



# 820-421<sup>Q&As</sup>

Applying Cisco Specialized Business Value Analysis

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#### QUESTION 1

A Line of Business executive wants to gain their team's support for a new approach to customer service.

What does a Business Model Canvas help them convey?

- A. The company's value chain
- B. A prioritized list of current pain points
- C. Target state capabilities
- D. Best practice metrics and industry benchmarks

Correct Answer: C

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#### QUESTION 2

What is a business use case?

- A. A way of lowering costs
- B. A roadmap to introduce new technology
- C. A list of exceptions to be tested
- D. A high level process supporting a goal

Correct Answer: D

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#### QUESTION 3

What relieves a customer's pain points and directly enables business results?

- A. Smart Solutions
- B. Analysis of a customer's value chain
- C. Cisco Validated Designs
- D. Industry best practice Business Model Canvas

Correct Answer: A

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#### QUESTION 4

When defining assumptions, you should do which of the following?

- A. Ensure that a customer IT manager agrees with your thoughts



- B. Ensure that each assumption about a business benefit clearly links to an IT capability
- C. Identify only those items which relate to the first phase of an implementation
- D. Identify the data or decisions which could raise the likelihood that the statement comes true

Correct Answer: D

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#### QUESTION 5

Which reason would be appropriate to disqualify a solution from being included in your recommendations?

- A. The cost and benefits can only be estimated within a 20% range of accuracy
- B. The features for a new release of the solution's main product are not yet finalized
- C. The solution's core product will be discontinued before the customer's purchasing timeframe
- D. The solution includes new products which the customer previously did not have interest in purchasing

Correct Answer: C

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