



820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

Which approach is recommended for gaining deeper insight into pain points raised by a senior customer business leader?

- A. Inform the customer of some statistics about their competitors, to get a reaction
- B. Ask open ended questions about goals and impacts from challenges
- C. Lead an exercise to define revenue the customer could gain from using remote experts on sales calls
- D. Speak with peers of the customer leader, to find out whether this person has a reputation for making problems sound bigger than they really are

Correct Answer: B

QUESTION 2

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 3

What is a gap analysis used to identify?

- A. Capabilities which the customer does not have today, but needs to fulfill business goals
- B. A customer network's capacity difference vs.the highest possible with advanced technology
- C. The number of connections that can be supported with the existing wireless infrastructure
- D. The year-to-date over-run in a customer's IT actual spending, vs.budget

Correct Answer: A

QUESTION 4

A value chain analysis places focus on which two main areas? (Choose two.)

- A. Support processes



- B. Financial liabilities
- C. Ecosystem competitors
- D. Primary activities
- E. Impact of newest technology features

Correct Answer: AD

QUESTION 5

You are troubleshooting a Cisco Easy VPN installation that is experiencing session establishment problems. You have verified that matching IKE and IPsec policies exist on both peers. The remote client has also successfully entered authentication credentials.

What is the next step to take in troubleshooting this problem?

- A. verify that the router is not denying traffic from the tunnel
- B. verify that the router is able to assign an IP address to the client
- C. examine routing tables
- D. issue a ping from the client to the router to verify reachability

Correct Answer: B

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