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QUESTION 1

Which tool or document can help you identify areas of gaps in knowledge about your customer's overall strategy and operating model?

- A. Business Model Canvas
- B. An account coverage plan for your team's territory
- C. A win/loss review from a proposal delivered to the customer 12 months ago
- D. Customer's communications plan for the rollout of a new application

Correct Answer: A

QUESTION 2

Which option is a primary step in creating an implementation plan and gaining customer buy-in?

- A. developing a plan for the executive summary
- B. validating the plan and all assumptions with the customer
- C. including an indexed glossary of all technical terminology
- D. proving technical capability against business requirements

Correct Answer: C

QUESTION 3

Who are recommended as good sources to provide requirements in a customer engagement?

- A. Individuals who have purchased services from the customer
- B. Subject experts from the company's strategy organization
- C. Consultants who did projects for the customer organization 3 years ago
- D. 3rd party staffing specialists / recruiters hired by the customer to fill positions during a busy work season

Correct Answer: B

QUESTION 4

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

- A. Support processes



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

Correct Answer: AB

QUESTION 5

Which three factors help with technology solution adoption? (Choose three.)

- A. Ongoing availability of and support for the previous technology
- B. Increased quality of service for customers
- C. Improved processes that generate better productivity levels
- D. Strong leadership from a senior manager with authority
- E. Education of users as to the need for change
- F. High quality end user support during the adoption phase

Correct Answer: DEF

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