



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

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### QUESTION 1

Which two insights would a private company executive expect you to know about their industry? (Choose two.)

- A. Market shares of the top two public and top three private company competitors
- B. General timing that new major industry regulations go into effect
- C. Revenue growth rate of the company's two largest divisions, by geography
- D. Names of at least two major industry players known for their innovative use of technology

Correct Answer: BD

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### QUESTION 2

Which of the following statements is true?

- A. You should avoid discussion of 3rd party products or services, when exploring possible solutions with the customer.
- B. TOGAF ADM is a standard framework to assess IT quality and productivity.
- C. Value chain analysis is the preferred method to assess customer sensitivity to price increases.
- D. Both Cisco and partner capabilities should be considered as viable candidates for inclusion in a solution design.

Correct Answer: D

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### QUESTION 3

Which is the recommended approach or activity for extending requirements analysis?

- A. Communications planning
- B. Business case development
- C. Five whys technique
- D. Personal elevator pitch

Correct Answer: C

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### QUESTION 4

Which two options are commonly used to help calculate the size of an identified risk? (Choose two.)

- A. complexity of solution
- B. frequency of occurrence



- C. number of dependencies
- D. level of impact
- E. number of diagnostic steps

Correct Answer: BD

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#### QUESTION 5

Which two options should be included within the Introduction section of a business case? (Choose two.)

- A. Finance Options
- B. Background
- C. Purpose of Case
- D. Stakeholder List

Correct Answer: BC

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