



# 840-423<sup>Q&As</sup>

Executing Cisco Advanced Business Value Analysis and Design Techniques

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#### QUESTION 1

Which option explains how a manager's viewpoint can be confirmed?

- A. by validating with the manager's boss
- B. by running a group session
- C. by asking the manager for evidence
- D. by restating the manager's view and asking if you understood correctly

Correct Answer: D

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#### QUESTION 2

Which option is a governance approach for a project?

- A. a process for approving changes
- B. an annual strategy planning session
- C. informal surveys
- D. a job description for network architect

Correct Answer: A

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#### QUESTION 3

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.

Correct Answer: C

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#### QUESTION 4

Which action should be done when you present the business case to stakeholders?



- A. Focus mainly on near-term investments and leave discussion about rollout until after a pilot is complete.
- B. Give a comprehensive picture of the costs, benefits, and considerations that the customer should think about.
- C. Ask the IT executive to publicly commit their support for your recommendation.
- D. Be cautious when you discuss the risks that the organization should consider to gain support without raising possible challenges.

Correct Answer: B

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#### QUESTION 5

Which action should be done to assess training needs?

- A. Ask managers if their employees need new skills.
- B. Look at prior problem tickets.
- C. Conduct interviews with people who represent major user roles.
- D. Identify where the system is most confusing to use.

Correct Answer: C

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