



840-425^{Q&As}

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QUESTION 1

Which two categories of services does Cisco and its partners offer to enable business outcomes? (Choose two.)

- A. Business Services
- B. Management Services
- C. Migration Services
- D. Enablement Services
- E. Operational Services

Correct Answer: BD

QUESTION 2

Which action is the recommended way to describe business unit benefits from upgrading a customer's 2-year old network?

- A. Highlight the improved response time and service level possible.
- B. Relate the increase in reliability and performance to the impact on business activities that are supported by the network.
- C. Describe how the capacity upgrade allows the customer to reduce support headcount within the IT organization.
- D. Focus on the unique aspects of Cisco advanced technology, as compared with the customer's current network.

Correct Answer: B

QUESTION 3

Which statement describes why it is important to separate major from minor problems in getting expected benefits?

- A. Major problems are always harder to fix.
- B. Minor problems usually affect more people.
- C. This information is used for system status reporting.
- D. An accurate breakdown allows for putting resource on items with high impact.

Correct Answer: D

QUESTION 4

Which three options are recommendations to implement change management? (Choose three.)



- A. Involve real influencers that help create engagement and support change.
- B. Deliver and communicate real business benefits periodically.
- C. Consider change has been accepted when it becomes part of the day to day operations.
- D. Only deploy the solution when 100% of the stakeholders agree.
- E. Consider change has been accepted when the partner has signed off the project.

Correct Answer: ABC

QUESTION 5

Which three options are potential Cisco and Partner benefits of agreeing to regular, formal, follow-up meetings post implementation? (Choose three.)

- A. Increased profit margin from the project
- B. Increased levels of customer satisfaction
- C. Faster time to sale
- D. Opportunity to identify further opportunities
- E. Opportunity to promote special offers to the customer
- F. Closer relationship with the customer

Correct Answer: BDF

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