



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

What should a business case executive summary contain?

- A. Describe contractual terms of a maintenance agreement
- B. Explain the rationale for choosing a model of network hardware
- C. Describe the overall intent behind solutions, and a summary of benefits and costs
- D. Recommend which customer manager should be accountable for delivering business case results

Correct Answer: C

QUESTION 2

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

QUESTION 3

Which two reflect buy-in to an implementation approach? (Choose two.)

- A. Customer commitment to move forward
- B. Agreement on basics of solutions
- C. Actual benefits are realized
- D. Selections identified for configuring components

Correct Answer: AB

QUESTION 4

What is the benefit of changing a pain point into an opportunity?

- A. Reduces IT costs to the business
- B. Uses technology to raise efficiency



- C. Allows the customer to overcome a perceived issue with upside potential
- D. Raises IT spending and leads to higher return on investment

Correct Answer: C

QUESTION 5

Which statement is true?

- A. You should avoid discussion of 3rd party products or services, when exploring possible solutions with the customer.
- B. TOGAF ADM is a standard framework to assess IT quality and productivity.
- C. Value chain analysis is the preferred method to assess customer sensitivity to price increases.
- D. Cisco and partner capabilities should be considered as viable candidates for inclusion in a solution design.

Correct Answer: D

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