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QUESTION 1

Which action should be done to assess training needs?

- A. Ask managers if their employees need new skills.
- B. Look at prior problem tickets.
- C. Conduct interviews with people who represent major user roles.
- D. Identify where the system is most confusing to use.

Correct Answer: C

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

Which pieces of information help to assess user readiness for a rollout?

- A. number of users and years in role
- B. user awareness and time scheduled for training
- C. budget and testing script
- D. number of changes in processes and number of open help desk problems

Correct Answer: B

QUESTION 4

Which two options are characteristics you will find on a roadmap of business-aligned IT initiatives? (Choose two.)



- A. Must contain the details of the sales proposal.
- B. Must target the right approach.
- C. Must involve the appropriate group intelligence and profile a specific level of detail.
- D. Must include network diagrams of all the solutions involved.

Correct Answer: BC

QUESTION 5

How does IT contribute to facilitate the creation of a business strategy?

- A. By developing applications that represent a broad competitive advantage.
- B. With solutions that have unique functionality, focused in every area of the business.
- C. contracting services that help reduce costs and optimize the budget.
- D. using robust technology solutions throughout the organization.

Correct Answer: D

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