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Vendor:Cisco

Exam Code:820-427

Exam Name:Building Business Specialist Skills

Version:Demo

QUESTION 1

Select and Place:

Drag each project on the left to the proper business goal on the right.

Provide effective long-distance video communication	Launch new Cloud common space
Implement a virtualized, secure, data repository	Support Bring Your Own Device (BYOD) trend
Implement a single, easy-to-access user storage archive	Comply to data privacy and confidentiality legislation
Multi-customer collaboration platform for phones and tablets	Reduce travel expenses

Correct Answer:

Drag each project on the left to the proper business goal on the right.

	Implement a single, easy-to-access user storage archive
	Multi-customer collaboration platform for phones and tablets
	Implement a virtualized, secure, data repository
	Provide effective long-distance video communication

QUESTION 2

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 3

Which could be a layer within an enterprise architecture?

- A. Business services
- B. Service level commitments

- C. Organization's reporting structure
- D. Project office's governance practices

Correct Answer: A

QUESTION 4

You typically have some measure of control over which two factors of SWOT? (Choose two.)

- A. Strengths
- B. Weaknesses
- C. Opportunities
- D. Threats

Correct Answer: AB

QUESTION 5

An IT team is designing a Proof of Concept (PoC) for a mobile email account provisioning system. Which best describes this activity?

- A. A small and well defined exercise that directly measures and validates assumptions around a subset of capabilities.
- B. A partially configured implementation in a non-production environment that the team can use to learn the new system and provide requirements.
- C. A fully configured implementation in production that a small set of power-users use to validate how the system will be used in the field and to refine functionality.
- D. A process to solicit and screen beta testers for the first release of the product.

Correct Answer: A

QUESTION 6

Which two should be part of a testing plan involving a new technology? (Choose two.)

- A. Volume and performance tests of software, hardware, and mobile devices
- B. Cost of equipment deployed in fifteen sites across a 500 square kilometer area
- C. Scenarios which require standard situations and test-out exception handling
- D. Ease of use for IT staff using the technology on an agile project to produce prototypes
- E. Timeframe for break-fix of new infrastructure

Correct Answer: CD

QUESTION 7

A large company acquires a smaller, more innovative start-up company. What should you think about to ensure a smooth transition to your solutions?

- A. Upon startup of each laptop, universally distribute updates of corporate software without asking for user agreement.
- B. Require setup on a physical connection instead of offering flexible, mobile access.
- C. Prioritize security policies while allowing user flexibility to try new things.
- D. Institute more frequent alerts because they are new to the company.

Correct Answer: C

QUESTION 8

The Sales leader is an important stakeholder. Why is it important to map technology capabilities to his interests?

- A. To convince other people that they should care about the solution needs
- B. To better understand the impact of meeting or missing a schedule deadline
- C. To show how the solution may balance the interests of Sales, Marketing, and Finance
- D. To count the number of features or capabilities met for each stakeholder

Correct Answer: C

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

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 11

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

- A. Identify a person on her staff who can explain details.
- B. Listen to the customer to understand her KPIs.
- C. Plan out your message to explain potential options.
- D. Draft a high level message using language pulled from the top IT vendors.

Correct Answer: B

QUESTION 12

Select and Place:

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).	
Year-to-Year percentage growth in revenue by customer	KPI
Service policies lead to a customer retention rate of 95% or higher	KPI
Annual expenses stay within budget unless approved by an authorized Finance Executive	CSF
Percent of customer service requests that were resolved without transferring to a second representative	CSF

Correct Answer:

Match the examples with either Key Performance Indicators (KPI) or Critical Success Factors (CSF).

Year-to-Year percentage growth in revenue by customer

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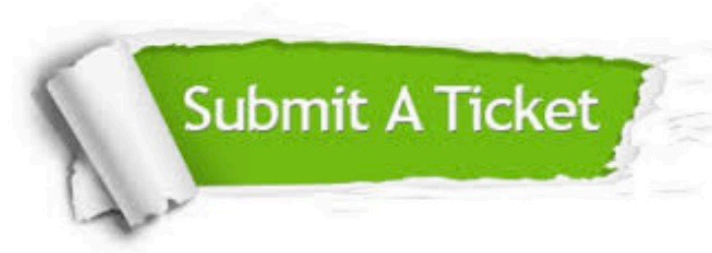
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