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QUESTION 1

Which three options are skills and behaviors that could be measured using the 360 degree feedback process? (Choose three.)

A. Strategic thinking.

B. Managing and leading change.

C. Sales quota achievement.

D. Influencing others.

E. Attachment and renewal rates.

Correct Answer: ABD

QUESTION 2

Which are the features that a KPI must have in order to have better impact on the organization goals?

A. Clear and specific KPIs

B. Several KPIs to measure every process

C. Complex KPIs

D. Risky but transformative

Correct Answer: A

QUESTION 3

What is true regarding the drivers for product, solution and outcome-based sales?

A. In product sales, the driver is about the product; in solution sales, the driver is about the value of the outcomes, and in outcome-based sales, the driver is the customer pain points.

B. In product sales, the driver is about the customer pain points; in solution sales, the driver is about the value of the outcomes, and in outcome-based sales, the driver is about the product.

C. In product sales, the driver is about the customer pain points; in solution sales, the driver is about the product, and in outcome-based sales, the driver is about the value of the outcomes.

D. In product sales, the driver is about the product; in solution sales, the driver is the customer pain points, and in outcome-based sales, the driver is about the value of the outcomes.

Correct Answer: D

QUESTION 4

Which two options are benefits of implementing IT as a Service? (Choose two.)

A. Shift from CAPEX to OPEX.

B. Shift from OPEX to CAPEX.

C. Does not require technical support.

D. Increases device dependency.

E. Provides predictable expenses.

Correct Answer: AE

QUESTION 5

What has to be evaluated in an organization, in order to establish significant KPIs?

A. Business Process

B. CANVAS

C. Capabilities

D. Milestones

Correct Answer: A

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