

820-421^{Q&As}

Applying Cisco Specialized Business Value Analysis

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QUESTION 1

How can business capability increments lend structure to work packages, and reduce risk?

- A. By communicating how IT features enable process improvement
- B. By defining appropriate dimensions with assigned values
- C. By stating assigned resources name, organization and role
- D. By decomposing activities into the smallest set of tasks

Correct Answer: B

QUESTION 2

An implementation roadmap should be structured around which two items? (Choose two.)

- A. A link to the business case
- B. Implementation risks
- C. Expect value of benefits expected from specific phases
- D. Anticipated dates for vendor releases of new product versions
- E. Quarterly backup and upgrade schedules for installed hardware or software

Correct Answer: AB

QUESTION 3

What should a business case executive summary contain?

- A. Describe contractual terms of a maintenance agreement
- B. Explain the rationale for choosing a model of network hardware
- C. Describe the overall intent behind solutions, and a summary of benefits and costs
- D. Recommend which customer manager should be accountable for delivering business case results

Correct Answer: C

QUESTION 4

Zhich is the Cisco recommended technique for verifying the `as-is\\' state of the business?

A. Presenting root cause analysis



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- B. Discussing the Business Model Canvas
- C. Modeling high volume parts of the customer\\'s business process
- D. Using "The five whys" questioning approach

Correct Answer: B

QUESTION 5

What part of the benefits realization approach includes documentation and tracking of actual results vs.projections?

- A. Definition of metrics to use in assessing productivity gains
- B. Creation of an outline for the business case
- C. Implementation program benefits delivery
- D. Adoption and rollout strategy across user groups

Correct Answer: C

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