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QUESTION 21 Which three options are actions to realize the benefits? (Choose three.) A. Progress should be measured once the solution is deployed. B. Should take into account the relationship with the stakeholder. C. Should focus on measurable results. D. May be based on assumptions and risks. E. Include actions on the way, plus those already identified. Answer: CDE

QUESTION 22 Which three options are stages of the Benefit Realization Management? (Choose three.) A. Benefits accounting. B. Benefits identification. C. Benefits roles. D. Benefit measurement, ranking and prioritization. E. Benefits monitoring and review. Answer: BDE

QUESTION 23 Which of the following describes a Viewpoint? A. A perspective expressed by one or more managers who share the same or similar role. B. A perspective expressed by one or more customers who may or may not share the same or similar role. C. The perspective or related set of concerns experienced by a group of stakeholders. D. An informal summary of project outcomes used in the management reporting and decision making process. Answer: C

QUESTION 24 How might an understanding of business and technology dependencies assist in the development of a phased implementation roadmap? A. By enabling the creation of a risk mitigation plan to mitigate or reduce risk. B. By determining the level of technical and business support needed to implement each roadmap component. C. By helping to determine the most effective order in which each technology component should be implemented. D. By focusing the Solution Architect onto the most mission-critical aspects of the solution first. Answer: C

QUESTION 25 Which three options are financial challenges when determining the financial value of a Cisco solution? (Choose three.) A. Financial resources are distributed across functional areas. B. Long term and cycles for deployment and adoption. C. Cost efficiencies and reductions. D. Difficulty to determine NPV. E. Increase revenue and margins. Answer: ABD

QUESTION 26 Which option is the best description for NPV? A. The adoption of licensed third-party solutions and services may result in a lower NPV. B. The NPV takes into consideration the direct and indirect costs of maintaining technology solutions and services. C. NPV is factored into the ROI calculation. D. The opportunity to reduce NPV is a measureable business outcome and benefit to the customer business. E. The NPV of technology solutions and services indicates the monetary value that those solutions bring to the business. Answer: E

QUESTION 27 Which two options are direct financial benefits of the outcome-based sales? (Choose two.) A. Increased NPV. B. Lower project costs. C. Process efficiencies. D. Faster time to market for new solutions. Answer: AB

QUESTION 28 Which two options are indirect financial benefits of the outcome-based sales? (Choose two.) A. Increased NPV. B. Lower project costs. C. Process efficiencies. D. Faster time to market for new solutions. Answer: CD

QUESTION 29 Which two options are true regarding chargeback and showback? (Choose two.) A. Chargeback is an internal billing mechanism where departments directly pay for their consumption of IT services. B. Showback is an internal billing mechanism where departments directly pay for their consumption of IT services. C. Chargeback provides departments with visibility to their consumption of IT services but do not directly pay for the services. D. Showback provides departments with visibility to their consumption of IT services but do not directly pay for the services. Answer: AD

QUESTION 30 What is the purpose of the Solution Business Impact Index? A. It is a number that identifies how sooner in the implementation roadmap should the benefits appear. B. It is a matrix that lists the solutions and business priorities of the customer, and ranks the solutions according to the impact they generate. C. It is a chart to display the importance of Cisco technologies. D. It is an alternative to the business outcome-based sales approach. Answer: B

QUESTION 31 Which two options are reasons why we are seeing increasing levels of business-led change? (Choose two.) A. Because IT solutions are going through a trend of decreasing costs. B. Because business requirements are changing rapidly. C. Because the technology led change is too expensive. D. Because of the disruption created by the megatrends: cloud, mobility, big data, video. Answer: BC

QUESTION 32 Which three options are the main areas where customers will see the benefits for their investment? (Choose three.) A. Demand B. Payroll C. Operations D. Supply E. Business Answer: ADE

QUESTION 33 What two elements should be considered in an investment case? (Choose two.) A. Delivering business results. B. Eliminating OPEX. C. Increasing CAPEX. D. Optimizing costs. Answer: AD

QUESTION 34 Which two phases of the TOGAF ADM manage the process of creating a phased roadmap for technology implementation? (Choose two.) A. Phase D: Technology Architecture B. Phase E: Opportunities and Solutions C. Phase F: Migration Planning D. Phase G: Implementation Governance E. Phase H: Architecture Change Management Answer: BC

QUESTION 35 Which option can assist with determining technology requirements arising from a customer initiative to implement a business process improvement? A. Create a Use Case diagram to model the improved business

process and from this determine what technology is required.B. Use the Business Motivation Model to analyze business and technology requirements for a given initiative.C. Undertake an Ishikawa Analysis to determine root causes and determine how technology can resolve these issues.D. Perform a gap analysis between "as-is" and "to-be" states to determine what technology will be required. Answer: D QUESTION 36When would you say your customer has adopted a solution? A. When they purchase the solution from the Cisco partner.B. When the solution is deployed.C. When the solution is deployed and there has been one year with no operating issues.D. When the solution is deployed, features and options are activated, and customer is realizing the benefits of your value proposition. Answer: D QUESTION 37Which option is a benefit of technology adoption? A. Customer realizes the benefits stated by Cisco and the partner during the negotiation phase.B. Customer gets to replace their old systems and solutions.C. Adoption increases sales.D. Customer pays only when the technology is adopted. Answer: A QUESTION 38Why is it important for the customer to communicate the plan to deploy an IT solution to his or her organization? A. So that the CEO approves the deployment.B. So that the Cisco Partner can claim the Software Activation promotion credits.C. Because communicating gives the IT organization more relevancy.D. Because communicating provides the organization with a vision of the benefits and an expectation to realize the results. Answer: D QUESTION 39What should an adoption communications plan include? A. Key messages, target audience, communications channels, roles and responsibilities and success metrics.B. Key messages, sales forecast, communications channels, roles and responsibilities and success metrics.C. Sales forecast, communications channels, roles and responsibilities and sales metrics.D. Target audience, communications channels, sales quota, roles and responsibilities. Answer: A QUESTION 40Which three options are the purpose of change management? (Choose three.) A. To guarantee risks related to the business need disappear.B. To help increase the adoption of the technology solution.C. To ensure that standardized methods and procedures are used for efficient and prompt handling of all changes.D. To guarantee business risk is managed and minimized.E. To ensure that all authorized changes support business needs and goals. Answer: CDE
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