

## 840-450<sup>Q&As</sup>

Mastering The Cisco Business Architecture Discipline (DTBAD)

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## QUESTION 1

DRAG DROP

Consider the steps that a business architect takes to ensure a successful business proposal presentation.

Drag and drop each step on the left to the correct description on the right.

Select and Place:

Step 1	Present the financial benefits and value realization.
Step 2	Conduct a stakeholder analysis.
Step 3	Ask for feedback.
Step 4	Follow up with stakeholders.
Step 5	State your anticipated outcomes at the beginning.
Step 6	Tailor the message to the audience.
Step 7	Discuss how the business roadmap enables the business to reach the target state.

Correct Answer:



## QUESTION 2

Which two real world examples for an external business influence are true? (Choose two.)

- A. A bank has decided to invest in a new business solution for retail banking.
- B. A state health department has mandated the use of closed-loop medication administration to all state hospitals.
- C. A manufacturer is streamlining current manual processes in the warehouse for automation purposes.
- D. The CMO has indicated they should develop new business capabilities for their Business Delivery Services department.
- E. A bricks and mortar retailer is introducing their online retail capability to compete with online rivals.

Correct Answer: DE

## QUESTION 3

Which tool focuses on enabling customers to spend the least amount of time to reach their goal?

- A. lean consumption model

- B. lean service management
- C. culture map
- D. customer journey map

Correct Answer: D

**QUESTION 4**

DRAG DROP

Drag and drop the descriptions from the left onto the correct maps on the right. Not all options are used.

Select and Place:

identifies the key technology components that are required throughout the customer journey	customer journey map
identifies the key business processes and resources that are required throughout the customer journey	business journey map
identifies how the customer views an organization by putting interactions in the context of their broader goals, objectives, and activities	technology journey map
identifies the strengths, weaknesses, opportunities, and threats	

Correct Answer:

	identifies how the customer views an organization by putting interactions in the context of their broader goals, objectives, and activities
	identifies the key business processes and resources that are required throughout the customer journey
	identifies the key technology components that are required throughout the customer journey
identifies the strengths, weaknesses, opportunities, and threats	

## QUESTION 5

Which two steps are part of the Seven Elements Framework? (Choose two.)

- A. know personal history
- B. relationship
- C. compromise
- D. detailed talk track
- E. options

Correct Answer: BE

Reference: <https://www.pon.harvard.edu/tag/seven-elements/>

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