



820-421^{Q&As}

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QUESTION 1

Which is the most effective way to assess sales team benefits from an enhanced wireless and security infrastructure?

- A. Ask the sales leader to define the productivity improvement gain they need to gain support for a business case
- B. Interview a random set of users, and ask for their informal estimate of time savings
- C. Analyze work patterns and interactions from the top 15% of users according to network access volume
- D. Follow a structured evaluation plan, to capture data on productivity, effectiveness and improved controls

Correct Answer: D

QUESTION 2

How are you able to deliver capabilities when using transition architecture approaches to change?

- A. Incrementally
- B. All at the same time
- C. In any sequence, with similar results
- D. Earlier than stakeholders require

Correct Answer: A

QUESTION 3

Which tool or document should you use to help identify high level gaps in knowledge about your customer's overall strategy and operating model?

- A. Business Model Canvas
- B. An account coverage plan for your team's territory
- C. Communications plan rollout of a new application
- D. A win/loss review from a proposal delivered to the customer 12 months ago

Correct Answer: A

QUESTION 4

Which is the recommended approach or activity for extending requirements analysis?

- A. Communications planning



- B. Business case development
- C. Five whys technique
- D. Personal elevator pitch

Correct Answer: C

QUESTION 5

Assuming the customer is a retail store chain, which describes a business benefit from using technology?

- A. implements a new video system with a strong track record for quality
- B. store managers better understand their compensation plan, since wording is simpler
- C. higher revenue per customer, based on personalized tips being sent to shopper smartphones
- D. IT staff completes a performance management software tool upgrade on time

Correct Answer: C

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