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QUESTION 1

What impact on business can cloud technologies provide?

A. Reducing travel expenses and enhancing productivity

B. Reducing application\\'s response time to streamline transactions and getting better customer and employee satisfaction

C. Reducing project risk

D. Improving green brand awareness

Correct Answer: C

QUESTION 2

When discovering the potential solution options for addressing business needs, what is a the purpose of doing a gap analysis?

A. A way to understand the difference between the current situation and a future state vision

B. A way to understand the difference between customer requirements and a specific technology provider\\'s portfolio

C. A way to determine what level of additional resources can accomplish development and implementation activities in a shorter time duration

D. A way to understand the difference between performance requirements and the standard or benchmark as understood when a technology component was purchased

Correct Answer: A

QUESTION 3

Which two are characteristics of using effective questions to gather information? (Choose two.)

A. They do not bias or influence the respondent to agree with the interviewer\\'s opinion.

B. They should be structured for a simple "yes" or "no" response.

C. They provide a scenario, so that the respondent can make assumptions in providing her answer.

D. Each question is independent of other questions that may be asked during an interview.

E. They may be tailored to the audience, or could be a standard set of questions for a group of respondents.

Correct Answer: AE

QUESTION 4

When asked about IT skills gaps, where does "Speak business language" fall in a list of concerns?

A. "Speak business language" would be helpful to improve, but not among the most critcal gaps.

B. The ranking varies depending on the industry and whether the business person is new in their job.

C. "Speak business language" is consistently mentioned as a top concern for IT professionals.

D. "Speak business language" is a very low priority but moving higher because business people need to learn the terms for technologies like cloud.

Correct Answer: C

QUESTION 5

Select and Place:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
Communications Manager who is very interested in the project's success, but is not respected by peers	Communicate frequently and carefully as a top priority
Product Manager whose Executive is a sponsor for the project because it will double revenue over two years	Use little effort
A finance rep observing an IT staff meeting where IT has purchase authority	Update on status after decisions are made
An executive seeing how his managers are choosing employees for recognition over a year	Inform to maintain sufficient buy-in

Correct Answer:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
	Product Manager whose Executive is a sponsor for the project because it will double revenue over two years
	A finance rep observing an IT staff meeting where IT has purchase authority
	Communications Manager who is very interested in the project's success, but is not respected by peers
	An executive seeing how his managers are choosing employees for recognition over a year

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