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QUESTION 1

Which type of expenditure is the purchase of heavy equipment considered?

A. consumption

B. chargeback

C. showback

D. operational

E. capital

Correct Answer: E

QUESTION 2

Which are four considerations to have in mind when communicating the business outcomes story? (Choose four.)

A. Share your findings about stakeholder analysis with the audience.

B. Structure the content to the audience, one size does not fit all.

C. Address key motivators, business drivers, and the value that business outcomes bring to the customer.

D. Prioritize lines of business, strategic plan and operating issues.

E. Create the presentation in terms that the audience understands.

F. Use consistent formats and designs that the audience is familiar with.

Correct Answer: BCEF

QUESTION 3

Which three additional costs may arise from a subscription model and should be factored into the total cost of ownership of IT as a Service? (Choose three.)

A. Cost of accounting and tracking

B. Software asset and management

C. Cost of Hardware and Software

D. Auditing and control

E. Chargeback and Show back

F. It varies, depending on the technology solution or service

Correct Answer: ABD

QUESTION 4

Emerging trends in technology are impacting business outcomes with respect to optimization and innovation. Which are the big four emerging trends?

A. Cloud, Industry Issues, Consumerization, IT Appliances

B. Cloud, Mobility, Activity Based Working, Security

C. Cloud, Social Media, Software Defined Networking, Big Data

D. Cloud, Mobility, Analytics, Social Media

Correct Answer: D

QUESTION 5

Which list comprises business capability components?

A. people, process, solutions

B. technology, people, outcomes

C. process, technology, solutions

D. people, process, technology

Correct Answer: D

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