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QUESTION 1

What development methodology includes adaptive planning, early delivery of partial solution pieces, continuous improvement, and delivering products with the minimum amount of work?

A. Spiral model

B. Waterfall model

C. Prototyping with strict enforcement of corporate standards for consistency

D. Agile development model

Correct Answer: D

QUESTION 2

Which three are important skills or personality traits for a project manager (PM) to have? (Choose three.)

A. The PM needs excellent communications skills.

B. The PM needs to be excellent at managing by consensus.

C. The PM needs excellent planning skills.

D. The PM\\'s relationship with Finance and Budgeting staff should be excellent.

E. The PM needs skills in managing change.

F. The PM needs to be aggressive.

Correct Answer: ACE

QUESTION 3

Which three dimensions can you use to categorize a business capability? (Choose three.)

A. People

B. Technology

C. Procedures

D. Processes

E. Costs

F. Level in architecture stack

Correct Answer: ABD

QUESTION 4

Which two are true of closed questions? (Choose two.)

A. Closed questions are used to retrieve facts.

B. Respondents can answer closed questions more quickly because they seek a limited amount of detail.

C. Closed questions are used to retrieve opinions.

D. Closed questions are used to make decisions based on the data in a report.

E. Closed questions are excellent for workshops where you need people to come to a consensus about a design decision.

Correct Answer: AB

QUESTION 5

A regional bank wants to improve the customer satisfaction score for its online banking user base by 25%. Which two system capabilities best support this business outcome? (Choose two.)

A. The creation of a consistent customer master that spans across all customer-facing business units (credit card, consumer banking, mortgage, personal loan).

B. Single sign-on access management which enables customer authentication credentials to carry forward across multiple banking applications.

C. A user experience that is optimized around how the company\\'s backend order management system processes transactions.

D. The introduction of an Enterprise Resource Planning platform to replace the company\\'s ecosystem of legacy applications.

E. Implementing a cloud computing solution that incorporates industry best practices.

Correct Answer: AB

QUESTION 6

Which is a recommended approach for gaining trust from stakeholders that you understand their needs?

A. Keep the conversations very specific to your areas of technical expertise.

B. Start discussions at a high level before focusing on detailed technical items.

C. Explain how you are fixing problems followed by asking questions such as where lower expenses fall in their list of priorities.

D. Start the discussion by providing examples of what you have done for other departments in the past.

Correct Answer: B

QUESTION 7

What is a recommended technique for building a good relationship with someone who has a dominanting or very strong personality?

A. 1. Be direct and clear. 2. Stick to the topic, with little discussion about things outside of work.

B. 1. Use humor to create an informal environment. 2. Use emotional language or speak in extreme terms -- like "outstanding" or "I love that idea".

C. 1. Make sure to get your points out first and explain why they are right. 2. Be prepared for criticism and have a couple of topics ready where you will immediately give in.

D. 1. Discuss the person\\'s interests outside of work. 2. Limit the conversation to just two topics, since the conversation will likely go into detailed stories about experiences.

Correct Answer: A

QUESTION 8

A business lead in a Fortune 100 customer service organization wants to optimize the efficiency of his service incident team, while having the ability to rapidly respond to changing market conditions in the industry. Which incident management platform best supports these goals?

A. An Enterprise Resource Management platform that focuses on standardization and scale.

B. An Intelligent Business Process Management System that enables the business to directly define, execute, and measure their business processes.

C. A mobile-enabled service incident platform developed by a small start-up company.

D. A custom-developed help desk application that was created for the internal IT support team.

Correct Answer: B

QUESTION 9

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 10

Your company is launching a new business and leaders are unsure if government regulations will limit growth. You are planning to discuss the business case with a Finance Director. What are two elements of value that you should focus on? (Choose two.)

A. Mitigating or limiting the impact of risks

B. Steady costs with three good options that Finance can use for charging different departments for their pieces of the infrastructure

C. Whether purchasing the solution in pieces will make it easier to recruit highly creative software developers

D. Flexibility to change service level specifications in a contract with clearly identified costs for different commitments from the providers

E. Whether leasing the solution is a better way to recruit for the future

Correct Answer: AD

QUESTION 11

You are starting the Design phase for a new customer management center. What do you need to understand about users and their interests?

A. Obstacle to migrating data to a new architecture

B. Government rules for changing tax rates

C. The top reasons why customer reps like their jobs

D. The network capacity given service call volumes

Correct Answer: C

QUESTION 12

Select and Place:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
Communications Manager who is very interested in the project's success, but is not respected by peers	Communicate frequently and carefully as a top priority
Product Manager whose Executive is a sponsor for the project because it will double revenue over two years	Use little effort
A finance rep observing an IT staff meeting where IT has purchase authority	Update on status after decisions are made
An executive seeing how his managers are choosing employees for recognition over a year	Inform to maintain sufficient buy-in

Correct Answer:

With regard to the stakeholder Power / Interest quadrant grid applied to a specific IT project, drag the customer stakeholder definition on the left to the correct expected action on the right.	
	Product Manager whose Executive is a sponsor for the project because it will double revenue over two years
	A finance rep observing an IT staff meeting where IT has purchase authority
	Communications Manager who is very interested in the project's success, but is not respected by peers
	An executive seeing how his managers are choosing employees for recognition over a year

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