



820-421^{Q&As}

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QUESTION 1

Which statement is true?

- A. Customer satisfaction improvement represents a financial benefit
- B. Financial benefits can include cost reduction in the short term, plus an overall decrease in ongoing expenses
- C. Non-financial benefits should be identified by the customer's finance representative
- D. In order to include expense savings in a business case, you should create a model to calculate the high to low range of savings

Correct Answer: B

QUESTION 2

Which option represents a subject expert from a Cisco Channel Partner's ecosystem recommended for you to use as a source of insight?

- A. The customer's lead procurement official
- B. A government regulatory official familiar with the customer
- C. A sales rep for one of the Partner's competitors
- D. An IT architect working at a software company that markets solutions bundled with the Channel Partner's offerings

Correct Answer: D

QUESTION 3

Which of these allows you to add event actions globally based on the risk rating of each event, without having to configure each signature individually?

- A. event action summarization
- B. event action filter
- C. event action override
- D. signature event action processor

Correct Answer: C

QUESTION 4

What should you consider when recommending solutions?



- A. Include benefits from projects the customer is currently executing, which are dependencies for one of your solutions
- B. Try to shift risks of budget overruns to the IT management team
- C. Ensure the business case and solutions cover a consistent scope
- D. Include more details about the investments needed, where a customer expense is highest

Correct Answer: C

QUESTION 5

Which statement is true?

- A. A viewpoint and statement of requirements are equivalent in accuracy
- B. Viewpoints describe a stakeholder's preference and desired capability
- C. Requirements can be met, while viewpoints reflect stretch goals that are more difficult to realize
- D. For a viewpoint to be considered, you should confirm at least three stakeholders agree it is a top priority

Correct Answer: B

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