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QUESTION 11Which statement about PEST analysis is true? A.    Political aspects can be identified easily through surveys.B.    Economic and social implications are relevant only with the public sector.C.    A PEST analysis allows you to take an independent, outside-in view of factors that impact the customer's situation.D.    A PEST analysis often can be related directly to specific findings from the operating process analysis.Answer: C QUESTION 12Which option describes what a five forces model shows? A.    industry players: suppliers, complementers, customers, and competitorsB.    a list of industry trends and drivers for total market growthC.    the top three competitive advantages owned by each of the major suppliersD.    an analysis of customer priorities for technology purchase decisions Answer: A QUESTION 13Which statement describes when it is a good time to apply a "use case"? A.    You must identify how many transactions should be included in a system test cycle.B.    You must understand the major process steps a customer wants for collaboration among its sales force personnel.C.    You must identify the network capacity required by a new Cisco TelePresence system.D.    You must estimate a company's cash flow impacts from upgrading security software to the latest version. Answer: B QUESTION 14Which step is important when you define pain points for a multidepartment business initiative? A.    Prioritize needs and opportunities across the full scope of the departments.B.    Ask each department to rate their priorities on a 1-10 scale of importance.C.    Use a survey to gain feedback on service-level expectations for network infrastructure.D.    Avoid using customer estimates of benefits since the departments are likely overstating value and competing for funding. Answer: A QUESTION 15Which statement describes the recommended level of detail for analysis when you first identify Cisco Architectures and Smart Solutions that could meet business needs? A.    A fine level of detail, to provide the most information for benefits determination.B.    A high level, with focus on the major architectural or Smart Solution elements that provide significant benefit.C.    A high level for architectures and low level of detail for Smart Solutions.D.    There is no recommended level of detail. Do the analysis as based on the skills and knowledge of the account team. Answer: B QUESTION 16What has to be evaluated in an organization, in order to establish significant KPIs? A.    Business ProcessB.    CANVASC.    CapabilitiesD. Milestones Answer: A QUESTION 17Which is the result of establishing goals, objectives and smart objectives in an organization? A.    Measured results with KPIsB.    An appropriate Project ManagementC.    A better CANVASD.    A better Business Process Answer: A QUESTION 18Which three pre-requisites are needed to have KPIs provide information regarding progress on reaching goals? (Choose three.) A.    To have analyzed the missionB.    To have identified the stakeholdersC.    To have defined goalsD.    To have developed a CANVASE.    To have established deadlinesF.    To have had follow up meetings Answer: ABC QUESTION 19 What information is relevant to validate the progress towards the expected results? A.    Baseline vs actual statusB.    MetricsC. SimulationsD.    Strategies Answer: A QUESTION 20Which two options are additional metrics, beyond KPIs, that can be considered to measure success? (Choose two.) A.    Price increases.B.    Reduced implementation timelines.C.    Customer loyalty.D.    Technology adoption. Answer: BC **840-425 dumps full version (PDF&VCE):** https://www.lead2pass.com/840-425.html  Large amount of free **840-425** exam questions on Google Drive: https://drive.google.com/open?id=0B3Syig5i8gpDeERsQTNwNG1Sbjg