

QUESTIONS & ANSWERS

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Answer: C

QUESTION: 117

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.

Answer: C

QUESTION: 118

Which two options are true regarding chargeback and showback? (Choose two.)

- A. Chargeback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- B. Showback is an internal billing mechanism where departments directly pay for their consumption of IT services.
- C. Chargeback provides departments with visibility to their consumption of IT services but do not directly pay for the services.
- D. Showback provides departments with visibility to their consumption of IT services but do not directly pay for the services.

Answer: A, D

QUESTION: 119

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.

Answer: B, C

QUESTION: 120

When you select a solution, which option should guide your decisions?

- A. lowest possible cost
- B. most advanced solution, both technically and for the business operation
- C. an appropriate mix of risk, technology capability, and business capability, based on customer priorities
- D. must fit within the current IT budget

Answer: C

QUESTION: 121

Which two options are indirect financial benefits of the outcome-based sales?
(Choose two.)

- A. Increased NPV.
- B. Lower project costs.
- C. Process efficiencies.
- D. Faster time to market for new solutions.

Answer: C, D

QUESTION: 122

Which option describes what a five forces model shows?

- A. industry players: suppliers, complementers, customers, and competitors
- B. a list of industry trends and drivers for total market growth
- C. the top three competitive advantages owned by each of the major suppliers
- D. an analysis of customer priorities for technology purchase decisions

Answer: A

QUESTION: 123

Which three benefits will the customer see when the partner creates a roadmap that aligns IT initiatives to their business? (Choose three.)

- A. Elevate the relevance of the IT department.
- B. Clear view of IT investments.
- C. Better alignment between business standard roadmap and IT.
- D. Revenue growth.
- E. Technology adoption.

Answer: A, B, C

QUESTION: 124

Which option describes the recommended process for managing service improvement?

- A. Define what you should measure; Gather, process and analyze the data; Present the information for management decision making; Implement corrective action.
- B. Take measurements; Make one or more corrective actions; Take new measurements.
- C. Determine requirements; Gather data; Analyze problems; Report on outcomes.
- D. Determine requirements; Gather data and analyze data; Take corrective actions; Present management report on outcomes.

Answer: A

QUESTION: 125

Which two options are additional metrics, beyond KPIs, that can be considered to measure success? (Choose two.)

- A. Price increases.
- B. Reduced implementation timelines.
- C. Customer loyalty.
- D. Technology adoption.

Answer: B, C

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