



820-421^{Q&As}

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QUESTION 1

What is a business use case?

- A. A way of lowering costs
- B. A roadmap to introduce new technology
- C. A list of exceptions to be tested
- D. A high level process supporting a goal

Correct Answer: D

QUESTION 2

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 3

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 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

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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