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QUESTION 1

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

QUESTION 2

Assuming the customer is a retail store chain, which describes a business benefit from using technology?

A. implements a new video system with a strong track record for quality

B. store managers better understand their compensation plan, since wording is simpler

C. higher revenue per customer, based on personalized tips being sent to shopper smartphones

D. IT staff completes a performance management software tool upgrade on time

Correct Answer: C

QUESTION 3

Which individual is recommended as the author for a business case introduction?

A. The customer finance executive

B. A project team individual with insight into the overall solution, financials and customer\'s current situation

C. The System Engineer most familiar with the customer\'s infrastructure and technical environment

D. The Account Manager, with support from the customer\'s IT organization

Correct Answer: B

QUESTION 4

Which tool should you use to identify the benefits from possible solutions?

A. Root cause analysis

B. Stakeholder map

C. Cause and effect benefit model

D. Business Motivation Model

Correct Answer: C

QUESTION 5

Which describes a business capability assessment?

A. Review of current capability metrics

B. How capabilities are currently implemented in competitive organizations (measurement formulas)

C. A survey covering skills levels within the customer\\'s IT organization

D. Brainstorming about how process model governance could be improved

Correct Answer: A

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