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QUESTION 1

Which activity is recommended in the seven-step business process improvement process?

- A. Gather the data.
- B. Authorize a responsible project manager.
- C. Decide how to present the data.
- D. Take short-, medium-, and long-term measurements.

Correct Answer: C

QUESTION 2

Which option is a building block in the Business Model Canvas?

- A. key customers
- B. customer segments
- C. partner relationships
- D. cash flows

Correct Answer: D

QUESTION 3

Who should be involved in determining key performance indicators?

- A. Representatives of each stakeholder group
- B. Solution architects only
- C. Business decision makers only
- D. Business decision makers and solution architects

Correct Answer: D

QUESTION 4

Which option is true when working with assumptions?

- A. All assumptions should be validated with the customer prior to reaching proposal stage
- B. It is fine to use assumptions in your proposal if they are based upon industry standard figures



- C. Only the customer's own assumptions should be used within a project proposal
- D. Assumptions should be omitted from a project proposal

Correct Answer: A

QUESTION 5

Which two options describe the customer in an outcome-driven sales engagement? (Choose two.)

- A. Knows issue and desired outcome
- B. Aware of opportunities and problems that need to be solved
- C. Knows the value and benefits for change
- D. Is sensitive to price

Correct Answer: BC

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