



840-423^{Q&As}

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**QUESTION 1**

Which step is important when you define pain points for a multidepartment business initiative?

- A. Prioritize needs and opportunities across the full scope of the departments.
- B. Ask each department to rate their priorities on a 1-10 scale of importance.
- C. Use a survey to gain feedback on service-level expectations for network infrastructure.
- D. Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding.

Correct Answer: A

QUESTION 2

Which action is the recommended way to mitigate or minimize risks?

- A. Assign the most experienced resource to a single risk item.
- B. Add customer IT personnel to the project team so that they can bear responsibilities along with Cisco and the Partner.
- C. Rate the priority and potential impact from risks and assign resources accordingly.
- D. Include more capabilities in the solution to reduce risks without concern about the cost or timeframe impacts.

Correct Answer: C

QUESTION 3

Which action is the recommended way to address a business constraint on "user training time"?

- A. Create a self-study module and inform users that they are responsible to train themselves as time allows.
- B. Revise the training so that it fits into time available from the busiest users.
- C. Train a core set of users and develop a plan for them to get others to the required level of execution capability.
- D. Extend the project timeline and delay future deployment or the next phase until users are trained.

Correct Answer: C

QUESTION 4

Which statement describes why it is important to separate major from minor problems in getting expected benefits?

- A. Major problems are always harder to fix.



- B. Minor problems usually affect more people.
- C. This information is used for system status reporting.
- D. An accurate breakdown allows for putting resource on items with high impact.

Correct Answer: D

QUESTION 5

Which statement about PEST analysis is true?

- A. Political aspects can be identified easily through surveys.
- B. Economic and social implications are relevant only with the public sector.
- C. A PEST analysis allows you to take an independent, outside-in view of factors that impact the customer's situation.
- D. A PEST analysis often can be related directly to specific findings from the operating process analysis.

Correct Answer: C

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