



840-450^{Q&As}

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QUESTION 1

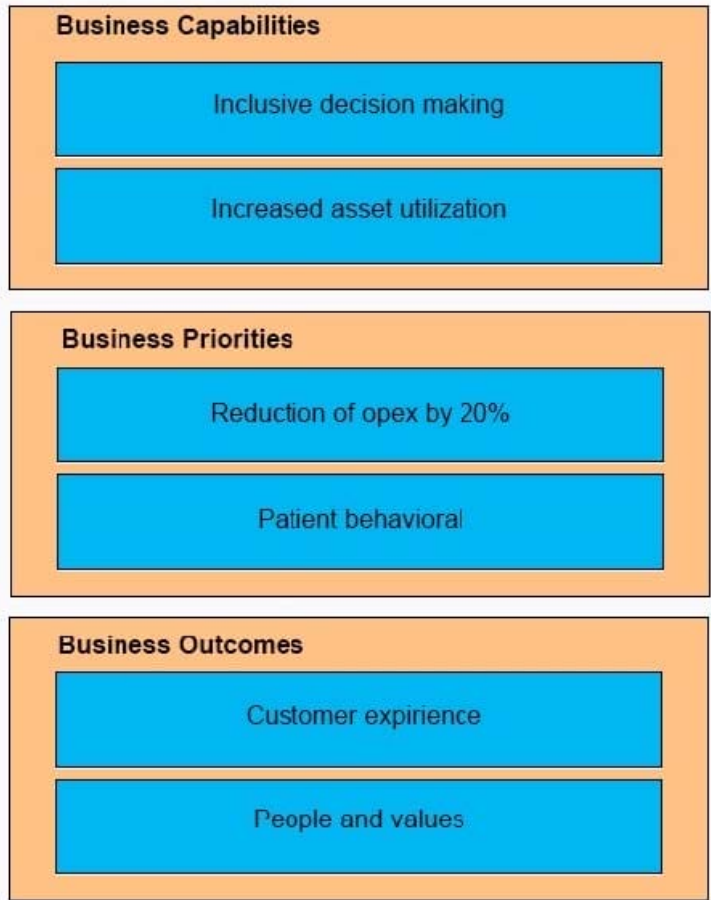
DRAG DROP

Drag each item on the left to the appropriate category on the right.

Select and Place:

Reduction of opex by 20%	Business Capabilities <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Customer experience	
Inclusive decision making	Business Priorities <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Patient behavioral	
People and values	Business Outcomes <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
Increased asset utilization	

Correct Answer:



QUESTION 2

What is the goal of job mapping?

- A. to define the stated job requirements
- B. to evaluate the existing skills and competencies of employees against the stated job requirements
- C. to create a mind map of processes that are used within a job
- D. to break down a required task into a series of discrete process steps

Correct Answer: B

QUESTION 3

Which tool helps you to reduce the complexity and costs of implementing a full ITSM capability?

- A. lean consumption model
- B. business process mapping



- C. job mapping
- D. lean service blueprint

Correct Answer: A

QUESTION 4

You use the operating model canvas to expand which part of the business model canvas?

- A. bottom
- B. right side
- C. top
- D. left side

Correct Answer: D

Reference: <https://www.stratexhub.com/stratex-hub/operating-model-canvas>

QUESTION 5

You are creating a target state business model. Which statement about linkages between building blocks in the business model canvas is true?

- A. Building blocks on the bottom of the business model canvas affect other blocks on the bottom only
- B. Building blocks on the right side of the business model canvas affect other building blocks on the right side only.
- C. Building blocks in the business model canvas affect other building blocks in any permutation.
- D. The relationships between building blocks on the business model canvas are fixed.

Correct Answer: D

QUESTION 6

You are setting a strategy to support the target state of business. Which two factors help you to choose the necessary business capabilities? (Choose two.)

- A. business drivers
- B. business roadmap
- C. business outcomes
- D. business priorities
- E. business architecture



Correct Answer: AD

QUESTION 7

You are constructing the key resources view of the business model canvas. Which two business perspectives are supported? (Choose two.)

- A. key activities
- B. cost structure
- C. customer relationships
- D. distribution channels
- E. customer segments

Correct Answer: AE

Reference: <https://www.cleverism.com/key-resources-building-block-in-business-model-canvas/>

QUESTION 8

Which two real world examples for an external business influence are true? (Choose two.)

- A. A bank has decided to invest in a new business solution for retail banking.
- B. A state health department has mandated the use of closed-loop medication administration to all state hospitals.
- C. A manufacturer is streamlining current manual processes in the warehouse for automation purposes.
- D. The CMO has indicated they should develop new business capabilities for their Business Delivery Services department.
- E. A bricks and mortar retailer is introducing their online retail capability to compete with online rivals.

Correct Answer: DE

QUESTION 9

You are working with the Director of Operations at BigCity, USA, to create a business proposal. Public transportation is the largest budget item for the city. To reduce the environment impact of vehicle traffic, BigCity wants to increase ridership on city buses and light rail transit by 10 percent and reduce the cost of services by 5 percent. Also, due to reports of theft on the light rail transit system, the city council want to see a plan for improving rider safely.

Which two business priorities must you include in the business roadmap for the business proposal? (Choose two.)

- A. Increase ridership by 10 percent.
- B. Promote environment consciousness



- C. Focus on rider experience.
- D. Reduce the cost of services by 5 percent.
- E. Provide free Wi-Fi on the buses.

Correct Answer: BC

QUESTION 10

What is an outcome of opportunity validation?

- A. the value proposition
- B. the cost structure
- C. the appropriate personnel to involve
- D. customer knowledge of the business

Correct Answer: C

QUESTION 11

Which two business model canvas building blocks are relevant to the VPC? (Choose two.)

- A. cost structure
- B. value proposition
- C. resources
- D. customer segment
- E. revenue streams

Correct Answer: AC

QUESTION 12

A customer wants to invest in a reliable network, data center, and collaboration solution with no ROI investigation. Which engagement maturity level is appropriate for this customer?

- A. Partial business engagement
- B. Business-first engagement
- C. Multi-domain engagement
- D. Domain-specific engagement



Correct Answer: A

QUESTION 13

Which two business activities in Porter's business value chain are primary activities instead of support activities? (Choose two.)

- A. human resource management
- B. inbound logistics
- C. technological development
- D. marketing and sales
- E. firm infrastructure

Correct Answer: BD

Reference: https://www.mindtools.com/pages/article/newSTR_66.htm

QUESTION 14

DRAG DROP

Drag and drop each description on the left to the appropriate business motivational model on the right.

Select and Place:

Indicates the ongoing operational activity of the enterprise	Means
How the business intends to accomplish its ends	Mission
Rules and policies that constrain or govern the available means	Tactic
Course of action that represents part of the detailing strategies	Directives

Correct Answer:



	Rules and policies that constrain or govern the available means
	How the business intends to accomplish its ends
	Course of action that represents part of the detailing strategies
	Indicates the ongoing operational activity of the enterprise

QUESTION 15

You are looking at the role that technology plays in a customer organization. Which criterion enables you to choose between the "define" maturity level and the "differentiate" maturity level?

- A. Technology is operated solidly.
- B. Technology enables innovation and disruption.
- C. Technology enables foundational capacity.
- D. Technology is defined by business processes.

Correct Answer: D

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