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QUESTION 1

What is a primary benefit of asking questions to stakeholders who do not have strong decision authority over project funding, but who do have relevant experience?

- A. It shows them that you are interested in their opinions.
- B. The more data, the better.
- C. It can find requirements or opportunities that are relevant to future discussions.
- D. It shows the decision makers you are taking the initiative to get input from people that they might not have identified for interviews.

Correct Answer: C

QUESTION 2

What is a recommended technique for building a good relationship with someone who has a dominating or very strong personality?

- A. 1. Be direct and clear. 2. Stick to the topic, with little discussion about things outside of work.
- B. 1. Use humor to create an informal environment. 2. Use emotional language or speak in extreme terms -- like "outstanding" or "I love that idea".
- C. 1. Make sure to get your points out first and explain why they are right. 2. Be prepared for criticism and have a couple of topics ready where you will immediately give in.
- D. 1. Discuss the person's interests outside of work. 2. Limit the conversation to just two topics, since the conversation will likely go into detailed stories about experiences.

Correct Answer: A

QUESTION 3

A business lead in a Fortune 100 customer service organization wants to optimize the efficiency of his service incident team, while having the ability to rapidly respond to changing market conditions in the industry. Which incident management platform best supports these goals?

- A. An Enterprise Resource Management platform that focuses on standardization and scale.
- B. An Intelligent Business Process Management System that enables the business to directly define, execute, and measure their business processes.
- C. A mobile-enabled service incident platform developed by a small start-up company.
- D. A custom-developed help desk application that was created for the internal IT support team.

Correct Answer: B



QUESTION 4

With reference to the Healthcare market, which can be seen as a compelling event representing an opportunity for virtual desktop technology?

- A. A legislator imposing the compliance to a common IT system running on a peculiar OS release
- B. Uprising of remote patient monitoring outside of conventional clinical settings
- C. A legislator imposing marketplaces to buy subsidized health insurance based on income
- D. An increase in the average age of the population in the major western countries

Correct Answer: A

QUESTION 5

Select and Place:

Match the examples of strategy, management, and operations with their proper category.	
Authorization levels for waiving credit card fees	Strategy
Grow revenue by expanding into emerging markets through business partners	Strategy
Monthly reviews of actual vs. budget results	Management
Quality improvement plans for an inventory management department	Management
Respond faster to new market opportunities by deploying Fast-IT teams within major divisions	Operations
Monthly reviews of customer service metrics	Operations

Correct Answer:



Match the examples of strategy, management, and operations with their proper category.

	Grow revenue by expanding into emerging markets through business partners
	Respond faster to new market opportunities by deploying Fast-IT teams within major divisions
	Monthly reviews of actual vs. budget results
	Monthly reviews of customer service metrics
	Authorization levels for waiving credit card fees
	Quality improvement plans for an inventory management department

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