



820-421^{Q&As}

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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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