



# 820-424<sup>Q&As</sup>

Selling Business Outcomes Specialists

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### QUESTION 1

Which option defines a critical success factor?

- A. a requirement that is set by technical decision makers for managing risk
- B. a financial value that must be returned by a project
- C. a component of a project that is necessary to achieve project success
- D. a measurement that is taken to identify project success

Correct Answer: A

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### QUESTION 2

Which two options are examples of benefits of conducting a pilot for a technology implementation? (Choose two.)

- A. Reduces overall cost
- B. Reduces risk
- C. Helps to secure buy-in from business decision makers
- D. Reduces time to deliver technology to customers
- E. Reduces management time needed to implement the technology

Correct Answer: BC

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### QUESTION 3

Which two options are external sources of information about a customer's organization? (Choose two.)

- A. a corporate organization chart from the customer's human resources department
- B. a Gartner Magic Quadrant for the customer's industry
- C. an internal briefing from your company's customer account manager
- D. an annual report and accounts on the customer's website

Correct Answer: AD

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### QUESTION 4

Which is the Cisco recommended technique for verifying the 'as-is' state of the business?

- A. Discussing the Business Model Canvas



- B. Presenting the root cause analysis of a customer problem
- C. Modeling high volume parts of the customer's business process
- D. Using "The five whys" questioning approach

Correct Answer: A

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#### QUESTION 5

At which stage of the project should key performance indicators be set?

- A. After the pilot has been successfully conducted
- B. Post implementation
- C. After the critical success factors have been agreed
- D. After the design has been finalized

Correct Answer: A

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