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QUESTION 1

Your company wants to increase sales by selling in new countries and by getting more repeat orders and revenue from current customers. What is one technique that can help to communicate how technology solutions can improve business outcomes?

A. Prepare a detailed cause and effect model.

B. Benchmark different technology solutions to identify the best mix of hardware and software.

C. Prepare a visual diagram showing the current business operation and possible future scenarios with different technology solutions in place.

D. Create a document that has a summary of current problems followed by detailed descriptions of technology features that reduce operating costs.

Correct Answer: C

QUESTION 2

Business departments have each selected one person to represent their needs for an improved reporting system. Which is a recommended way to capture, confirm, and prioritize the requirements of the group of departments?

A. Conduct individual interviews then summarize the inputs.

B. Send out a survey to the representatives and the managers of each department.

C. Conduct one or more workshop sessions.

D. Distribute two industry benchmark reports then run a conference call to hear opinions and answer questions.

Correct Answer: C

QUESTION 3

Which IT roles should be interested in requirements for solution adoption?

A. The Project Manager and Executive Sponsor

B. The lead application developer and the testing team leader

C. Applications, infrastructure, and project management professionals

D. The training lead and a user design subject expert

Correct Answer: C

QUESTION 4

Which is a critical first step when thinking about how to communicate technical content to a senior business manager?

A. Identify a person on her staff who can explain details.

B. Listen to the customer to understand her KPIs.

C. Plan out your message to explain potential options.

D. Draft a high level message using language pulled from the top IT vendors.

Correct Answer: B

QUESTION 5

You typically have some measure of control over which two factors of SWOT? (Choose two.)

A. Strengths

B. Weaknesses

C. Opportunities

D. Threats

Correct Answer: AB

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