



810-401^{Q&As}

Selling Business Outcomes

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QUESTION 1

Which two options are characteristics of Critical Success Factors (CSFs)? (Choose two.)

- A. CSFs describe what is needed by an organization or project to reach its goal.
- B. CSFs receive special and continual attention from management.
- C. CSFs are quantitative in nature and focus stakeholder relationships
- D. CSFs link business initiatives to adopt solutions and services

Correct Answer: AB

QUESTION 2

Which options are two features of business requirements? (Choose two.)

- A. Business requirements are managed by stakeholders.
- B. Business requirements support specific business objectives.
- C. Business requirements are prioritized in compliance with influence dynamics.
- D. Business requirements are dynamic in nature and change over time.
- E. Business requirements are always defined inside a line of business.

Correct Answer: BD

QUESTION 3

Which two options are examples of Key Performance Indicators? (Choose two.)

- A. Percentage of job offers accepted
- B. Perception level of satisfaction of customers
- C. Quantity of new organizational goals
- D. Revenue growth versus industry benchmark

Correct Answer: AD

QUESTION 4

Which two elements must you consider when you propose technology solutions? (Choose two.)



- A. cross-functional service offerings
- B. the current and future state of technology of the customer
- C. cloud services
- D. emerging technology platforms
- E. relevance to business outcomes

Correct Answer: BE

QUESTION 5

How could IT as a Service help drive business outcomes?

- A. By the fast technology acquisition options for the customers.
- B. Providing an organization with the right to use the technology and service without the need for purchasing it.
- C. Providing an organization with various options for the types of services to deploy.
- D. Depending upon what the business is seeking, each type of service has different financial implications for business outcomes.

Correct Answer: D

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