Thinking

No decision is made, which results in a benefit to the business, but not to the customer.

The result is negative customer emotions.

QUESTION 9

You are constructing the key resources view of the business model canvas. Which two business perspectives are supported? (Choose two.)

- A. key activities
- B. cost structure
- C. customer relationships

- D. distribution channels
- E. customer segments

Correct Answer: AE

Reference: <https://www.cleverism.com/key-resources-building-block-in-business-model-canvas/>

QUESTION 10

Which two levels of the Cisco Engagement Readiness Assessment can be included or assigned to a business architect? (Choose two.)

- A. technology specific
- B. business solutions
- C. product roadmaps
- D. technology architecture
- E. business transformation

Correct Answer: BE

QUESTION 11

Which definition of gross profit is true?

- A. financial consequences of investments and actions
- B. capital and operating expenditures
- C. income that remains after considering the cost of goods sold
- D. administration and sales expenses necessary to run day-to-day operations

Correct Answer: C

QUESTION 12

What is an outcome of opportunity validation?

- A. the value proposition
- B. the cost structure
- C. the appropriate personnel to involve
- D. customer knowledge of the business

Correct Answer: C

QUESTION 13

Which tool do you use to establish a process for communication planning?

- A. Value Proposition Canvas
- B. Seven Elements Framework
- C. Business System Model
- D. Business Proposal

Correct Answer: B

QUESTION 14

Which statement about a business capability is true?

- A. It includes and identifies technology products.
- B. It supports one or more outcomes.
- C. It should be specific, measurable, achievable, realistic, and time bound.
- D. It must support multiple outcomes.

Correct Answer: B

Reference: https://cio-wiki.org/wiki/Business_Capability

QUESTION 15

Patient check-in at the registration desk at a clinic is a familiar, everyday process. Which process would be considered an inside-out viewpoint from the perspective of the healthcare provider?

- A. Verify the patient eligibility and insurance coverage for the service.
- B. Mention the purpose of the visit, such as labwork, doctor appointment, or prescription, prescription refill.
- C. Verify the place and time of the follow-up activity.
- D. Verify the identity of the patient.

Correct Answer: C