



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

An implementation roadmap should be structured around which two items? (Choose two.)

- A. A link to the business case
- B. Implementation risks
- C. Expect value of benefits expected from specific phases
- D. Anticipated dates for vendor releases of new product versions
- E. Quarterly backup and upgrade schedules for installed hardware or software

Correct Answer: AB

QUESTION 2

When establishing a current view of your customer, which is an appropriate internal source of information?

- A. Financial analyst forecasts of the company's revenue for the next 3 years
- B. Working documents created by new hires prior to their joining your organization
- C. Websites of partners in the customer's ecosystem
- D. Service level agreements your firm helped to create, between the customer IT group and business units

Correct Answer: D

QUESTION 3

Why would an investment analyst report be a good source of company information?

- A. It may give you an inside track on internal management relationships
- B. You will find company-endorsed estimates of product level sales growth
- C. It can complement company-published data and give you insight for discovery
- D. This will report the customer's actual IT expenditures for hardware, software, services

Correct Answer: C

QUESTION 4

What tool would you use as a starting point to identify future capability requirements?

- A. Root cause analysis



- B. Business motivation model
- C. Value chain model
- D. A `to-be` business model canvas

Correct Answer: D

QUESTION 5

Which is an example of `solution benefits described in business terms`?

- A. A network upgrade can reduce outages by 10-15%
- B. By using remote experts during selling, the customer can add \$10M to quarterly revenue
- C. IT staff can be redeployed to projects delayed due to resource constraints
- D. A new security policy can reduce risk of a cyber attack on the company`s network infrastructure

Correct Answer: B

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