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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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