



810-420^{Q&As}

Understanding Cisco Business Value Analysis Fundamentals

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QUESTION 1

Which tool should you use to document the findings of your CxO interviews?

- A. Stakeholder Analysis Worksheet
- B. Business Consulting Value Statement
- C. Customer Conversation Framework
- D. Business Capability Model

Correct Answer: A

QUESTION 2

Which two steps of the Customer Conversation Framework bridge the gap between the business and technology parts of the conversation? (Choose two.)

- A. Smart Solutions
- B. Architecture Functionality
- C. Management and Support
- D. End User Adoption cost
- E. Migration roadmap and backup plan

Correct Answer: AB

QUESTION 3

When doing a project for a private company, which would be appropriate to ask a Partner SME?

- A. What is the market share of customer?
- B. How would you describe the customer's culture?
- C. What is the company's last year net income?
- D. What features will the company release in the main product next version?

Correct Answer: B

QUESTION 4

Why should the solution be presented in business terms?



- A. This is the most powerful way to associate technology with customer strategic goals
- B. Cisco and its partners need to show industry best practice, in order to win new deals
- C. Solution value should be related to needs of developed and emerging market customers
- D. Relating solution benefits in business terms helps the CIO gain more in staffing to maintain current systems

Correct Answer: A

QUESTION 5

Which option reflects the value of mapping of solutions vs. capabilities?

- A. It helps the customer understand how their needs can be met
- B. It allows for bundled pricing
- C. This is a critical input for implementation plans
- D. This insight helps IT managers prepare development plans for their staff

Correct Answer: A

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