



840-423^{Q&As}

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QUESTION 1

Which action is a recommended way to capture concerns about benefits?

- A. Ask people their opinion in a large group meeting.
- B. Conduct a focus group with people who are close to the plan and who know the business area.
- C. Watch a user who is trying to do her job.
- D. Include a question in the company employee satisfaction survey.

Correct Answer: B

QUESTION 2

Which option is a nonfinancial impact?

- A. number of new sales wins due to improved collaboration
- B. percentage reduction in attrition (resignations) among customer service reps due to improved tools
- C. retirement of servers previously used for capacity spikes
- D. improved brand image and reputation, as reflected in an informal set of interviews by someone writing an industry blog

Correct Answer: D

QUESTION 3

The customer has previously implemented a Cisco network management solution. You have an opportunity to improve security and threat detection. Which approach is an appropriate way to tie together the benefits of the solutions?

- A. Explain how the security software leverages underlying capabilities of the network management solution.
- B. Describe how proprietary technology elements provide the customer with the most advanced solution, which eliminates risk to a business unit.
- C. Identify the financial benefits not yet realized with the network management solution, and ensure they can be attained through the security solution.
- D. Select the top five value-added aspects of the security solution, and model the financial benefit under three scenarios. This exercise gives insight into possible levels of benefit.

Correct Answer: A

QUESTION 4



Which example is a business case assumption that is most likely to be provided by the IT executive?

- A. The expected weighted cost of capital can define the rate of return.
- B. The number of personnel can be reduced in the business unit due to automation.
- C. IT transaction volumes will grow 10% annually for the next 2 years.
- D. The business will outsource customer service to a third party.

Correct Answer: C

QUESTION 5

Which option describes what a change leader is responsible for?

- A. telling people how they should do their work
- B. assigning key people to be role models
- C. planning to fill open jobs
- D. deciding how to give out favors

Correct Answer: B

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