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QUESTION 1

Which two are examples of open-ended questions? (Choose two.)

- A. What switch models do you currently use in your network?
- B. What are the main reasons why customers prefer ordering services from you?
- C. What is the planned ROI for this new implementation?
- D. What do you think about the future of the Data Center market?
- E. What are your working hours?
- F. Does your existing infrastructure maintenance become more problematic each year?

Correct Answer: BD

QUESTION 2

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 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

A regional bank wants to improve the customer satisfaction score for its online banking user base by 25%. Which two system capabilities best support this business outcome? (Choose two.)

- A. The creation of a consistent customer master that spans across all customer-facing business units (credit card, consumer banking, mortgage, personal loan).
- B. Single sign-on access management which enables customer authentication credentials to carry forward across multiple banking applications.
- C. A user experience that is optimized around how the company's backend order management system processes transactions.
- D. The introduction of an Enterprise Resource Planning platform to replace the company's ecosystem of legacy applications.
- E. Implementing a cloud computing solution that incorporates industry best practices.

Correct Answer: AB

QUESTION 5

An IT team is designing a Proof of Concept (PoC) for a mobile email account provisioning system. Which best describes this activity?

- A. A small and well defined exercise that directly measures and validates assumptions around a subset of capabilities.
- B. A partially configured implementation in a non-production environment that the team can use to learn the new system and provide requirements.
- C. A fully configured implementation in production that a small set of power-users use to validate how the system will be used in the field and to refine functionality.
- D. A process to solicit and screen beta testers for the first release of the product.

Correct Answer: A

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