



# 820-427<sup>Q&As</sup>

Building Business Specialist Skills

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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

Which two communications or interpersonal skills are critical for an Enterprise IT Business Specialist? (Choose two.)

- A. Ability to build relationships
- B. Ability to explain design decisions in multiple languages
- C. Ability to plan and schedule complex data migration
- D. Ability to influence others
- E. Ability to interpret financial statements

Correct Answer: AD

### QUESTION 3

Select and Place:

Match the discovery tool on the left to its corresponding example on the right.	
Usage Patterns	Google Analytics Clicky, Mixpanel
External Industry Research Papers	Time Series Analysis
Conferences	State of Technology 2014 panel discussion
Monitoring Tools	Gartner Magic Quadrant analysis

Correct Answer:



Match the discovery tool on the left to its corresponding example on the right.

Monitoring Tools

Usage Patterns

Conferences

External Industry Research Papers

#### 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 critical 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

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

- A. Identify a person on her staff who can explain details.
- B. Listen to the customer to understand her KPIs.
- C. Plan out your message to explain potential options.
- D. Draft a high level message using language pulled from the top IT vendors.

Correct Answer: B

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