



840-423^{Q&As}

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QUESTION 1

Which option is a benefit of communicating a solution in business terms?

- A. The customer is more likely to invest because Cisco or the Partner is committing to a specific level of financial benefit.
- B. The customer IT executive can better identify how the solution affects their headcount for problem resolution.
- C. The customer's business and IT personnel can have improved dialogue about the solution, its impact, and options for deployment.
- D. The lead customer business stakeholder is given a detailed explanation about the value of most advanced technologies.

Correct Answer: C

QUESTION 2

Which statement about why stakeholder analysis for a large initiative can be challenging is true?

- A. A higher level of politics and uncertainty typically exists with larger initiatives.
- B. The IT department most likely has a higher level of influence as compared to other projects.
- C. The stakeholder analysis 2x2 framework -- interest vs. power -- only works for small scope projects.
- D. It is necessary to assess 90% or more of the stakeholders for an effort.

Correct Answer: A

QUESTION 3

Which option is part of a communication plan?

- A. name and department number of email recipients
- B. frequency and method to distribute status information
- C. reporting structure for a department
- D. rating of support

Correct Answer: B

QUESTION 4

Which action is the recommended way to address a business constraint on "user training time"?



- A. Create a self-study module and inform users that they are responsible to train themselves as time allows.
- B. Revise the training so that it fits into time available from the busiest users.
- C. Train a core set of users and develop a plan for them to get others to the required level of execution capability.
- D. Extend the project timeline and delay future deployment or the next phase until users are trained.

Correct Answer: C

QUESTION 5

Which statement about SWOT analysis is true?

- A. Strengths can be turned into competitive advantage by aligning with opportunities.
- B. Weaknesses most likely can be relieved by higher investment in technology.
- C. Opportunities indicate details of sales situations that the company has within their pipeline.
- D. A threat indicates long-term concerns that the customer should address within a three-year period.

Correct Answer: A

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